United Nations Children's Fund

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS

Title	Funding Code	Type of engagement	Duty Station:
CORE MIS Programming Consultant		☒ Consultant ☐ Individual Contractor Part-Time ☐ Individual Contractor Full-Time	Zambia country office

Purpose of Activity/Assignment:

Provide support to CORE MIS customisation for use in the Social Cash Transfer (SCT) System and technical support for the implementation of the SCT data management to meet program needs as agreed with the MCDSS, testing the systems, and training client IT teams on the use and maintenance of the CORE-MIS.

Scope of Work:

In response to the COVID-19 Pandemic, UNICEF supported the Government of the Republic of Zambia through the Ministry of Community Development and Social Services (MCDSS) in the development and implementation of the COVID-19 Emergency Cash Transfer (C-ECT) programme. Given the sizeable caseload for the C-ECT and the need to manage temporary beneficiaries under the horizontal expansion of the programme, the World Bank proposed to UNICEF to use the CORE MIS they developed to assist countries and organizations in the rapid delivery of emergency cash transfers to safety net beneficiaries and to vulnerable informal sector workers in response to the COVID-19 pandemic and tailor it to fit UNICEF requirements. The CORE MIS is a web-based application, developed using exclusively free and open source tools, that can be used to support the implementation of social protection programs.

In view of the imminent horizontal expansion of the Social Cash Transfer (SCT) Program, the Government of Zambia and the donor community agreed that the ZISPIS in its current form would not be able to meet the increasing technical needs of the program, such as an app for registration of potential beneficiaries and their household data, a data cleaning module, an integrated PMT module, a GRM module, and a direct link to the GEWEL payment gateway for digital payments. The CORE-MIS was the suggested instrument to fill this gap, with the agreement that it could be set up with the missing modules in an initial phase, and later enhanced by a third party in a second phase. Furthermore, the previous positive experience of UNICEF's use of the CORE-MIS and the relatively rapid set-up process of this end-to-end system would ensure that SCT was able to provide continued and long-term support to beneficiaries including those covered by the ECT.

Given the tight deadlines to deliver a robust and efficient MIS for the SCT Program, there is a clear opportunity to leverage the positive experience and ongoing work on the ECT MIS. Many of the previous customizations that were carried out for the ECT MIS will now feature on SCT's new MIS (e.g. the KoBo view-in-view feature) including some of the important back-end coding of geographical locations and payment functionalities. As such it is expected that, though there are some important customizations to be made for the SCT Program's particular activities and methodology, the SCT's new MIS will be enhanced and operational within a rapid timeframe.

Against this background, the CORE MIS Programming Consultant will provide technical support for the implementation of the SCT's management information system through the customization of the existing CORE-MIS to meet program needs. Historical data will be migrated, and user experiences on the ZISPIS will be mirrored and improved with further modules that will add to the program's technical capacity.

The specific tasks to be undertaken by the CORE MIS Programming Consultant will include:
- Design and development of the following new features:

- o Data Cleaning Module
- o Modifications to the Beneficiary module to reflect Listing and Enumeration process flows;
- o Modifications to the PMT module to reflect SCT's PMT methodology;
- o Integration with the Zambian Integrated Social Protection Information System Payment System
- o Modifications to the GRM module (for GBV processing functionalities)
- Integration of the CORE-MIS with the PayPoint Manager App;
- Migration of the historical ZISPIS data;
- User Acceptance Testing;
- Provide support to the training of key staff of the client.

Child Safeguarding

Is this project/assignment considered as "Elevated Risk Role" from a child safeguarding perspective?

☐ YES   ☒ NO   If YES, check all that apply:

Direct contact role   ☐ YES   ☒ NO

If yes, please indicate the number of hours/months of direct interpersonal contact with children, or work in their immediately physical proximity, with limited supervision by a more senior member of personnel:

Child data role   ☐ YES   ☒ NO

If yes, please indicate the number of hours/months of manipulating or transmitting personal-identifiable information of children (name, national ID, location data, photos):

More information is available in the Child Safeguarding SharePoint and Child Safeguarding FAQs and Updates

Budget Year:	Requesting Section/Issuing Office:	Reasons why consultancy cannot be done by staff:
2021	*Social Policy and Research*	The level of the required specialized technical expertise and experience cannot be met from within the current staff resources available at the UNICEF ZCO or at the Ministry of Community Development and Social Services.

Included in Annual/Rolling Workplan: ☒ Yes ☐ No, please justify:

Consultant sourcing:	Request for:
☐ National ☒ International ☐ Both	☒ New SSA – Individual Contract
Consultant selection method:	
☒ Competitive Selection (Roster)	☐ Extension/ Amendment
☐ Competitive Selection (Advertisement/Desk Review/Interview)	

If Extension, Justification for extension:

N/A

Work Assignment Overview

Tasks/Milestone:	Deliverables/Outputs:	Timeline	Estimate Budget
Design and develop Data Cleaning Module; Modifications to the Beneficiary module to reflect Listing and Enumeration process flows; Modifications to the PMT module to reflect SCT's PMT methodology; Integration with the Zambian Integrated Social Protection Information System Payment System Modifications to the GRM module (for GBV processing functionalities).	Modified version of the source code for SCT-MIS	11.08.2021	30%
Integration of the CORE-MIS with the PayPoint Manager App; Migration of the historical ZISPIS data; User Acceptance Testing.	User acceptance test report for SCT-MIS	11.09.2021	30%
Provide support to the training of key staff of the client.	Report on technical assistance provided to the client for the maintenance of the SCT-MIS	11.10.2021	40%

Supervisor:	Start Date:	End Date:	Number of Days (working)
Daniel Kumitz, Chief Social Policy and Research	*26.07.2021*	*11.10.2021*	*25*

Estimated Consultancy fee			
Travel International (if applicable)	N/A		
Travel Local (please include travel plan)	N/A		
DSA (if applicable)	N/A		
Total estimated consultancy costs[i]			

Minimum Qualifications required:	Knowledge/Expertise/Skills required:
☐ Bachelors ☒ Masters ☐ PhD ☐ Other Engineering and Computer Science, or other relevant subjects combined with substantial experience in IT-centered projects.	1. At least 5 years in relevant experience in designing and operating management information systems; 2. At least 3 years in relevant experience in managing teams and complex issues; 3. Familiarity with the background and rationale of the Emergency Cash Transfer or other social protection programmes; 4. Good ability to listen to and communicate with clients; 5. Excellent verbal and written communication skills in English are essential.
Administrative details: Visa assistance required: ☐ Transportation arranged by the office: ☐	☒ Home Based ☐ Office Based: If office based, seating arrangement identified: ☐ IT and Communication equipment required: ☐ Internet access required: ☐
Request Authorised by Section Head	**Request Verified by HR:**
Approval of Representative	

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[i] Costs indicated are estimated. Final rate shall follow the "best value for money" principle, i.e., achieving the desired outcome at the lowest possible fee. Consultants will be asked to stipulate all-inclusive fees, including lump sum travel and subsistence costs, as applicable.

Payment of professional fees will be based on submission of agreed deliverables. UNICEF reserves the right to withhold payment in case the deliverables submitted are not up to the required standard or in case of delays in submitting the deliverables on the part of the consultant

Text to be added to all TORs:

Individuals engaged under a consultancy or individual contract will not be considered "staff members" under the Staff Regulations and Rules of the United Nations and UNICEF's policies and procedures, and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultants and individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.