

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS

Title: Individual National ICT Consultant	Funding Code: SC220871 WBS: 2460/A0/06/300/003/005	Duty Station: Vientiane, Lao PDR
<p>Purpose of Activity/Assignment:</p> <p>The Education and Sports Sector Development Plan (2021-2025) of the Lao Ministry of Education and Sports (MoES) emphasizes the critical need to improve the MoES's managerial capabilities and enhance its information, monitoring, and evaluation systems within the education sector. Effective management of education data through a robust Education Management Information System (EMIS) and Monitoring and Evaluation (M&E) framework is essential for the MoES and its partners to identify challenges, uncover investment opportunities, strengthen evidence-based decision-making, and optimize resource allocation. Improved data management and real-time decision-making are crucial for advancing student learning outcomes.</p> <p>In response to these needs, the MoES is committed to enhancing the quality of education data and leveraging disaggregated data throughout the education system. In 2019, the Lao Education and Sports Management Information System (LES MIS) Supervising Committee recognized the necessity for an integrated LES MIS that would unify various MoES databases, including EMIS, FMIS, TEMIS, PMIS, TVET-MIS, LUMIS, and PBMIS. The integrated LES MIS aims to improve data accuracy and utility while reducing the reporting burden at provincial, district, and school levels by minimizing redundant information requests.</p> <p>Aligned with the Education and Sports Sector Development Plan (ESSDP), the development of LES MIS is a pivotal step towards a more efficient data management system, strengthening M&E capabilities. Achieving these objectives requires comprehensive support for both the development of the integrated LES MIS platform and the enhancement of other essential MoES management systems, such as accounting and personnel management systems. Additionally, capacity-building efforts are necessary to ensure effective operation and integration of these systems, facilitating seamless data exchange across the MoES's diverse information systems. Despite progress, continued support is crucial to finalize LES MIS, upgrade key information systems, and provide necessary capacity-building.</p> <p>At the same time, the COVID-19 pandemic has highlighted the urgency of digital upskilling across the education system, including at the decentralized district level. The closure of schools during lockdowns disrupted learning opportunities for many children. In response, UNICEF has assisted the MoES in launching the Khang Panya Lao platform, a national digital learning repository that provides access to official curriculum textbooks and a wide range of local and global learning resources. Ongoing efforts are needed to ensure universal access to this platform and to equip learners and educators with essential digital literacy skills for continued education, professional development, and future employability. In particular, support is needed to ensure MoES has strong technical capacity to fully manage and grow this platform.</p> <p>These interventions, and others, have highlighted the crucial need to establish an overarching ICT in Education Strategy for the entire education sector. MoES, with the support of UNICEF and the EU, led this process in 2022/2023 with an ICT in Education Strategy now at the final approval stages. The next phase in the development of this strategy is to ensure an accompanying five year Action Plan will provide a clear path towards realizing the ICT in Education strategy vision for each of the education sub-sectors.</p>		

A team of consultants will help MoES to lead this process with the support of additional UNICEF technical assistance.

Alongside all of this, ICT-related areas of support to MoES, UNICEF is moving forward with air quality monitoring, which involves installing air quality monitoring equipment in schools and creating related educational materials. This project is part of a broader effort to address climate change and monitor and address environmental factors that affect learning conditions.

Under the leadership of the UNICEF Education Chief, under the direct supervision of the UNICEF Education Specialist and in close collaboration with relevant MoES departments, an experienced national consultant is sought to provide vital IT and communications coaching and support. The consultant will provide capacity building in the implementation of LESMIS and other key information systems, support MoES to develop enhanced technical capacity to manage Khang Panya Lao and youth engagement, contribute to the development of the ICT in Education Strategy Action Plan and support the rollout of air quality monitoring in schools. Additionally, the consultant will develop ICT training materials and conduct training sessions to build local capacities in IT and digital resource management.

Scope of Work:

The national IT consultant will provide direct, hands-on support to MoES across several ICT-related areas of UNICEF support. This will require approximately 3 days of each week spent providing hands-on guidance and training to the ICT focal points within key MoES departments. The exact schedule for this support to MoES will be agreed upon commencement of the assignment. Additional days each week can be spent at the UNICEF office providing further technical support and delivering on the tasks listed below.

1. Khang Panya Lao Digital Teaching and Learning Platform:

- **Capacity building in digital content development:** Provide at least 5 full days of training to RIES staff on the use of iSpring software for interactive SCORM content and other related Khang Panya Lao technical support.
- **Development of digital learning content:** Working with RIES, ensure the interactive design for all at least four official curriculum textbooks is completed and uploaded in Khang Panya Lao. Support the presentation of this content to MoES and partners.
- **Khang Panya Lao teacher training & monitoring:** Participate in at least one Khang Panya Lao teacher trainings for monitoring purposes and, with the education specialist, prepare a Khang Panya monitoring report and present the cumulative results of the teacher training to UNICEF and MoES.
- **Back-up IT and technical support:** Provide at least 10 days of hand on support to MoES in operating the Khang Panya Lao platform, including managing the backend, utilizing of tablets, mobile devices and related technologies, developing M&E reports on Khang Panya usage and, in coordination with the UNICEF Education Specialist, collaborate with regional and global Learning Passport teams for updates, and provide IT support and platform maintenance. Offer technical support for the integration of APIs and technical

systems to enhance platform interoperability. This includes technical support and coordination of software for the youth engagement online learning content and uploading to the Khang Panya Lao backend system.

2. **Aligned to the national ICT in Education Strategy, support the strengthening of partnerships with the private sector and development partners in digital infrastructure development and digital learning:**

- **Telecommunication Collaboration:** Facilitate at least two meetings with internet service providers in follow up to the establishment of the national ICT in Education Strategy. Support includes technical inputs to the establishment of an MoU for zero-rating of Khang Panya / enabling more equitable access to digital learning.
- **ICT in Education Strategy Action Plan:** Provide at least 20 days of technical support to the ICT Centre in the development of a 5-year ICT in Education Strategy Action Plan. Support can include contribution to technical discussions with government and development partners, including via workshops and meetings at central and/or sub-national levels, and in review of action plan drafts. Support should help ensure the feasibility and suitability of the Action Plan to the Lao context.

3. **Improving Air Quality monitoring in collaboration with the UNICEF Wash team:**

- **Implementation and Monitoring:** Oversee the installation of internet service provision and air quality monitoring equipment in 150 schools, ensuring proper functioning and connectivity. This involves liaison with mobile network operators and at least 1 field visit to a targeted district for implementation support and monitoring.
- **Educational and Monitoring Support:** Provide at least 10 days of direct hands-on support to government in the monitoring of air quality through schools. Based on needs, develop instructional guides including at least one video for users of the Air Quality monitoring tools and ensure MoES has functional air quality monitoring mechanisms within schools.

4. **LESMIS (Lao Education and Sports Management Information System):**

Sub Sector Dashboards:

- **LESMIS upgrading:** Work closely with the LESMIS system developer on the upgrading of the LESMIS system, specifically ensuring at least three new features are added, functional and used by government.
- **Data import:** Design and create a data import tool to allow the five sub-sectors to import additional data into the database and display it within the LESMIS system.
- **Capacity building:** Provide hands on support and trainings in LESMIS to line departments from five education sub-sectors (at least 10 days for each of the five-line departments)¹ in data entry procedures, creating dashboards and importing data for upcoming years. Support should enable line departments to each create at least two new dashboards per sub-sector within the LESMIS system. Support may also be required at the sub-national levels.
- **Server Maintenance:** Provide training to the ICT Core Team in the management and maintenance of the LESMIS server and database. This includes weekly visits to ensure system reliability and address any issues together with the Core Team.

¹ Where trainings combine line departments, this can be counted towards the singular training of each line department.

This work will require at least 20 days of field visits/travel over the course of the assignment including the following:

5. Khang Panya Lao field visits/monitoring support: 5 days
6. ICT Strategy Action Plan sub-national consultations: 5 days
7. LESMIS capacity building: 5 days
8. Air Quality Monitoring Implementation: 5 days

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: 2024	Requesting Section/Issuing Office: UNICEF Laos Education	Reasons why consultancy cannot be done by staff: This is a highly technical education and IT specialist position. The tasks requires working at the MoES offices at least three days per week and hands on coaching support to government in IT development of their education system, which is beyond the technical and functional role of staff.
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Included in Annual/Rolling Workplan: Yes No, please justify:

Consultant sourcing: National International Both

Competitive Selection: Advertisement Roster Informal competitive (Low Value Contract)

Single Source Selection: <input type="checkbox"/> (Emergency - Director's approval)		
If Extension, Justification for extension:		
Supervisor: Education Specialist	Start Date: 01/11/2024 End Date: 30/10/2025	Total duration: 11.5 month

Work Assignments Overview	Deliverables/Outputs	Delivery deadline
Deliverable 1: Initial Setup, Training, and System Presentation	<ul style="list-style-type: none"> Ministry Support: At least 10 days of support with timesheet logs. Training Session: Conduct a comprehensive training session on iSpring Software for RIES including related Khang Panya Lao technical support. Khang Panya monitoring: Participate in one Khang Panya teacher training and prepare a monitoring report to UNICEF. Backend System Presentation: Conduct a workshop on the Khang Panya Lao backend system, presented to UNICEF and relevant partners. LES MIS Server Check: Conduct maintenance visit and provide maintenance coaching and support to MoES (at least one day) 	31 Jan 2025
Deliverable 2: Enhanced Ministry Support, SCORM Development, System Integrations	<ul style="list-style-type: none"> Ministry Support: At least 10 days of support with timesheet logs. SCORM Content Development: Assist RIES in the design and creation of interactive curriculum textbooks on Khang Panya Lao using SCORM for two textbooks (e.g. Grade 2, both Lao and Math textbooks) and upload the courses to the Khang Panya Lao system. Present this content to MoES, UNICEF and partners. LES MIS Server Check: Conduct maintenance visit and provide maintenance coaching and support (at least 1 day) Telecommunications collaboration: Facilitate at least one meeting with internet service provider/s in follow up to the ICT Strategy. This includes technical support to developing a first draft MoU for zero-rating Khang Panya Lao. 	28 Feb 2025
Deliverable 3: Continued Ministry Support, SCORM Development, ICT Action Plan development and Air Quality School Implementation	<ul style="list-style-type: none"> Ministry Support: At least 10 days of support with timesheet logs. SCORM Content Development: Assist RIES in the design and creation of interactive curriculum textbook content in Khang Panya Lao using SCORM for two textbooks (e.g. Grade 3, both Lao language and mathematics) and upload the courses to the Khang Panya Lao system. Present this content to MoES, UNICEF and partners. 	31 Mar 2025

	<ul style="list-style-type: none"> • At least 3 days of support² provided in the drafting of an ICT in Education Strategy Action Plan. Support should help ensure the feasibility and suitability of the Action Plan to the Lao context. • LESMIS Server Check: Conduct maintenance visit and provide maintenance coaching and support (at least 1 day) • Air Quality Equipment Installation: Contribute to the preparatory phase for monitoring air quality in schools including liaison with MNOs and ensure air quality equipment is installed in selected schools 	
Deliverable 4: Sustained Support, Deployment, and Monitoring Enhancements	<ul style="list-style-type: none"> • Ministry Support: At least 10 days of support with timesheet logs • Khang Panya IT and technical support: Provide RIES hands on support to operate Khang Panya, utilizing and maintaining tablets/IT equipment, contribute to Learning Passport meetings/workshops/visits. • Linked to this, provide technical support to UNICEF in Khang Panya deployment ensuring the integration of learning content for youth engagement into Khang Panya Lao (STEM4Girls and/or UPSHIFT). Content integrated must be in Lao language. • LESMIS Server Check: Conduct maintenance visit and provide maintenance coaching and support (at least 1 day) • LESMIS upgrading: Work closely with the LESMIS system developer on the upgrading of the LESMIS system, specifically ensuring at least three new features are added, functional and used by government. 	30 Apr 2025
Deliverable 5: Ongoing Coaching in LESMIS and Air Quality Monitoring support	<ul style="list-style-type: none"> • Ministry Support: At least 10 days of support with timesheet logs • LESMIS Server Check: Conduct maintenance visit and provide maintenance coaching and support (at least 1 day) • LESMIS capacity building: Support MoES to develop at least 5 new dashboards for the relevant sub-sectors. This includes ensuring integration of these dashboards into LESMIS and their appropriate display. • Air Quality Monitoring: Work with government to monitor implementation of air quality tools and develop instructional guides including at least one video for users of the Air Quality monitoring tools. Work with government to ensure functional air quality monitoring mechanisms in selected schools. 	31 May 2025
Deliverable 6: Continued Support, LESMIS System Maintenance, ICT	<ul style="list-style-type: none"> • Ministry Support: At least 10 days of support with timesheet logs • LESMIS capacity building: Support MoES to develop at least 5 new dashboards for the relevant sub-sectors. 	30 Jun 2025

² This is part of the total 10 days required for this deliverable. (It is not an additional three days).

Action Plan development	<p>This includes ensuring integration of these dashboards into LESMIS and their appropriate display.</p> <ul style="list-style-type: none"> • Telecommunications collaboration: Facilitate at least one meeting with internet service provider/s in follow up to the ICT Strategy. This includes technical support to developing an advanced draft MoU for zero-rating Khang Panya Lao. • At least 3 days of support³ provided in the drafting of an ICT in Education Strategy Action Plan. Support should help ensure the feasibility and suitability of the Action Plan to the Lao context. 	
Deliverable 7: Continued Support and Final Content Reviews	<ul style="list-style-type: none"> • Ministry Support: At least 10 days of support with timesheet logs • Final SCORM Review: With RIES, conduct a comprehensive final review and make necessary adjustments to all SCORM content developed across the four interactive textbooks. This includes ‘refresher’ training to RIES to ensure their capacity to manage this process independently. • Final LESMIS Dashboard Review: Conduct a thorough review and finalize the dashboards for the five departments to ensure accuracy and functionality. This includes ‘refresher’ training to the five sub-sectors to ensure their capacity to manage dashboard development moving forward. 	31 Jul 25
Deliverable 8:	<ul style="list-style-type: none"> • Ministry Support: At least 10 days of support with timesheet logs • Final consultation report: After consultation with MoES and UNICEF, develop final report demonstrating time spent coaching MoES, the impact of the consultancy in advancing MoES’ capacity across the four key areas (LESMIS, ICT Strategy Action Plan, Khang Panya Lao and Air Quality Monitoring in Schools) and the handover strategy for ensuring MoES continued leadership and capacity across these areas. • Final supporting guides: Develop and submit any final supporting guidance materials required by MoES for sustainability of interventions supported. At least 1 set of guidance materials must be provided to MoES/UNICEF. • LESMIS Server Check: Conduct maintenance visit and provide maintenance coaching and support (at least 1 day) 	31 Aug 25
Total Fee		

Estimated Consultancy fee		
Professional fee		
Travel International (if applicable)	n/a	

³ This is part of the total 10 days required for this deliverable. (It is not an additional three days).

Travel Local (please include travel plan)	20 days outside Vientiane	
DSA (if applicable)	20 days outside Vientiane	
Health insurance		
Total estimated consultancy costsⁱ		

<p>Minimum Qualifications required*:</p> <p><input checked="" type="checkbox"/> Bachelors <input type="checkbox"/> Masters <input type="checkbox"/> PhD <input type="checkbox"/> Other</p> <p>Disciplines: Experience in: Education, IT, Statistics, Information Management Systems, Digital Learning, ICT in teaching & learning</p>	<p>Knowledge/Expertise/Skills required*:</p> <ul style="list-style-type: none"> • Advanced degree in education, information technology, statistics, communication, engineering, or other relevant field. In lieu of a specific academic degree, relevant experience may be considered to meet this requirement. • At least 8 years of professional work experience in Technology for Development (T4D) and/or information system development, including mobile and web-based applications, with manifested capacity to support capacity building in IT with government counterparts. • Specific experience in ICT in education, including building information management systems, digital learning platforms, blended learning and using ICT for teacher professional development, ideally in Laos. • Excellent communication abilities, in both written and oral forms in Lao and English. Consultant should be at ease in presentations and meetings with D-level (UN) or C-level (private sector) executives.
<p>Submission of applications:</p> <ul style="list-style-type: none"> ▪ Letter of Interest (cover letter) ▪ CV or Resume ▪ Performance evaluation reports or references of similar consultancy assignments (if available) ▪ Financial proposal: All-inclusive lump-sum cost including travel, accommodation cost and insurance with medevac for this assignment as per work assignment. 	
<p>Evaluation Criteria (This will be used for the Selection Report (for clarification see Guidance))</p> <p>a) Technical Qualification (70 points)</p>	

- Advanced degree in education, information technology, statistics, communication, engineering, or other relevant field. In lieu of a specific academic degree, relevant experience may be considered to meet this requirement **(10 points)**
- At least 8 years of professional work experience in Technology for Development (T4D) and/or information system development in the education sector, including mobile and web-based applications, with manifested capacity to support capacity building in IT with government counterparts **(25 points)**
- Specific experience in ICT in education including building information management systems, digital learning platforms, blended learning and using ICT for teacher professional development, ideally in Laos **(25 points)**
- Excellent communication abilities, in both written and oral forms in Lao and English **(10 points)**

b) Financial Proposal (30 points)

The maximum number of points shall be allotted to the lowest Financial Proposal that is opened /evaluated and compared among those technical qualified candidates who have attained a minimum 50 points score in the technical evaluation. Other Financial Proposals will receive points in inverse proportion to the lowest price.

The Contract shall be awarded to the candidate obtaining the highest combined technical and financial scores, subject to the satisfactory result of the verification interview, if required.

Administrative details:

Visa assistance required:

Home Based Office Based:

If office based, seating arrangement identified:

IT and Communication equipment required:

Internet access required:

¹ 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.

The selected candidate is solely responsible to ensure that the visa (applicable) and health insurance required to perform the duties of the contract are valid for the entire period of the contract. Selected candidates are subject to confirmation of fully-vaccinated status against SARS-CoV-2 (Covid-19) with a World Health Organization (WHO)-endorsed vaccine, which must be met prior to taking up the assignment. It does not apply to consultants who will work remotely and are not expected to work on or visit UNICEF premises, programme delivery locations or directly interact with communities UNICEF works with, nor to travel to perform functions for UNICEF for the duration of their consultancy contracts.

UNICEF offers [reasonable accommodation](#) for consultants with disabilities. This may include, for example, accessible software, travel assistance for missions or personal attendants. We encourage you to disclose your disability during your application in case you need reasonable accommodation during the selection process and afterwards in your assignment.
