

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS

Title: Batch recruitment: National IT Assistants to support Ministry of Social Affairs, Veterans and Youth Rehabilitation and National Social Assistance Fund (NSAF)	Funding Code N/A	Type of engagement Individual Consultant	Duty Station: Phnom Penh, Cambodia
Purpose of Activity/Assignment:			
<p>The Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) has implemented a national Social Rights-Based Disability Identification mechanism using the web-based Disability Management Information System (DMIS). Data on people with disabilities is collected at the village level through focal points at the commune/sangkat level and stored digitally in the DMIS. Cash transfer programmes for vulnerable groups, such as pregnant women and children under 2 years old, and households affected by COVID-19, are managed through the National Social Assistance Fund (NSAF) of MoSVY and the Management Information System (MIS), involving provincial departments, communes, and public health facilities.</p> <p>To support the smooth operation of disability identification and cash transfer delivery systems, including social assistance family package and TVET programmes delivery systems, three IT Assistants on Mobile App/MIS are required. Their main responsibilities will include supporting the implementation and maintenance of the digital cash transfer and disability identification systems, troubleshooting technical issues, and conducting comprehensive training sessions for staff on the effective use of these systems. These IT Assistants will play a crucial role in facilitating the rollout training of the delivery system for the upcoming National Social Assistance Family Package and TVET for youth in IDPoor household programmes.</p>			
Scope of Work:			
<p>The consultancy's work involves:</p> <ul style="list-style-type: none"> • Assisting IT specialists in updating and developing the DMIS Mobile/App and MIS of MoSVY, including roll-out trainings and implementation. • Assisting in the development of the Mobile App/MIS for the Family Package and TVET delivery Programmes, alongside its social assistance monitoring system. • Supporting the roll-out training on the Mobile App/MIS system. • Addressing documentation issues related to the Mobile App/MIS system and providing training to the IT helpdesk staff of both MoSVY and NSAF, enabling them to effectively troubleshoot and maintain the system during implementation <p>Key assignments of the consultancy include supporting MoSVY and NSAF on:</p> <ol style="list-style-type: none"> 1) Mobile/App and MIS of DMIS, 2) National Social Assistance Family Package Cash Transfer and its M&E system, and 3) TVET for youth in IDPoor households cash delivery systems and its M&E system <p>The recruited IT Assistants will be responsible for performing the following tasks:</p> <ul style="list-style-type: none"> • Collaborating with the IT team to create a detailed work plan for the consultancy project • Evaluating the Social and Rights-based Disability Identification Mobile App/MIS DMIS system • Assisting in updating the user manual for the Mobile App/MIS, ensuring accurate and up-to-date instructions for effective usage • Participating in the design and development of the Mobile App/MIS for the National Social Assistance Family Package and TVET programmes targeting youth in IDPoor households' cash delivery systems 			

- Supporting training sessions for relevant stakeholder officials, such as commune focal points and health focal points on system operations
- Assisting in the design of system-based assessments that are relevant to the programme, including rapid assessment and risk and vulnerability assessment systems
- Assisting in the development of user manuals and training materials for the Mobile/MIS delivery system
- Assisting in the maintenance of systems, which includes managing Mobile Device Management (MDM) and updating user lists
- Supporting the system implementation of Disability Identification, Family Package, and TVET programmes
- Supporting the operations of the Monitoring and Evaluation system
- Documenting technical issues for troubleshooting purposes and categorizing them to assist in the development of an automated support IT team that can address these troubleshooting needs
- Developing a guideline for system-based Q&A (Questions and Answers), likely to provide users with a reference for common issues and their solutions
- Monitoring the system's performance and promptly addressing or reporting any technical challenges that arise
- Supporting the design and development of a system-based Q&A that addresses common system issues. This includes incorporating automated replies and the ability to divert issues to an online helpdesk team.
- Preparing a training guideline for users to effectively utilize the system-based helpdesk
- Training the helpdesk team and relevant stakeholders, such as communes and health centers, on how to use the system-based Q&A
- Preparing hand-over notes to facilitate the transfer of knowledge and responsibilities to MoSVY and NSAF IT and helpdesk team

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](#)

Consultant sourcing: <input checked="" type="checkbox"/> National <input type="checkbox"/> International Competitive Selection: <input checked="" type="checkbox"/> Advertisement <input type="checkbox"/> Rosters Single Source Selection: (Emergency - Director’s approval)		Request for: New Individual Contract
Supervisor: Keo Sovannary	Start Date: October, 2023	End Date: December 2024

Work Assignments Overview	Deliverables/Outputs	Delivery deadline	Estimated Budget
<p>Workplan 1:</p> <ul style="list-style-type: none"> Collaborate with the IT team to create a detailed work plan for the consultancy project Evaluate the Social and Rights-based Disability Identification Mobile App/MIS DMIS system Assist in updating the user manual for the Mobile App/MIS, ensuring accurate and up-to-date instructions for effective usage Participate in the design and development of the Mobile App/MIS for the National Social Assistance Family Package and TVET programs targeting youth in IDPoor households' cash delivery systems 	<p>Deliverable 1: (60 working days)</p> <ul style="list-style-type: none"> Report on detail workplan with clear timeframe Report on key system issues during the implementation of the updated Mobile App/MIS of DMIS and user manual Report on outline for system maintenance and troubleshooting guideline of the Social Assistance Family Package and TVET for youth in IDPoor system design 	31 December 2023	20%
<p>Workplan 2:</p> <ul style="list-style-type: none"> Supporting training sessions for relevant stakeholder officials, such as commune focal points and health focal points on system operations Assisting in the design of system-based assessments that are relevant to the programme, including rapid assessment and risk and vulnerability assessment systems Assisting in the development of user manuals and training materials for the Mobile/MIS delivery system Assisting in the maintenance of systems, which includes managing Mobile Device Management (MDM) and updating user lists 	<p>Deliverable 2: (64 working days)</p> <ul style="list-style-type: none"> Report on system issues and solutions during the roll-out training Report on the development and implementation of online assessments User manuals and training materials Report on system maintenance 	31 March 2024	21%
<p>Workplan 3:</p> <ul style="list-style-type: none"> Supporting the system implementation of Disability Identification, Family Package, and TVET programmes Supporting the operations of the Monitoring and Evaluation system 	<p>Deliverable 3: (60 working Days)</p> <ul style="list-style-type: none"> Comprehensive report on system functioning, challenges, and implemented solutions, organized by categories 	30 June 2024	20%
<p>Workplan 4:</p> <ul style="list-style-type: none"> Documenting technical issues for troubleshooting purposes and categorizing them to assist in the development of an automated support IT team that can address these troubleshooting needs Developing a guideline for system-based Q&A (Questions and Answers), likely to provide users with a reference for common issues and their solutions 	<p>Deliverable 4: (64 working days)</p> <ul style="list-style-type: none"> Report on issues and response classification for development of automated system-based Q&A for users Guideline on system-based Q&A for users with clear and concise instructions to help users navigate through the system and 	30 Sept 2024	21%

<ul style="list-style-type: none"> Monitoring the system's performance and promptly addressing or reporting any technical challenges that arise 	<p>make the most out of the Q&A functionality</p> <ul style="list-style-type: none"> Report on system performance 		
<p>Workplan 5:</p> <ul style="list-style-type: none"> Supporting the design and development of a system-based Q&A that addresses common system issues. This includes incorporating automated replies and the ability to divert issues to an online helpdesk team Preparing a training guideline for users to effectively utilize the system-based helpdesk Training the helpdesk team and relevant stakeholders, such as communes and health centers, on how to use the system-based Q&A Creating hand-over notes to facilitate the transfer of knowledge and responsibilities to MoSVY and NSAF IT and helpdesk team 	<p>Deliverable 5: (59 working days)</p> <ul style="list-style-type: none"> Report on testing and online implementation of the system-based Q&A, including any issues encountered, resolutions implemented, and the overall performance of the feature during online usage Training materials for users on system-based Q&A operation Training report with details and outcomes of the training and recommendations for future training sessions. Final hand-over notes and presentation to MoSVY/NSAF, providing necessary documentation for future reference 	30 Dec 2024	19%
Total		307 days per person	100%

<p>Minimum Qualifications required:</p> <p><input checked="" type="checkbox"/> Bachelors <input type="checkbox"/> Masters <input type="checkbox"/> PhD <input type="checkbox"/> Other</p> <ul style="list-style-type: none"> A Bachelor's degree in IT, digital systems, coding, and system maintenance with knowledge of PHP, React, and JavaScript. Minimum 1 year of professional experience in Mobile App/MIS system maintenance, system operation troubleshooting, and working with Mobile App/MIS systems management, including generating reports from the system. 	<p>Knowledge/Expertise/Skills required:</p> <ul style="list-style-type: none"> Proven work experience in supporting mobile app/MIS development, maintenance, and troubleshooting. Technical knowledge of system architecture, software development methodologies, programming languages, databases, and network infrastructure. Good verbal and written communication skills in English to effectively interact with system user
<p>Evaluation Criteria (This will be used for the Selection Report (for clarification see Guidance))</p> <p>A) Technical Evaluation (100 points). The weighted score is 70%.</p> <ul style="list-style-type: none"> Relevant educational background (20 points) Relevant skill and experience (50 points) Proven experience on complex database structures and IT infrastructure (IPv4 networks and subnets, Routing, Firewalls, Switch networks, Virtual machines, Hypervisors) (30 points) 	

B) Financial Proposal (100 Points). The weighted score is 30%. A financial proposal template is attached in the other link.

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 70/100 points in the technical evaluation. Other Financial Proposals will receive points in inverse proportion to the lowest price.

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

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.