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| ***Section A*** | |  | | | | | | | | | | | | | | |
| Title: | | Cash MIS Consultant | | | | | | | | | | | | | | |
| Duty Station: | | Beirut, Lebanon | | | | | Type of Engagement: | | | | | Individual Consultancy | | | | |
| Request for: | | New Contract | | | | |  | | | | | | | | | |
| Requesting Section: | | Social Policy | | | | | Focal Person: | | | | |  | | | | |
| Budget Year: | | 2023/2024 | | | | | Funding Code: | | | | |  | | | | |
| Start Date: | | 01-Sept-23 | | End Date:  (When extension, enter new end date) | | | | 28-Feb-25 | | | | Number of Days (working): | | | | 539 (18 months) |
| Included in AWP/RWP: | | **Yes** | | | | |  | | | | | | | | | |
| **Work Assignment:** | | | | | | | | | | | | | | | | |
| Lebanon’s multiple crises has resulted in a marked increase in poverty levels and basic needs affecting children from all nationalities and aggravated by a continuing deterioration of education, health, and other basic services. To respond to these multiple crises, UNICEF Lebanon Country Office (LCO) has continued to progressively expand the use of cash transfer (HCT) modality within the office to support beneficiaries and pay civil servants and government employees directly cash. LCO currently implements a range of HCTs programmes to achieve multi-sectoral outcomes for children, including a National Disability Allowance with the Ministry of Social Affairs, as well as ad-hoc Cash for Education, Summer School, and teachers payments.    All UNICEF Lebanon’s programmes are managed by an in-house designed a Cash Management Information System (MIS) to manage beneficiaries throughout all the operational cycle, including tracking and analyzing key performance indicators and generating reports. The Cash MIS as standardizes and automates processes of registration, data cleanup, data analysis and reporting, call center grievances and complaints, and payments – enabling traceability of all transactions and protects against fraud. LCO Cash MIS is unique in that it is fully customizable and adaptable to programmatic needs, whilst there are increasing requests to build inter-operability of the MIS with other national data systems with the aim to build a national registry and better coordinate the delivery of different social assistance programmes in place. UNICEF HCTs increasingly require specific features needs and customizations to adapt to the specific programmatic needs during registration, reporting, and payments attached to conditions.  The purpose of this consultancy is to customize the existing Cash Management Information System (MIS) to support the implementation of various Humanitarian Cash Transfer (HCTs) Programmes for children. The Consultant will support the customization of specific MIS modules to enhance operations of different HCTs programmes during registration, reporting and managing of grievances and complains. The upgraded MIS will enable the efficient and effective management of programme data and facilitate monitoring and evaluation of programme outcomes. | | | | | | | | | | | | | | | | |
| **Child Safeguarding**  Is this project/assignment considered as “[Elevated Risk Role](https://unicef.sharepoint.com/sites/DHR-ChildSafeguarding/DocumentLibrary1/Guidance%20on%20Identifying%20Elevated%20Risk%20Roles_finalversion.pdf?CT=1590792470221&OR=ItemsView)” 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):     |  | | --- | | In order to exercise his/her role, the consultant may have temporary access to beneficiary bio data (name, nationality, DOB, etc) from the cash assistance MIS. However, access will be restricted to specific time required and minimizing access to data. |   More information is available in the [Child Safeguarding SharePoint](https://unicef.sharepoint.com/sites/DHR-ChildSafeguarding/SitePages/Amendments-to-the-Recruitment-Guidance.aspx) and [Child Safeguarding FAQs and Updates](https://unicef.sharepoint.com/sites/DHR-ChildSafeguarding/DocumentLibrary1/Child%20Safeguarding%20FAQs%20and%20Updates%20Dec%202020.pdf) | | | | | | | | | | | | | | | | |
| **Reasons why consultancy cannot be done by staff:** | | | | | The project requires specific required skills and expertise for a dedicates time which is not available within the current structure. | | | | | | | | | | | |
| **Consultant sourcing:** | | | | |  | National | | | |  | International | | |  | Both (National & International) | |
| **Consultant selection method:** | | | | | Competitive Selection (Advertisement/Desk Review/Interview) | | | | | | | | | | | |
| **Evaluation Criteria – Please specify** (indicate point weightage below) | | | | | | | | | | | | | | | | |
| **Point system:**  **(i.e., 75/25)** | a | | Technical | | 75 | | | | | **Supervisor of the Consultancy/Contractor:** | | | | | Ali Haidar | |
| b | | Financial | | 25 | | | | |
| **Minimum Qualifications Required:** | | | | | Bachelors in Computer Science, Engineering or related field engineering discipline | | | | If Other,Enter Disciplines: | | | |  | | | |
| **Years of Experience required:** | | | | | 5 years | | | | | | | | | | | |
| **Knowledge/Expertise/Skills required:** | | | | | * Strong Experience in web development, specifically in PHP * Strong knowledge of JavaScript, HTML5, CSS3, bootstrap or similar platform. * Experience in hybrid Mobile software development * Proven database programming of SQL databases, MySQL or similar databases * Excellent analytical and data management skills | | | | | | | | | | | |

***Section B***

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| **Work Assignment Expected Results** | | | |
| Tasks/Milestone: | Deliverables/Outputs: | Timeline | Percentage of Payment (payments can be divided per 1 or more deliverables) |
| **Development, testing and production of customizations of Cash MIS for Summer School Programme 2023 (15%)** | 1. Customize and enhance the compliance check and payments module for the Summer School (SS) Programme (2023-24) developed, tested and produced, allowing the generation and loading compliance files, reporting errors, summarize and details compliance results (Oct 2023) 2. Testing and piloting of importing data, verification checks, and exporting of data files using MIS enhancements for Summer School Programme (Sept 2023) 3. Customize the Summer School registration (2024) module based on the learnings from 2023 and end-user and programme needs (by Aug 2023) 4. Customize the compliance, payment, and registration module for Summer School 2024 (by Oct 2024) | 20 working days (end September 2023)  10 working days (end October 2023)  10 working days (end August 2024)  20 working days (end of Sept 2024) |  |
| **Development, testing and production of customizations of Cash MIS for Cash for Education 2023-24 Programme (25%)** | 1. Customize the MIS registration and build reporting and real-time monitoring dashboards for Cash for Education based on programme and end-user requirements, test modules and prepare trainings, field team requirements, and support programme/field teams during rollout and registration (Oct-Nov 2023) 2. Design & develop system to automate the regular management and import of attendance data from for Cash for Education 23/24 (by December 2023) 3. Customize the payment and reconciliation module based on programme requirements. (Dec 2023) 4. Support team in developing, testing customized modules, Grievance and resolution module, students data imports, and developing regular reports and ad-hoc requests during registration, payment and reconciliation (by January 2024) 5. Customize the registration, compliance, payment, and registration module for Cash for Education 2024-25 (by December 2024) | 22 working days (end November 2023)  16 working days (end December 2023)  20 working days (end December 2023)  20 working days (end of Jan 2024)  22 working days (end of Dec 2024) |  |
| **Development, testing and production of customizations of Cash MIS for National Child Grant and National Disability Allowance Programmes (40%)** | 1. Enhance the grievance and resolution module for NDA based on requirements defined by supervisor and notes received from MOSA (February 2024) 2. Create the registration module and dashboards for the National Child Grant to meet the programme requirements and end-user needs (March 2024) 3. Create the payments and reconciliation module and dashboards for the National Child Grant to meet the programme requirements and end-user needs (April 2024) 4. Pilot and testing of data cleaning, importing, exporting and management functions using upgraded MIS customizations, and support programme and field teams during roll out (May 2024) 5. Customize the complaints, grievance and resolutions modules and dashboard for the NCG based on end-user needs (Nov 2024) 6. Produce daily/weekly/monthly reports, data exports, data imports and/or data updates, to the cash team based on requests and needs (Feb 2025) | 20 working days (end February 2024)  25 working days (end March 2024)  25 working days (end April 2024)  25 working days (end May 2024)  25 working days  (end of Nov 2024)  25 working (end of Feb 2024) |  |
| **Provide customization and enhancements to common features of the MIS (10%)** | 1. Introduce new data management features, including managing deleted cases, duplicate checking, logs management, and individuals management. (June 2024) 2. Customize the UNICEF unified Call Centre module in the MIS and support different section on the complaints and resolutions management 3. Document processes for managing MIS dataflows and processes based on MIS upgrades 4. Support MIS, programmatic and field teams during the rollout and testing of upgrades | 5 working days (end of June 2023)  10 working days (end of Feb 2025)  10 working days (end of Jan 2025)  15 working days (end Feb 2025) |  |
| **Customization, and support on MIS and data of teachers payments (10%)** | 1. Customize the payment and reconciliation module to calculate payment amounts, generate and reconcile payments. 2. Update the teachers data import module to better manage teachers data, by updating existing teachers and preserving history instead of creating a new record on each payment. | 20 working days  (end of Feb 2024)  20 days (end of Mar 2024) |  |
| **Estimated Consultancy fee:** | |  | |
| **Other Expenses:** |  |  |  |
| Travel International (if applicable) |  | N/A | 0 USD |
| Travel Local (please include travel plan) |  | N/A | 0 USD |
| DSA (if applicable) |  | N/A | 0 USD |
| **Total estimated consultancy costs[[1]](#endnote-2)** | |  | |

***Section C***

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| **Request Authorised by Section Head:** | |  | **Request Verified by HR:** | | |
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| *Approval of Deputy Representative (if Programme)* | | | *Approval of Deputy Representative Operations (if Operations)* | | |
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| *Representative (in case of single sourcing/or if not listed in Consultant Plan)* | | | | | |
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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.

   Individuals engaged under a consultancy 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 Contractors. Consultants 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. [↑](#endnote-ref-2)