

United Nations Children's Fund (UNICEF)

Phnom Penh, Cambodia

Individual Consultancy: MIS Capacity-Building Advisor within the Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY)

Terms of Reference

1. Background

The Royal Government of Cambodia officially launched the National Social Protection Policy Framework (NSPPF) 2016-2025 under the auspice of the Prime Minister. The framework has two main pillars: social security and social assistances. A Cash Transfer Programme for Pregnant Women and Children (CT-PWYC) is included as part of social assistance component. During the launch of the NSPPF, the Prime Minister requested prioritization of rolling out of the CT-PWYC programme for pregnant women and children up to the age of 2 years. The programme provides four payments of \$10 during pregnancy and a birth bonus of \$50 upon delivery to pregnant women and a total of ten payments of \$10 for eligible children from birth up to two years of age.

The CT-PWYC is a government run programme and is implemented by multiple stakeholders responsible for health care and social welfare in Cambodia, which enables the achievement of the programme's primary objectives. The Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) will be the lead ministry implementing the CT-PWYC from January 2020. The Social Welfare Department of MoSVY, is responsible for the design, implementation and management of the programmes's Management Information System (MIS), with the provincial department of MoSVY (P-DoSVY) and communes included in the updating, management and use of the MIS. The MIS will be housed and managed at the national level, which will require data handling capacity in terms of staff and equipment to manage the MIS database. P-DoSVY will provide technical leadership and will be responsible for the operation of the MIS, which encompasses approving registration, verifying conditionalities, data corrections, quality management and monthly updates from communes. They are responsible for gathering, entering and managing data on households, including IDPoor data. The Communes will be responsible for the operations of the MIS such as registration, case management and grievances. The MIS will be linked to the ID-Poor Social Registry managed by the Ministry of Planning, as well as relevant database/application of the Ministry of Health.

2. Purpose

The purpose of this consultancy is to provide capacity-building and on-the-job coaching support to MoSVY's MIS team (social welfare department) for operationalization of the new MIS for the national CT programme for pregnant women and children.

3. Work Assignments

Phase I (Preparatory stage for the MIS rollout): November – December 2019

- Support MoSVY team to finalize the development of the MIS

- Build MoSVY's capacity in understanding CT program operational manual's implications for the MIS and decision making around MIS development
- Support P-DOSVY and communes with testing the MIS
- Participate in the national MIS training for MoSVY
- Support MoSVY to organize and conduct trainings on the provincial and commune level
- Support MoSVY team to launch the MIS nation-wide
- Support P-DOSVY and communes with testing the MIS

Phase II (Implementation state of the MIS): January 2020 - August 2020

- Support MoSVY team to manage MIS on national level
- Support MoSVY team to manage hotline/Q&A to respond any issues related to MIS on subnational level
- Support MoSVY in monitoring the MIS on the national and subnational level
- Support MoSVY to conduct refresher trainings on MIS for the national and provincial level
- Support MoSVY to report on bugs in the system
- Support MoSVY team to prepare monthly and quarterly MIS progress reports
- Support MoSVY, P-DoSVY and communes with MIS applications such as reporting, case management, grievance and fraud case
- Provision of on-the-job coaching to the MoSVY MIS team

4. Qualifications or Specialized Knowledge/Experience Required

Qualifications and Experience

- Academic qualification at the Master's level in the relevant fields such as social sciences, political science, public health, economics etc.
- At least 5 years of professional experience providing capacity-building interventions, ideally for large-scale management information systems and/or data management and/or social protection
- Proven experience working with government institutions in Cambodia

Knowledge and Skills

- Demonstrated knowledge of projects targeting large data management systems
- Proven project management experience
- Proven knowledge and understanding of the Cambodian context
- Excellent management, interpersonal, planning and coordination skills
- Demonstrated ability to work in a multi-cultural environment and establish harmonious and effective working relationships

Competencies of Successful Candidate

- Communication
- Working with people
- Drive for results
- Relating and networking
- Applying technical expertise
- Formulating strategy and concepts

Languages

Fluency in spoken and written Khmer and English

5. Location

The consultant is expected to work in country and full-time and be based in the MoSVY Office. Travel to provinces for a total of 60 days is anticipated during the contract duration.

6. Duration

The consultant is expected to work for a period of 11 months. This includes in-country travel for a total of 60 days. The indicative schedule of the work assignments with specific timelines is mentioned in “7. Deliverables.”

7. Deliverables

<i>Deliverables</i>	<i>Timeframe</i>	<i>Payment (including business travel fee) be directly linked with satisfactory deliverables</i>
Deliverable 1: <u>Preparatory stage for the MIS rollout</u> <ul style="list-style-type: none"> • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • Participated in the MIS training (conducted by EPRI/SCI) on the national level • MIS trainings on the provincial level by the national MoSVY MIS team have been successfully conducted • P-DoSVY is equipped to train the communes • MIS P-DoSVY and commune training is supported and monitored • Mapping of skills and identifying trainings needs for each MIS team member conducted 	By November 30th	9%
Deliverable 2: <u>Preparatory stage for the MIS rollout</u> <ul style="list-style-type: none"> • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • MIS commune training is supported and monitored 	By December 31st	9%

<ul style="list-style-type: none"> • MIS MoSVY national team can operate the MIS dashboard and provide support to P-DoSVY • Roles and responsibilities of the MIS team clearly outlined for 2020 		
<p>Deliverable 3: <u>Implementation state of the MIS</u></p> <ul style="list-style-type: none"> • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • MIS MoSVY national team does operate the MIS dashboard and provide support to P-DoSVY • MIS MoSVY team is equipped to run monthly reports • P-DoSVY is equipped to troubleshoot grievance and casemanagemnet with the MIS at the commune level • All MIS team have the ability to follow-up with case management, grievance and fraud mechanisms • Support and monitoring trip to four P-DoSVYs conducted • Remote or direct support to at least 15 communes provided 	By January 31st	9%
<p>Deliverable 4: <u>Implementation state of the MIS</u></p> <ul style="list-style-type: none"> • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • MIS MoSVY national team does operate the MIS dashboard and provide support to P-DoSVY • MIS MoSVY team is equipped to run monthly reports • P-DoSVY is equipped to troubleshoot grievance and casemanagemnet with the MIS at the commune level • All MIS team have the ability to follow-up with case management, grievance and fraud mechanisms • Support and monitoring trip to four P-DoSVYs conducted • Remote or direct support to at least 15 communes provided • On-the-job coaching plan for the to national MIS MoSVY team developed 	By February 28th	9%

<ul style="list-style-type: none"> Individual and/or group training for the MIS team conducted 		
<p>Deliverable 5: <u>Implementation state of the MIS</u></p> <ul style="list-style-type: none"> Monthly Work Plan (maximum two pages) Produce monthly progress report (maximum three pages) MIS MoSVY national team does operate the MIS dashboard and provide support to P-DoSVY MIS MoSVY team is equipped to run monthly reports P-DoSVY is equipped to troubleshoot grievance and casemanagemnet with the MIS at the commune level All MIS team have the ability to follow-up with case management, grievance and fraud mechanisms Support and monitoring trip to four P-DoSVYs conducted Remote or direct support to at least 15 communes provided On-the-job coaching plan for the to national MIS MoSVY team developed On-the-job coaching plan for the to national MIS MoSVY team implemented Individual and/or group training for the MIS team conducted 	By March, 31st	9%
<p>Deliverable 6: <u>Implementation state of the MIS</u></p> <ul style="list-style-type: none"> Monthly Work Plan (maximum two pages) Produce monthly progress report (maximum three pages) MIS MoSVY national team does operate the MIS dashboard and provide support to P-DoSVY MIS MoSVY team is equipped to run monthly reports P-DoSVY is equipped to troubleshoot grievance and casemanagemnet with the MIS at the commune level All MIS team have the ability to follow-up with case management, grievance and fraud mechanisms 	By April, 30th	9%

<ul style="list-style-type: none"> • Support and monitoring trip to four P-DoSVYs conducted • Remote or direct support to at least 15 communes provided • On-the-job coaching plan for the to national MIS MoSVY team developed • On-the-job coaching plan for the to national MIS MoSVY team implemented • Individual and/or group training for the MIS team conducted 		
<p>Deliverable 7: <u>Implementation state of the MIS</u></p> <ul style="list-style-type: none"> • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • MIS MoSVY national team does operate the MIS dashboard and provide support to P-DoSVY • MIS MoSVY team is equipped to run monthly reports • P-DoSVY is equipped to troubleshoot grievance and casemanagemnet with the MIS at the commune level • All MIS team have the ability to follow-up with case management, grievance and fraud mechanisms • Support and monitoring trip to four P-DoSVYs conducted • Remote or direct support to at least 15 communes provided • On-the-job coaching plan for the to national MIS MoSVY team developed • On-the-job coaching plan for the to national MIS MoSVY team implemented • Individual and/or group training for the MIS team conducted 	By May, 31st	9%
<p>Deliverable 8: <u>Implementation state of the MIS</u></p> <ul style="list-style-type: none"> • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • MIS MoSVY national team does operate the MIS dashboard and provide support to P-DoSVY 	By June, 31st	9%

<ul style="list-style-type: none"> • MIS MoSVY team is equipped to run monthly reports • P-DoSVY is equipped to troubleshoot grievance and casemanagemnet with the MIS at the commune level • All MIS team have the ability to follow-up with case management, grievance and fraud mechanisms • Support and monitoring trip to four P-DoSVYs conducted • Remote or direct support to at least 15 communes provided • On-the-job coaching plan for the to national MIS MoSVY team developed • On-the-job coaching plan for the to national MIS MoSVY team implemented • Individual and/or group training for the MIS team conducted 		
<p>Deliverable 9: <u>Implementation state of the MIS</u></p> <ul style="list-style-type: none"> • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • MIS MoSVY national team does operate the MIS dashboard and provide support to P-DoSVY • MIS MoSVY team is equipped to run monthly reports • P-DoSVY is equipped to troubleshoot grievance and casemanagemnet with the MIS at the commune level • All MIS team have the ability to follow-up with case management, grievance and fraud mechanisms • Support and monitoring trip to four P-DoSVYs conducted • Remote or direct support to at least 15 communes provided • On-the-job coaching plan for the to national MIS MoSVY team developed • On-the-job coaching plan for the to national MIS MoSVY team implemented • Individual and/or group training for the MIS team conducted 	By July, 28th	9%

<p>Deliverable 10: <u>Implementation state of the MIS</u></p> <ul style="list-style-type: none"> • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • MIS MoSVY national team does operate the MIS dashboard and provide support to P-DoSVY • MIS MoSVY team is equipped to run monthly reports • P-DoSVY is equipped to troubleshoot grievance and casemanagemnet with the MIS at the commune level • All MIS team have the ability to follow-up with case management, grievance and fraud mechanisms • Support and monitoring trip to four P-DoSVYs conducted • Remote or direct support to at least 15 communes provided • On-the-job coaching plan for the to national MIS MoSVY team developed • On-the-job coaching plan for the to national MIS MoSVY team implemented • Individual and/or group training for the MIS team conducted 	<p>By August, 31st</p>	<p>9%</p>
<p>Deliverable 11: <u>Implementation state of the MIS</u></p> <ul style="list-style-type: none"> • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • MIS MoSVY national team does operate the MIS dashboard and provide support to P-DoSVY • MIS MoSVY team is equipped to run monthly reports • P-DoSVY is equipped to troubleshoot grievance and casemanagemnet with the MIS at the commune level • All MIS team have the ability to follow-up with case management, grievance and fraud mechanisms • Support and monitoring trip to four P-DoSVYs conducted • Remote or direct support to at least 15 communes provided 	<p>By August, 31st</p>	<p>10%</p>

<ul style="list-style-type: none"> • On-the-job coaching plan for the to national MIS MoSVY team developed • On-the-job coaching plan for the to national MIS MoSVY team implemented • Individual and/or group training for the MIS team conducted 		
---	--	--

8. Reporting Requirements

This assignment requires the Consultant to produce monthly work plans for the next month and progress reports (maximum three pages) in English against the above objectives and activity plan, and submit them to MoSVY and UNICEF.

9. Payment Schedule Linked to Deliverables

Payment terms in relation to key deliverables are specified in “7. Deliverables”. The payment is made on a monthly basis upon the submission and approval of the monthly progress report.

** The fees shall be calculated based on the days estimated to complete the assignment in the Terms of Reference and shall be considered the maximum compensation as part of a lump sum contract and agreed on a work plan for submission of deliverables. No additional fees shall be paid to complete the assignment. Payment will be made upon delivery of all final products and full and satisfactory completion of the assignment.*

10. Administrative Issues

- The consultant shall be required to include the cost of in-country travel in the financial proposal. Travel cost shall be calculated based on economy class travel, regardless of the length of travel. Costs for accommodation, meals and incidentals shall not exceed applicable daily subsistence allowance (DSA) rates, as promulgated by the International Civil Service Commission (ICSC).
- Access to office space will be provided by MoSVY.

11. Contract Supervisor

The consultant will work under the supervision of the Social Policy Specialist. Compliance with the ToR and timely delivery of the expected deliverables will be closely monitored. Upon the completion of work assignments, the supervisor will evaluate the consultant’s work, certify relevant documents and process/follow-up on the payments.

12. Nature of ‘Penalty Clause’ to be Stipulated in Contract

Unsatisfactory performance: In case of unsatisfactory performance the contract will be terminated by notification letter sent five (5) business days prior to the termination date in the case of contracts for a

total period of less than two (2) months, and ten (10) business days prior to the termination date in the case of contracts for a longer period

Performance indicators: Consultants' performance will be evaluated against the following criteria: timeliness, quality, and relevance/feasibility of recommendations for UNICEF Cambodia.

13. Submission of Applications

Interested candidates are kindly requested to apply and upload the following documents to: <http://www.unicef.org/about/employ/>

- Letter of Interest (cover letter)
- CV or Resume
- Performance evaluation reports or references of similar consultancy assignments
- Financial proposal: All-inclusive lump-sum cost including travel and accommodation cost for this assignment as per work assignment.

14. Assessment Criteria

A two-stage procedure shall be utilized in evaluating proposals, with evaluation of the technical proposal being completed prior to any price proposal being compared.

Applications shall therefore contain the following required documentation:

- a) **Technical Proposal:** Containing a cover letter, updated CV or resume, and copies of 2 relevant performance evaluation reports or references of similar consultancy assignments conducted by the consultant.
- b) **Financial Proposal:** Lump-sum offer with the cost breakdown, including consultancy fee, in-country travel costs for a total of 60 days, per-diem to cover lodging and meals during in-country travel and any other cost required for this consultancy. The travel shall be calculated based on the most direct and economy fare.

**No financial information should be contained in the technical proposal.*

For evaluation and selection method, the Cumulative Analysis Method (weight combined score method) shall be used for this recruitment:

a) **Technical Qualification (max. 100 points) weight 70 %**

- Academic qualification at the Master's level in the relevant fields (20 points)
- Professional experience in providing capacity-building interventions, ideally for large-scale management information systems and/or data management and/or social protection (50 points)
- Knowledge, skills, competencies and languages (30 points)

b) **Financial Proposal (max. 100 points) weight 30 %**

The maximum number of points shall be allotted to the lowest Financial Proposal that is opened /evaluated and compared among those technically qualified candidates who have attained a minimum 70 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 a candidate obtaining the highest combined technical and financial scores, subject to the satisfactory result of the verification interview.