United Nations Children's Fund

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS

National Consultancy: IT Specialist Social Assistance Delivery System, Monitoring and Feedback system to NSAF and MoSVY	**Funding Code** N/A	**Type of engagement** National Consultant	**Duty Station** Phnom Penh, Cambodia

Purpose of Activity/Assignment:

The Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) and the National Social Assistance Fund (NSAF) have implemented several digitalized Information Management Systems to improve and expand services. These include the national Social Rights-Based Disability Identification mechanism and several cash transfer programmes, such as the Cash Transfer for Pregnant Women and Children under two, and the Cash Transfer for IDpoor households and vulnerable individuals during COVID-19. These innovative digital systems are aiming to establish a standardized approach for collecting disability-related data using mobile and web-based applications as well as mobile and web-based cash transfer delivery systems. Additionally, they enable efficient delivery, and the monitoring of cash transfer programmes.

The upcoming rollout of the National Social Assistance Family Package combines five existing cash transfer programmes: The Cash Transfer for Pregnant Women and Children under 2 years, the Cash Transfer for Elderly people, the Cash Transfer for persons with disabilities, and the Cash transfer for School Children as well as the TVET programme and its integrated Monitoring system aiming to facilitate digital and live-data programme monitoring, communication, as well as feedback from beneficiaries and stakeholders.

To support the implementation of these programmes and to facilitate their effective development and integration with other social protection systems, M&E systems, and other associated systems, there is an assessed need for a National IT Specialist to develop an online monitoring and feedback mechanism, ensuring its connectivity with other relevant systems. This also includes the creation of an online risk and vulnerability assessment, and its integration with the routine monitoring system.

Scope of Work:
The consultancy's assignment includes a variety of responsibilities related to the design of essential digital components. These responsibilities are vital in operationalizing, and they include the development, maintenance, and capacity building of the NSAF's IT team.:

Key assignments of the consultancy include:
- Develop a comprehensive MIS for user-friendly integrated social assistance delivery systems, including dashboards, standard reports, and query report formats for the Family Package, the TVET Programme, the overall M&E system, the Shock Responsive Family Package, and the Helpdesk feedback system;
- Develop and pilot-test user-friendly operational manuals for the social assistance system MIS;
- Provide a ToT training manual on the newly developed MIS system aiming to induct national and provincial trainers to further train relevant officials in the communes/sangkats as well as health official and school stakeholders;
- Document key issues of the existing operating systems for common consolidation and provide standard troubleshooting for the IT helpdesk team in a mid- and long-term perspective;
- Establish system-based mechanisms for the IT helpdesk to support the implementation of the MIS;
- Develop a user-friendly manual for IT helpdesk for troubleshooting at a day-to-day basis;
- Prepare common guidelines for system management and maintenance;
- Provide training to the IT team on system management and maintenance, identifying technical skills within the team and assigning specific roles and responsibilities to each IT staff member;
- All developed tools will need to be pilot-tested and adjusted based on assessed needs and requirements.

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:
2024	Policy and Public Finance for Children	The assignment requires specialized MIS System design and development and complex monitoring system and database management.

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

Consultant sourcing: ☒ National ☐ International **Competitive Selection:** ☒ Advertisement ☐ Rosters **Single Source Selection**: ☐ (Emergency - Director's approval)	**Request for:** New Individual Contract

Supervisor: Keo Sovannary	Start Date: 15 March 2024	End Date: 14 March 2025

Work Assignments Overview	Deliverables/Outputs	Delivery deadline	Estimated Budget
Workplan 1: ▪ Review relevant documents, including the draft design of Dashboard and MIS of the family package, TVET, M&E, Helpdesk, and other relevant systems ▪ Analyse the requirements for the project's completion through consultation with NSAF and other relevant stakeholders ▪ Develop a work plan for the consultancy	**Deliverable 1:** Report on consultancy plan and the final design and operation of the Family Package MIS System. Included is a guide on its functionality and a user-friendly manual	30 days, April 2024	12%
Workplan 2: ▪ Finalize the MIS system, Dashboard, and system-based reporting, and create a user-friendly training manual of Social Assistance Programme ▪ Conduct national and provincial ToT trainings	**Deliverable 2:** Final report of the system's Dashboard and a training report, this to include pilot testing and report around adjustments taken based on assessed needs.	43 days, Jul 2024	17%
Workplan 3: ▪ Review and analyse the requirements for monitoring and Helpdesk system development in collaboration with NSAF and other relevant stakeholders. ▪ Develop system-based monitoring for the Social Assistance Cash Transfer Programmes, Shock Responsive Family Package, TVET.	**Deliverable 3:** ▪ Report on the effective functionality and monitoring of the Helpdesk system, including comprehensive details on its architectural design.	62 days, Sep. 2024	25%
Workplan 4:	**Deliverable 4:**	63 days, Dec. 2024	25%

▪ Create user-friendly manuals for Monitoring and Dashboard ▪ Develop a shock-responsive MIS system	▪ Final user-friendly manuals on utilizing the monitoring and Helpdesk system ▪ Delivery system of Shock Responsive Family Package in place and tested.		
Workplan 5: ▪ Conduct training for the IT team focused on system management, MIS maintenance, and Helpdesk system operations ▪ Consolidate all MIS manual guidelines and provide clear instructions for updating and troubleshooting the system to the NSAF's IT team.	**Deliverable 5:** ▪ Training report completed ▪ Final MIS system development manual for IT team ▪ This to include pilot testing and report around adjustments taken based on assessed needs.	52 days, 14 March 2025	21%
Total		250 days	100%

☐ Bachelors ☒ Masters ☐ PhD ☐ Other	
Minimum Qualifications required: • A Masters 's degree or equivalents in computer science, software engineering, or a related field • Minimum 2 years of experience in software development, MIS system development, or related fields is required.	**Knowledge/Expertise/Skills required:** • Strong technical knowledge of system architecture, software development methodologies, programming languages, databases, and network infrastructure. • Solid and proven experience with MIS and Dashboard platforms development is essential, experience with integrated cash transfer programmes would be an asset. • Excellent verbal and written communication skills to effectively communicate with stakeholders, development teams, and management. • Proven experience and ability to analyze MIS and reporting requirements and technical challenges and provide innovative solutions.

Evaluation Criteria (This will be used for the Selection Report (for clarification see Guidance)

A) Technical Evaluation (100 points). Weighted score is 70%.
   ▪ Relevant educational background (20 points)
   ▪ Relevant skill and experience (50 points)
   ▪ Experience with cloud systems architecture, data security, database cluster design, developer operations, system automation (30 points)

B) Financial Proposal (100 Points). Weighted score is 30%.
   Financial proposal: All-inclusive lump-sum cost including 50 days travel to provinces with transportation, accommodation cost for this assignment as per work assignment.

   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 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.

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.