

TERMS OF REFERENCE FOR INDIVIDUAL CONTRACTORS AND CONSULTANTS

Title of Assignment	<i>International Consultancy: Systems innovation for Social Protection across the humanitarian-development nexus</i>	
Requesting Section	Social Policy	
Location	Place of assignment: Home-based consultancy with travel to the duty station, Malawi.	
	<input checked="" type="checkbox"/> Home Based <input type="checkbox"/> Office Based:	
Contract Duration	11 months	
Number of working days	231 working days	
Planned Start and End Date	From: December 2022	To: October 2023

BACKGROUND

Underlying poverty and vulnerability to repeated shocks are severely affecting the lives and economic prospects of millions of Malawians. The 2017 Integrated Household Survey (IHS 4, 2017) estimated that more than half of the Malawian population (51.5%) is living below the national poverty line. In rural areas, this percentage rises to 59.5%. As compared to 2010, the IHS 4 reported an increase of national poverty levels (by 0.8 %) while ultra-poverty declined from 24.5 % to 20.1 %.

Poverty is multidimensional, and determined not only by income, but also by deprivation and vulnerabilities. 56.1% of the Malawian population are multi-dimensionally poor, and an additional 27.2% live near multi-dimensional poverty (Human Development Report 2016). 63% of children are multidimensionally poor in Malawi, which is higher than the monetary poverty rates for both children and adults. Frequent shocks in Malawi including floods, droughts, macroeconomic instability and, more recently, the COVID-19 pandemic, are contributing to aggravate this situation. Every year, for the last 10 years, close to 2 million people in Malawi have been in need of emergency food assistance. And in 2021, a caseload of nearly 200,000 households was added due to emerging needs in urban areas related to the socio-economic effects of COVID-19.

The 2022/23 food insecurity report has over 600,000 people who are food insecure live in urban areas, unlike previous years where food insecurity was mostly in rural areas. The total number of food insecure households are over 3.8 million in both areas and the government reached out to various stakeholders for a harmonised response to the affected population. During the cluster meetings and in the final lean season response plan, the government has stressed upon leveraging on existing social protection programmes and intergration of systems to be able to reach out to all the households. Social protection systems have been increasingly being used for humanitarian responses due to their realibility , transparency and accountability.

One notable example is the usage of the Covid-19 Urban Cash Intervention (CUCI) MIS to target the urban beneficiaries for the LSR 22/23. The Government will use the MIS that was built as part of the COVID-19 response with support from UNICEF and other donors to reduce targeting costs. The CUCI MIS which is also linked to the national Call Center has also been linked to the Grievance and Redress Mechanisms (GRM) MIS and Monitoring and Evaluation (M&E) processes. This intergration is very beneficial for emergency interventions and in line with the humanitarian-development nexus. It is against this background that a consultant will be engaged to further support systems strengthening for social protection programmes (both horizontal and vertical expansions), ensuring continuous innovation across the nexus.

The consultancy aims at ensuring the continuation of Shock-Sensitive Social Protection technical assistance delivery in view of heightened food insecurity figures during the Lean Season 2022/23 in Malawi, which is estimated to surpass 3.8 million people. The consultancy will enable UNICEF Malawi Country Office to provide urgent live-saving support to ultra-poor and vulnerable households during the most challenging Lean Season in Malawi since 2016. The consultant delivery of all outputs will enable UNICEF to fill in critical gaps during the emergency response and to further strengthen core national systems for more effective and timely future responses.

JUSTIFICATION

Against this backdrop of emerging challenges in implementing shock-sensitive social protection interventions and considering current capacity limitations on the institutional side, there is need to engage technical support for the day-to-day implementation of the Urban LSR using the MIS, the management of the national Call Center for harmonised GRMs, monitoring and evaluation.

The government is rolling-out the Unified Beneficiary Registry (UBR) to be able to have data readily available for targeting. However, the census approach that is has currently been adopted is time- and resource-intensive. The consultant will therefore provide options for updating the UBR in a systematic way to ensure that the data is updated for timely use during emergencies but also reducing targeting costs through data collection. This will put stronger systemic foundations for the next lean season along with the support to be provided to the national Call Center for its transition towards a permanent structure serving social sectors, emergencies and beyond.

PURPOSE OF THE ASSIGNMENT

Malawi's Government is looking for technical support for the implementation of the urban LSR, UBR updating and continuous exploration of its potential and linkages to other relevant systems, and the daily operations of the national Call Centre towards its gradual transition to a permanent feature of the national social protection system, both from a conceptual and operational point of view. Among other usages, the Call Centre will be used for community sensitization through bulk messaging and conducting post distribution surveys.

This exercise responds to urgent government's needs and complements ongoing processes led by the Government of Malawi, including i. the extension of the COVID-19 Urban Cash Intervention (CUCI) to cover the urban lean season response, ii. the strengthening of the national Call Centre for Harmonised Grievance Redress Mechanism (HGRMs) during emergencies and iii. the roll out of the Management Information System for Emergencies ("Emergency MIS") in both the urban cities and rural areas for the Lean Season Response 2022/23.

Once finalized, this consultancy will have contributed to ongoing efforts on both the UBR and the Lean Season Response in both rural and urban areas, as well as to enhance regular social protection systems, with a focus on monitoring and evaluation and grievance & redress mechanisms.

SCOPE OF WORK/OBJECTIVES

The consultant will be required to deliver on the following:

- Develop and operations manual from targeting to payments of the urban cash lean season reponse (2022/23).
- Produce guidelines and e-version questionnaire for data collection in the urban LSR.

- Produce a detailed report on the CUCI MIS and E-MIS on the targeting and payments of the households.
- Provide technical backstopping for the national Call Centre operations.
- Provide technical Backstopping of Surveys using the Call Centre
- Conceptualise and build linkages with the Education sectors.
- Produce a Final Report.

The consultant is expected to facilitate stakeholder's consultations for the preparation of key strategic reports. These reports shall be validated by the stakeholders. Comments and modifications will be addressed by the consultants iteratively until a final version of the report is accepted.

REPORTING REQUIREMENTS

To whom will the consultant report (supervisory and any other reporting/communication lines):

Chief of Social Policy

What type of reporting will be expected from the consultant and in what format/style will the submissions of reports/outputs be done:

The consultant will be expected to report on the deliverables designed as per UNICEF instructions and when they occur, according to given timelines, editorial standards and recommendations to the UNICEF Social Policy team. The drafts and final versions will be submitted by email in MS Word format, as well as in MS Power Point if requested by the UNICEF Social Policy team. For the deliverables requirement the development of IT tools or other types of systems developments, the consultant shall support in testing its functionality, and will also provide manuals and a training session (1 day) for Government officials and other relevant stakeholders.

How will consultant consult and deliver work and when will reporting be done:

The consultant will submit the required deliverables to the supervisor, according to the timetable of the expected deliverables. The exact timeframes and actual delivery dates will be jointly agreed upon between the consultant and the supervisor upon contract signature and before each activity/project will be undertaken.

EXPECTED DELIVERABLES

In alignment with the scope of work as described above, the consultant will be expected to perform the following activities and produce deliverables as per the schedule and estimated dates below:

Task/Milestone	Deliverable/Outcome (e.g. Inception, progress, final reports, training material, workshop, etc.)	Estimated # of days	Planned Completion date	% of total fee payable
1. Lean Season Response (urban)	User manual, data collection tools, training materials, workshops, new MIS programme and final report with results.	84	6/4/2023	32%

2. Lean Season Response (rural), including Nkhata Bay	Design of the project cycle, configuration of the MIS and a final report with results from Nkhata Bay.	50	17/2/2023	8%
3. Technical Backstopping of Call Centre Operations	Functionality of the call center for 11 months with monthly reports. Integration of two programmes into GRM and make needed adjustments in the GRM MIS.	60	18/08/2023	35%
4. Technical Backstopping of a Survey using the Call Centre	Two post intervention surveys to review aspects like the following: messaging material on linkages, messaging beyond food security. Information about dropouts in urban areas.	30	30/6/2023	20%
5. Travel to facilitate some of the meetings	Workshop, report, number of meetings.	7	28/4/2023	5%
Total		231		100%

Note that deliverables 1 ,2 and 3 are inherently linked and will be worked on concurrently during the same specified timeframe hence an overlap in working days, however no double counting of days has been ensured. As a result, the above schedule foresees a relatively long period before the first payment and thereafter several payments in a relatively short time span.

However, as the actual starting date may impact the dates estimated in the TOR, a detailed workplan with exact timeframes and actual delivery dates will be jointly agreed upon between the consultant and the supervisor upon contract signature.

PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS

The performance of work will be evaluated based on the following indicators:

- Completion of tasks specified in TOR
- Compliance with the established deadlines for submission of deliverables
- Quality of work
- Demonstration of high standards in cooperation and communication with UNICEF and counterparts

PAYMENT SCHEDULE

All payments, without exception, will be made upon certification from the supervisor of the contract, of the satisfactory and quality completion of deliverables and upon receipt of the respective and approved invoice.

The fee is based on an all-inclusive basis.

DESIRED COMPETENCIES, TECHNICAL BACKGROUND AND EXPERIENCE

Academic qualification:

Advanced degree in Political Science, Public Administration, Development, Humanitarian Affairs, Economics or related disciplines.

Work experience:

- A minimum of 10 years' professional experience in social protection and/or humanitarian affairs, better if applied to areas related to beneficiary databases or Management Information Systems (MIS), Grievance & Redress Mechanisms (GRM) and Monitoring and Evaluation (M&E) systems for social protection interventions.
- In depth understanding of the concept of shock-sensitive social protection and the challenges for its operational implementation in developing countries, with at least 5 years of experience related to shock-sensitive social protection in Southern Africa. A minimum of 3 years of experience in Malawi, preferably in the social sectors.
- Proven ability to work in collaboration with Government institutions, with at least 6 years of experience providing technical support to Governments for the implementation of social programmes.
- Additional experience providing technical support to call centres operations would be considered a strong asset.
- Advanced knowledge of the Malawi National Social Cash Transfers Programme would be considered a strong asset

Competencies:

- Technical capacity to backstop call centre operations is essential. Intermediate knowledge of the Microsoft Office Package is required.
- Ability to work with management information systems , data systems and data analysis
- Ability to work efficiently in a time-bound manner, delivering high quality products through participatory processes.

Languages: Excellent written and spoken English is required.

ADMINISTRATIVE ISSUES

UNICEF will regularly communicate with the consultant and provide feedback and guidance and necessary support so to achieve objectives of the work, as well as remain aware of any upcoming issues related to the performance and quality of work.

As per policy on consultants and individual contractors, the individual will be expected to complete a list of mandatory training, including policies on Prohibiting and Combatting Fraud and Corruption; Prohibition of

discrimination, harassment, sexual harassment and abuse of authority and other relevant policies for their information and acknowledgment upon acceptance of the offer. Prior to the issuance of the official contract, the consultant/individual contractor is requested to complete the applicable mandatory trainings.

The consultant will be working remotely. Access to UNICEF resources and facilities is not to be expected. The consultant is expected to provide his/her own laptop, phone and internet plan. The consultant is to be available and respond to communications from UNICEF within a maximum of 3 working days.

CONDITIONS

- The candidate selected will be governed by and subject to UNICEF's General Terms and Conditions for individual contracts.
- No contract may commence unless the contract is signed by both UNICEF and the consultant.
- This is a home-based assignment with no travel to Malawi.
- The consultant will be paid an all-inclusive fee (stationary, communication and other miscellaneous expenses) as per the stipulated deliverable and payment schedule.
- The consultant is not entitled to payment for overtime, weekends or public holidays.
- Standard UNICEF procedures will apply for invoicing and all other financial management requirements set out in the contract.
- Standard penalty clauses will also apply for late and poor-quality deliverables. The supervisor of the contract will provide the consultant with the criteria for the evaluation of the quality of each deliverable.
- Additional details of UNICEF rules, regulations and conditions will be attached to the contract.
- The consultant will not have supervisory responsibilities or authority on UNICEF budget.
- 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 assignment is an off-site support.

HOW TO APPLY

Interested consultants should provide the following:

1. Curriculum Vitae
2. Brief technical proposal (no longer than five pages) demonstrating the consultant's understanding of the assignment and approach/methodology to the assignment
3. Financial proposal including a breakdown of their all-inclusive fees (including professional fees, travel, living cost, visa and other costs). Complete the attached form.



Financial
Proposal.xlsx

4. References details