

National Consultancy:

IT Specialist for Development of App/MIS for Programme Monitoring of the National Cash Transfer Program for Pregnant Women and Children under 2 years old, Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY)



UNICEF Cambodia

1. Background

The Royal Government of Cambodia officially launched Cash Transfer programme for pregnant women and children up to the age of 2 years in June 2019. The CT-PWYC is a government run programme, the Ministry of Social Welfare 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) is the lead ministry implementing the CT-PWYC for overall programme management, including the design, implementation and monitoring of the programme.

The Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) has recently reviewed and updated M&E framework and its tool of Cash Transfer Programme for Pregnant Women and Children under 2 years. For implementation of this Framework nationwide by national and sub-national level, there is a need for systematic data collection on monitoring and reporting of the programme implementation, using App/MIS system. The development of the M&E's App/MIS system needs to take into account future updating for integration monitoring of other social assistance cash transfer programmes such as "Family Package" and Social Protection Shock Responsive Programmes.

2. Purpose

The purpose of this short-term consultancy is to develop the M&E monitoring App and MIS for nationwide monitoring system for national CT programme for pregnant women and children under 2 years, prepare technical guidance and build capacity of the MoSVY team.

3. Work Assignments

The key assignments for the consultancy include:

App and MIS development for monitoring system

- Develop workplan for completing the project. It should describe the way the consultant will work with the MoSVY to provide a timeline for project execution, including dates, resources, dependencies and a plan for communications/issue resolution with the project team, in addition to agreed Terms of Reference.
- Review relevant documents such as operational manual for cash transfer programme for pregnant women and children under 2 years, M&E framework as well as programme App/MIS system
- Develop a detailed description of business processes in terms of clearly reflecting how the entire process is expected to work; identification of detailed functions and data attributes; the document should also include process/data flow/ERD diagram of the proposed system; table structure and variables; anticipate and cater for the expansion of the M&E modules covered by the app/MIS once the M&E additional indicators under the Family Package and Shock Responsive programme are added. The development of the system should be based on this document.
- Develop user's friendly app to work with all kind of smart phones as well as tablet with android OS 8.0 and above with dynamic adjustable screen size and workable with all types of computer's browsers (Chrome, IE etc.) with a view of future expansion of the use of the current M&E Framework as the basis for future integration of M&E for other cash transfer programmes. In order to meet this requirement, the app will take into consideration assumed needs for expansion and will ensure that additional requirements emerging from the expanded M&E framework are easily built in by allowing ease of adjustments, with the app scope allowing expansion.
- Develop user interface with Khmer language as primary and English language as secondary
- Develop back-end MIS system (as a component of the cash transfer MIS system) that is capable to manage and navigate all required data and information
- Develop dashboard with visualized information for the management of the monitoring system
- Build local virtual server to test and host of M&E App and MIS on local server (Linux environment)
- Test and deploy newly developed Apps and MIS to work on local server (Linux environment)
- Implement secure socket layer and all security measures for data protection
- Implement the necessary backup procedure and guidance to protect data and system systems

Training:

Develop manual for user, admin user (super user) and technical support team

- Provide face to face training to selected group of trainees.
- Support the roll-out, implementation and maintenance

Technical Documentation

- Provide a detail information of the system architecture and data structure
- Provide user manual and operational manual etc for all levels of users (users, super user and any other technical users) who will need to understand and support the System

4. Qualifications or Specialized Knowledge/Experience Required

Qualifications and Experience

- Academic qualification at University level in business & IT, digital systems or other relevant subjects
- At least 8 years of professional experience in DevOPS, PHP, React and Javascript
- At least 5 years of progressive experience working with App/MIS systems design and/or systems management

Knowledge and Skills

- Proven ability to manage development environment and production systems
- Proven knowledge and understanding of operational systems, applications, you designed and/or contribute code
- Proven experience on complex database structures and IT infrastructure (IPv4 networks and subnets, Routing, Firewalls, Switch networks, Virtual machines, Hypervisors)
- Solid knowledge about virtualization technologies

Competencies of Successful Candidate

- Communication
- Working with people
- Drive for results
- Applying technical expertise

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 all provinces for a total of 10 days is anticipated during the contract duration.

6. Duration

The consultant is expected to work for a period of 80 working days, expected start date 01 June to 30 September 2021. This includes in-country travel for a total of 10 days. The indicative schedule of the work assignments with specific timelines is mentioned in “7. Deliverables.”

7. Deliverables

<i>Deliverables</i>	<i>Timeframe Due date</i>	<i>Payment (including business travel fee) be directly linked with satisfactory deliverables</i>
<p><u>Deliverable 1: Preparation for App and MIS development for monitoring system</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Develop workplan for completing the project. It should describe the way the consultant will work with the MoSVY to provide a timeline for project execution including dates, resources, dependencies and a plan for communications/issue resolution with the project team, in addition to agreed Terms of Reference. <input type="checkbox"/> Review relevant documents such as operational manual for cash transfer programme for pregnant women and children under 2 years, M&E framework as well as programme App/MIS system <input type="checkbox"/> Develop a detailed description of business processes in terms of clearly reflecting how the entire process is expected to work; identification of detailed functions and data attributes; the document should also include process/data flow/ERD diagram of the proposed system; table structure and variables; the development of the system should be based on this document. 	<p>14 June 2021 (10 working days)</p>	<p>15%</p>
<p><u>Deliverable 2: App and MIS development for monitoring system</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Develop user's friendly app to work with all kind of smart phones as well as tablet with android OS 8.0 and above with dynamic adjustable screen size and workable with all types of computer's browsers (Chrome, IE etc.) the view of future expansion for the use of the M&E Framework as the main for future integration of M&E for other cash transfer programmes <input type="checkbox"/> Develop user interface with Khmer language as primary and English language as secondary 	<p>26 August 2021 (50 working days)</p>	<p>50%</p>

<ul style="list-style-type: none"> <input type="checkbox"/> Develop back-end MIS system capable to manage and navigate all required data and information <input type="checkbox"/> Develop dashboard with visualize information for management of monitoring system <input type="checkbox"/> Build local virtual server to test and host of M&E App and MIS on local server (Linux environment) <input type="checkbox"/> Testing and deploy newly developed Apps and MIS to work on local server (Linux environment) <input type="checkbox"/> Implement secure socket layer and all security measures for data protection <input type="checkbox"/> Implement the necessary backup procedure and guidance to protect data and system 		
<p><u>Deliverable 3: Capacity development to MoSVY staff on App and MIS development for monitoring system</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Develop manual for user, admin user (super user) and technical support team <input type="checkbox"/> Provide face to face training to selected group trainee. 	10 September 2021 (10 working days)	20%
<p><u>Deliverable 4: Handover Technical Documents, Report and System</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Provide a detail information of the system architecture and data structure <input type="checkbox"/> Provide user manual and operational manual etc for all levels of users (users, super user and any other technical) who will need to understand and support the Systems 	30 September 2021 (10 working days)	15%

8. Reporting Requirements

This assignment requires the Consultant to produce work plans for the each deliverable output 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 “Deliverables section”. The payment is made on deliverable output basis upon the submission and approval of the progress report and workplan of the next deliverable output.

** 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 UNICEF office and internet will be provided by UNICEF.

11. The Paid Time Off (PTO)

The Paid Time Off (PTO) benefits apply to individual contractor and consultants who work on time-based contracts on an ongoing and full-time basis with a minimum contract duration of one calendar month (hereafter the "individual Contract").

Entitlement: The individual contractor will receive PTO credit at the rate of one-and half days (1.5 days) for each full month of service, to be credited on the last calendar day of the month, and up to 17 days for a maximum of 11.5 months contract.

Utilization: PTO may be taken in units of days and half days. In calculating the PTO to be charged, any absence of more than two hours but less than four hours (excluding lunch hour) is counted as half days; similarly, any absence of more than four hours (excluding lunch hour) is counted as one day.

Unused Paid Time Off: PTO is a benefit that must be used during the time of the contract. Any unused PTO cannot be carried to future contract and any accumulated PTO will be forfeited at the end of the contract.

12. 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.

13. 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.

14. Submission of applications

Interested candidates are kindly requested to apply and upload the following documents:

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

The deadline for applications is 19/April/2021.

15. 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 transportation costs for a total of 10 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 M&E and 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.