**TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS**

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| **Title**  Technology for Development (T4D) International Consultant | **Funding Code**  Non-Grant (GC) | **Type of engagement**  Consultant  Individual Contractor Part-Time  Individual Contractor Full-Time | **Duty Station:**  Due to the current travel restrictions, the consultant will work from his/her premises. If travel restrictions are lifted before the end of the contract, there might be a need for the consultant to be in the Myanmar UNICEF Country Office. |
| **Purpose of Activity/Assignment:**  UNICEF is a leading humanitarian and development agency working globally for children’s rights. Child rights begin with safe shelter, nutrition, protection from disaster and conflict and traverse the life cycle. UNICEF strives to ensure that all children are born alive, stay safe and keep learning.  For 75 years, UNICEF endeavors to improve the lives of children and their families. Working with and for children through adolescence and into adulthood requires a global presence whose goal is to produce results and monitor their effects. UNICEF also lobbies and partners with leaders, thinkers, and policy makers to help all children realize their rights—especially the most disadvantaged.  The purpose of this role is to manage and lead demand for Technology for Development (T4D) support in Myanmar. UNICEF programmes increasingly leverage digital means for effective programme delivery, systems strengthening and monitoring. The T4D role will assist programme teams in the identification, assessment and integration of ICT and digital innovation into UNICEF programming; strengthening internal capacity to lead and support T4D related initiatives; identifying and engaging with key partners; building business relationships; applying reusable and replicable technical buildings blocks; and maximizing potential for the sustainable scaling of technology and digital innovation for UNICEF programming.  The consultant will provide technical assistance and advice in the formulation and implementation of a digital transformation strategy in Myanmar. The consultant will enable digital system strengthening by recommending digital investments best suited to the Myanmar context, participating in establishing and maintaining standards, documentation, and support mechanisms for digital investments, and identifying key stakeholders and partners to obtain their buy-in as well as to maximize the potential for sustainable scaling of technology and digital innovation for programming. This entails the identification, assessment, planning, coordination, design, documentation, and deployment of digital solutions, with a specific focus on solutions to address bottlenecks to service delivery for women and children within the context of the ongoing crisis.  The Consultant will also provide recommendations and strategies to ensure integration of digital development and technology innovation into the programme planning lifecycle and will build the capacity and knowledge within the programme sections on digital development, train UNICEF staff, partners, counterparts, and other end users in creating and maintaining high quality digital systems.  The T4D Specialist is directly supervised by the Deputy Representative Programme in a matrix management with the ICT Manager and works closely with the Programme staff and in close liaison with the ICTD Digital Centre of Excellence (DCOE) and regional ICT and Digital Innovation Unit. | | | |
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| **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):     |  | | --- | |  |   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) | | | |

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| **Work Assignment Overview** | | | |
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| Description of the Assignment:  The Consultant will provide T4D leadership and drive programming effectiveness and efficiency through innovation, partnerships and recommending technology solutions and services in a timely, secure, and safe manner. S/he will assist with the planning and coordination of the T4D Flagship activities which will include country coordination and support and resource mobilization.  Summary of the key functions, accountabilities and related duties or tasks include:   1. Technical and Programmatic Support on T4D 2. Policy and Strategic Development for Technology-enabled Programming and System Strengthening 3. Provide Technical and Programmatic Support in Digital Transformation 4. Advise on Effective Use of Data Technologies 5. Engage, Facilitate and Maintain Partnerships and Networks 6. Lead on knowledge Management for T4D and Digital Transformation in Programming 7. Capacity Building | | | |
| Tasks/ Milestones: | Deliverables/Outputs | | |
| **1.Technical and Programmatic Support on T4D**   * *Business Relationship Management:* Liaise with the Country Office to manage Business and Programme Relationship services to define, document and match requirements and guide the development and adaptation of appropriate T4D solutions. * *Portfolio Coordination:* Work closely with the DCOE and regional office in deploying a portfolio approach, adapting common solutions prioritized for UNICEF programming (e.g., Digital Public Goods). * *Support and assist design of T4D interventions:* Provide support and technical assistance to the Country Office in the identification, selection, concept design, deployment and sustainability of T4D interventions to address bottlenecks towards the achievement of programme results. * *Identify and assess Technology and Digital Innovations:* Assist programme sections to identify and assess digital public goods for new T4D initiatives, or new phases of on-going initiatives, with immediate potential to improve UNICEF programming. * *Solution procurement and evaluation:* Support in the development of request for proposals (RFPs) and selection of appropriate providers. Assist the review of technical solutions to ensure UNICEF standards are followed; contribute to project management processes, generation, and review of terms of reference and vendor selection. * *Deployment advice and support:* Assist with implementation strategy of digital technology initiatives. Including technical oversight, troubleshooting and the documentation of challenges and resolutions. * *Design thinking:* Support human/user-centred design methods to enable user-acceptance testing, evaluation, documentation and analysis. | The Consultant is expected to make substantive decisions on coordination, planning, assessment, implementation, and/or operation of T4D activities within the framework established by the Country Office, ICTD and the Innovations for Results cone. The consultant is expected to assist the Country Office with the planning and coordination of Digital Transformation activities, including country coordination and support and resource mobilization. Deliverables include:   * Formulate a Standard Operating Procedure (SoP) for programme staff to engage with the T4D function in the Country Office. This should define a workflow and governance structure and consolidation of best practices in technology adoption and implementation. * Complete an assessment of the digital platforms available to support the ongoing crisis using UNICEF’s DPART tool. * Conduct an assessment of the existing digital health ecosystem using the Digital Pandemic Preparedness Assessment (DPPA) Tool to identify needs for digital tools that are relevant to the current context and landscape. * Develop a digital health strategy action plan based on the DPPA assessment with recommendations for capacity building and scaling of interventions. * Technology programmatic review with all sections to assess the ongoing T4D initiatives, the needs of the programme sections and identify and document potential opportunities for T4D to enhance programme outcomes. * Consult with all sections to map and update all T4D activities in INVENT. Provide guidance on frequency of updates for active workstreams. * Develop technical and operational guidance on implementing specific COVID-19 related digital services, e.g., LMIS, Vaccine Delivery Systems, Vaccine Certifications etc. * Establish Enterprise Content Management (ECM) and knowledge management platforms for T4D to promote coordination and information sharing among programmes * Documentation and reports on the progress of digital initiatives and solutions including lessons learnt from various programmes and COVID-19 related T4D response initiatives. * Development of material and activities to enhance core digital health competencies and confidence in identified target groups to ensure that an equity perspective is promoted in the scaling up of digital health interventions. * Monthly reports on T4D technical and programmatic support provided. * Development of materials and activities to conduct Webinars/Training sessions for programme colleagues and/or partners for capacity building in T4D and Digital Transformation. * Any other activity/output as required. | | |
| **2. Policy and Strategic Development for Technology-enabled Programming and System Strengthening**   * *Digital Transformation Strategy:* Provide leadership to the digital development and technology innovation strategy for the Country Office; including assessment of T4D gaps, opportunities and scale-up strategy in support of Country Office priorities. * *Develop, follow and maintain Digital Transformation action plans:* Assist to develop Country Office action plans that track key achievements and milestones of office-wide support to digital transformation in programming. Use of evidence-based data for developing annual workplans, and the identification and prioritization of system bottlenecks. * *Participation in programme and management processes:* Work closely with PME to integrate digital development and technology innovation into the programme planning lifecycle. Align with programme priorities and contribute to planning meetings (PMT, PCM, EMT). * *Leadership and Quality Assurance:* Oversee development and quality assurance during planning and deployment of T4D initiatives; participate in establishing and maintaining standards, documentation and support mechanisms for T4D. * *Convene and guide compliance with T4D best practices:* Participate in Country Office T4D Governance Committee and support compliance of T4D initiatives with the Principles for Digital Development (<http://digitalprinciples.org/>) and the Technology Playbook, UNICEF’s standard delivery methodology for technology initiatives. |
| **3.Provide Technical and Programmatic Support in Digital Transformation**   * *Support and assist design of digital interventions, specifically relating to COVID:* Advisory and analytical assessments of the digital ecosystem of UNICEF Myanmar Country Programme, including the contextual and enabling environment, information systems, and system bottlenecks, and identify appropriate digital solutions to address identified bottlenecks. * *Development of a digital roadmap:* Coordinate with the Country Office, the selected service providers, and in country stakeholders to develop a digital roadmap, including alignment on deployment and capacity building, and scaling of the technologies. * *Donor co-ordination:* Work with the Representative and in close coordination with the Programme section, to coordinate collaboration with the other international donors on delivering the priority digital infrastructure. * *Provide recommendations on sustainability:* Provide recommendations on creating an ecosystem that enables sustainable adaption and deployment of digital initiatives in response to the COVID-19 pandemic and broader programming. * *Programmatic and technical documentation:* Coordinate UNICEF to support the Government and implementing partners (IPs) in developing programmatic and technical documentation for the digital initiatives supported. |
| **4.Advise on Effective Use of Data Technologies**   * *Scalable and sustainable technology solutions:* Work with UNICEF staff and partners to understand how digital technologies can be applied to key data bottlenecks. * *Data solutions for improving programmatic outcomes:* Contributes to usability and acceptability of digital data solutions to assure a systems-level approach for how technologies can improve system performance. * *Improved data quality:* Focus on improvements in data, including COVID-19 services data. Include a focus on anticipating adaptations including technology to facilitate fast-tracking of narrower sets of data for management of COVID-19 programming. * *Improved data use:* Support country efforts to implement data for action initiatives at the country level, including triangulation of data, supporting rapid humanitarian assessments, creating dashboards that can drive decision-making, exploring additional sources of data to attain more granular context-specific data, and for improving country-level programming to define and achieve equity and to better direct investments for both UNICEF and Partners, including the private sector. * *Support measuring of equity:* Assist efforts to assure UNICEF digital transformation-related data will focus on sub-national & other disaggregation for measuring equity. * *Alignment with stakeholders:* Align internally and in collaboration with other partners on donor advocacy for advancing Digital solutions to support policy and program decision making * *Metrics for data use:* Assist to define metrics and goals for digital data use and support implementation research and impact evaluations on digital programs. |
| **5.Engage, Facilitate and Maintain Partnerships and Networks**   * *Engage and maintain partnerships and networks*: Support the development of partnerships and networks with local solution providers, innovators, NGOs, cultural and religious organizations, the private sector, local media, and academia to build and provide a space to nurture and test new and innovative technologies and build local capacity. * *Advocacy and communications:* Participate and support Country Office representation in external, inter-agency or partner forums on Digital Development and Technology Innovation. * *Proposal and partnership development:* Identify opportunities for resource mobilization and new partnerships and lead proposal and partnership development efforts in close collaboration with East Asia Pacific Regional Office, where applicable. * *Provide advice and support to programme partners:* Provide technical and operational support to a wide range of stakeholders and partners on UNICEF policies, practices, standards, and norms on technology for development. * *Standards and procedures for ownership:* Work with stakeholders to help develop standards, procedures, and partnerships for T4Dinterventions and their transition to relevant Government and Civil Society Institutions. * *Transfer and skill-sharing for programme partners:* Help maintain partnerships with government counterparts and national stakeholders through active sharing and transfer of knowledge, skills and tools to foster and facilitate technology-enabled programming. * *Document localized partners and profiles:* Develop a catalogue of potential country specific T4D partners and their profiles/areas of engagement to promote and enhance UNICEF goals for outcomes for children through the use of Technology for Development. |
| **6.Lead on Knowledge Management for T4D and Digital Transformation in Programming**   * *Share lessons learned:* Identify, capture, synthesize and share lessons learned from T4D for integration into broader knowledge development planning, advocacy and communication efforts. * *Landscape mapping:* Assist in maintaining an inventory of Technology and Innovation interventions, assets, resources, and networks. * *Monitoring, evaluation and learning:* Work with PME to ensure documentation and clear monitoring and evaluation mechanisms for innovation and T4D projects including baseline data collection, on-going monitoring, as well as first phase data collection and analysis. * *Contribute to Peer Support Networks:* Contribute and share to regional and global digital development and technology innovation networks and activities. |
| * **Capacity Building** * *Data analysis for evidence generation:* Build capacity of programme staff in analyzing the large amounts of data generated through T4D initiatives including the use of data visualization techniques and analytics tools. * *Co-create appropriate solutions*: Work directly with section chiefs to co-create strategies on how technology and innovation can support the country programme. * *Provide training to stakeholders and end-users:* Participate as resource person in capacity building initiatives to enhance the competencies, capacity and knowledge within the programmes on digital development; train UNICEF staff, partners, government counterparts and other end users in digital development and technology innovation. * *Build awareness around Innovation & Frontier Technology:* Develop capabilities within Country Office on appropriate use of frontier technology and innovations such as UAVs, wearables, IoTs, mobile money, blockchain etc. |
| **Work Schedule:**  Work plan and schedule will be agreed upon at the start of the contract by the consultant and contract’s Supervisor. | | | |

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| **Budget Year:** | **Requesting Section/Issuing Office:** | | **Reasons why consultancy cannot be done by staff:** | | | |
| *2021-2022* | *Myanmar Country Office* | | The surge in demand for Technology for Development (T4D) programmatic support as a result of the COVID-19 outbreak and ongoing crisis requires additional capacity and capabilities. | | | |
| **Included in Annual/Rolling Workplan***:* Yes  No, please justify: The 2002 AWP is being developed to reflect the results being expected to be achieved under a country programme that has seen a dramatic shift. This under programme effectiveness will include the T4D expertise. | | | | | | |
| **Consultant sourcing:**  National  International  Both  **Consultant selection method:**  Competitive Selection (Roster)  Competitive Selection (Advertisement/Desk Review/Interview) | | | | | **Request for:**  New SSA – Individual Contract  Extension/ Amendment | |
| **If Extension, Justification for extension:** | | | | |  | |
| **Supervisor:**  Deputy Representative Programme in a matrix management with the ICT Manager | | **Start Date:**  **15 November 2021** | | **End Date:**  **30 October 2021** | | **Number of Days (working)**  **11.5 months, full time, regular office hours (** subject to extension depending on needs and performance.**)** |
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| **Minimum Qualifications required:** | **Knowledge/Expertise/Skills required:** |
| Bachelors  Masters  PhD  Other  Enter Disciplines  An advanced university degree is required in Business Analysis, ICT Management, Computer Science, Innovation, Digital Development, International Development or another relevant technical field. A first-level university degree in a relevant field combined with seven years of professional experience may be accepted in lieu of an advanced university degree. | * A minimum of five years of professional experience in information communication technology for development (ICT4D) in a large international organization and/or corporation is required. * Experience identifying, designing, and implementing solutions for large-scale projects with technical components – including supervising external vendors and software developers; responsibility for business analysis, budgets, contracts, project management and procurement, etc. * Experience with ICT, mobile and web-based technologies, particularly designing or deploying tools appropriate to Asia and the Pacific. * Experience in Open Source, mobile and emerging technology applied to UNICEF programme areas is extremely desirable. * Exposure to UNICEF, UN or other INGO programmatic areas, including (but not limited to) health, nutrition, child protection and/or education, and experience in applying technical solutions to address programmatic issues. * Knowledge and experience working with Digital Public Goods such as DHIS2, OpenMRS, OpenSRP, iHRIS, OpenHIE, SanteSuite, DIVOC, CommCare, RapidPro etc. and deploying, maintaining, and scaling these technologies. * Experience in providing technical assistance and thought leadership surrounding the design and implementation of digital solutions for interoperability and system strengthening, including application of recommended enterprise architectures and standards. * Experience designing and supporting digital development and transformation projects with Governments. * Experience in delivering digital vaccination and supply chain systems highly desired. * Prior experience in formulating digital roadmap and strategy highly desired. * Prior experience working with a multilateral or UN organization is highly desirable. * Experience in coordination with multiple stakeholders like government agencies, academic institutions, research organizations, private sector, etc. in implementing ICT projects and exploring space for collaboration and partnerships. * Project management skills including task prioritization, workflow coordination, results-driven strategies and proven ability to translate complex ideas from various areas into unified, clear guidance. * Excellent communicator of concepts both verbally and in writing to a developing country government and international audience. * Ability to communicate and engage with experts and stakeholders from different fields, including policymakers, researchers, and the civil society. * Demonstrated communication and relationship-building skills. * Work experience in a multi-cultural environment and establishes harmonious and effective working relationships. * Demonstrated strong analytical, research, report writing and presentation skills.   Language Requirements:  Fluency in English is required. Knowledge of another official UN language or local language of the duty station is considered as an asset. |
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| Other Conditions:  **Consultant’s Workplace:**  Due to the current travel restrictions, the consultant will work from his/her premises.  Priority will be given to candidates either located in Myanmar or in a time zone location within 4 hours of UTC +6:00.  If travel restrictions are lifted before the end of the contract, there might be a need for the consultant to be in the Myanmar UNICEF Country Office. Any required travel and logistics related to this assignment will be discussed with the supervisor in advance and agreed upon mutually.  Consultant to use own laptop and other necessary infrastructure/equipment.  **Nature of ‘Penalty Clause’ to be Stipulated in Contract:**  Should the consultant fail to submit the end-products by the deadlines, or should the quality be unsatisfactory, this office will reserve the right to withhold the payment until outputs meet the pre-established requirements. | |
| **Administrative details:**  Visa assistance required:  Transportation arranged by the office: | Home Based  Office Based:  If office based, seating arrangement identified:  IT and Communication equipment required:  Internet access required: |
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