

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS

Title	Funding Code	Type of engagement	Duty Station:
National Consultancy for the Design and development of a web and mobile application for citizen budget reporting and monitoring	N/A	Individual Consultant	Phnom Penh, Cambodia
<p>Purpose of Activity/Assignment:</p> <p>Active participation of citizens in local planning and budgeting process is of utmost importance to ensure the efficient and effective response to the needs of community development. Civic engagement plays a vital role in bringing diverse perspectives and ideas to the table and enables communities to have a say in the decision-making process. It also promotes transparency and accountability in governance, making it more responsive to the needs and aspirations of the people it serves. Therefore, it is imperative to encourage and facilitate citizen participation in local planning and budgeting, as it fosters a sense of ownership and responsibility among the people towards their community's development.</p> <p>Building on the Sub-Decree # 26 on Commune/Sangkat Financial Management System and Prakas 331 on the preparation and implementation of commune/Sangkat budget, in 2020-2021, UNICEF provided technical support to Department of District, Municipality, Commune and Sangkat Administrative Affairs (DDMCS) of General Department of Administration (GDA) of the Ministry of Interior to develop and disseminate Guideline#025 on Citizen Participation in the Commune/Sangkat Budget Formulation and Adoption Process. The intervention aims at strengthening the mechanism that provide legal space for citizens, especially youth, to enhance their participation in commune budget formulation and adoption resulting in higher transparency and accountability. A set of tools were developed to assist Commune/Sangkat in implementing the guideline, including comprehensive timeline of budget planning and adoption process, citizen budget template for dissemination and consultation, and instruction video.</p> <p>In order to effectively monitor the implementation of the citizen budget template and participation at CS on an annual basis, there is a significant requirement for the utilization of a systematic digital platform to conduct data collection and visualization of the results. In 2023, UNICEF provided technical support to DDMCS to pilot Kobo tool to collect the citizen budget 2023 from all commune/sangkats. Due to limitation of the tool, there is a need to develop citizen budget mobile and web-based application that is user friendly to CS and MoI officials. The app will allow easier follow up and monitoring by MoI and 25 provincial/capital administration.</p> <p>The primary purpose of this assignment is to improve the efficiency and accuracy of the citizen budget and CS budget monitoring process. The specific objective of the consultancy in relation to support to MoI include the following.</p> <ol style="list-style-type: none"> i. Develop a web and mobile application to facilitate CS citizen budget reporting and monitoring ii. Design and deploy dashboard to visualize all key indicators of interest in real-time, and iii. Build the capacity of the ministry technical team to administer and maintain the system. 			

Scope of Work:

The citizen budget reporting and monitoring application is envisaged to have a survey administering functionality to enable Commune/Sangkat clerks and finance assistant to enter data related to the annual Commune/Sangkat budgets and conduct citizen consultations by administering surveys to both citizens and Commune/Sangkat administration staff. The Ministry of Interior will determine the frequency of budget data entry, which may occur quarterly, semi-annually, or annually. The budget data and survey results will be processed, analyzed, and presented on a dashboard that will be disseminated to all subnational administrations, 25 Capital/Provincial Administration (CPA), 206 District, Municipality, and Khan (DMK), and 1,652 Communes/Sangkat. The dashboard will track the annual performance of citizen budget dissemination, and citizen engagement. The backend system should be securely designed to allow flexibility in updating inputs such as standard project/activity coding in citizen budget templates and Commune/Sangkat coding, coverage-based reporting periods, and future questionnaire adjustments. The key responsibilities for this consultancy include the following:

Requirements gathering

- ☐ Develop a comprehensive work plan in consultation with the Ministry of Interior (MoI) and key stakeholders that is in line with the objectives of this assignment.
- ☐ Develop a plan to identify both the functional and non-functional requirements in collaboration with the MoI, Commune/Sangkat clerks and administration staff, and members of the community via interviews, surveys, and other suitable methods.
- ☐ Document the requirements describing the features of the application and have this validated by MoI.
- ☐ Assess the enabling environment in relation to particularly hosting and capacity of the ministry to administer and maintain the system.

System design and development

- ☐ Create wireframes, and a prototype modeling the functionality of desired application and get feedback.
- ☐ Develop a design document describing the design of the application in detail including the user interface and back-end architecture.
- ☐ Develop the application, including the user interface and back-end architecture ensuring that data is securely stored and retrievable. User authentication and data encryption features should be integral to the core design of the application. Furthermore, the application should be compatible on Android and iOS on smart phones and tablets and accessible on various web browser.

System testing and deployment

- ☐ Develop a release plan including submission of the application to App and Play store.
- ☐ Deploy a citizen budget monitoring app that is compatible with multiple types of, including latest version of Android and iOS, and accessible in various web browser.
- ☐ Conduct a system and user acceptance testing to ensure that the application functions are according to system specifications and meet end-user requirements. This should be accomplished by testing the application on different devices and with multiple users to ensure optimal performance.

System maintenance

- ☐ Monitor the application after its release to ensure that it is optimally functioning and running on secure hosting infrastructure.
- ☐ Upgrade/update security vulnerabilities and make feature enhancements as required/needed.

Capacity building and documentation

- ☐ Develop a training plan, as well as training manuals / user guidelines / SOPs.
- ☐ Build capacities of relevant MoI staff including system admins.

Maintain and hand over all technical documentation including code repositories to MoI.

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](#)

Consultant sourcing:

National

Competitive Selection:

Advertisement

Request for:

Individual Contract

Supervisor:

Chea Kimsong

Start Date:

July 24, 2023

End Date:

December 28, 2023

Work Assignments Overview	Deliverables/Outputs	Delivery deadline	Estimated Budget
<u>Inception Report</u> <ul style="list-style-type: none"> The selected consultant will consult with MoI and relevant stakeholders to gain a better understanding of: <ul style="list-style-type: none"> i) the functionalities and features of the desired application. ii) the enabling environment with particular attention to the existing infrastructure and workforce capacities. This includes assessing the existing server and IT capacities of DDMCS of General Department of Administration of Ministry of Interior iii) Recent lessons learnt from using KOBO by CP and Commune/Sangkat officials The consultant will be required to prepare an inception report and present this to MoI for discussion and agreement on the expected scope of work. (Duration: 10 days) 	Deliverable 1: <ul style="list-style-type: none"> Inception report submitted with the following information: <ul style="list-style-type: none"> ○ A clear brief of the project overview, goals, objectives, and scope of work. ○ Detailed work plan, including key milestones. ○ Potential risk and mitigation strategies. 	Aug 14, 2023.	N/A
<u>System requirement gathering</u> <ul style="list-style-type: none"> The consultant will be required to conduct consultations with a wide range of stakeholders and map out the function and non-functional requirements. He/she will be required to present this to MoI before proceeding to the system design phase. (Duration: 10 days) 	Deliverable 2: <ul style="list-style-type: none"> Functional and non-functional requirements document developed and approved by MoI. 	Sep 15, 2023	N/A
<u>System design and development</u> <ul style="list-style-type: none"> Produce system architecture illustrations, wireframes, and application prototype. Develop a user-friendly web (in Khmer and English) interface and mobile application. Develop back-end MIS to manage data storage and retrieval. (Duration 20 days) 	Deliverable 3: <ul style="list-style-type: none"> Design document with a detailed description of the system architecture (both front and back-end) developed and approved by MoI. Prototype of the application developed, 	Oct 20, 2023	N/A

	<p>compatible on Android and iOS.</p> <ul style="list-style-type: none"> • Duo-lingual web interface developed accessible in both Khmer and English, and compatible with various web browsers. 		
<p><u>System testing, deployment, and maintenance</u></p> <ul style="list-style-type: none"> - Build local virtual server to test and host Citizen Budget Monitoring App and MIS on local server. - Implement secure socket layer and all security measures to ensure all critical data and systems are highly protected. - Implement the necessary backup procedure and guidance to protect Citizen Budget monitoring data and systems. - Develop a deployment plan including submission of the application on the Apple store and Android play store, and release of the application into production. <p>(Duration: 20 days)</p>	<p>Deliverable 4:</p> <ul style="list-style-type: none"> <input type="checkbox"/> System and User Acceptance testing plans developed against which the citizen budget monitoring application and MIS are tested. <input type="checkbox"/> Summary report outlining the results of the application testing conducted on Android and iOS devices, as well as various web browsers. System deployment plan developed, and application deployed. <input type="checkbox"/> Application released into production. <input type="checkbox"/> Detailed maintenance plan developed describing the system components, operating environment, maintenance procedures and instructions and maintenance schedule. <input type="checkbox"/> Service Level Agreement (SLA) developed and signed off on by Mol. 	Nov 20, 2023	N/A

<p><u>Capacity building and technical documentation</u></p> <ul style="list-style-type: none"> - Develop manual for user, admin user (super user) and technical support team. - Provide user manual and operational manual for all levels of users (users, super user and any other technical) who will need to understand and support the Systems (in English and Khmer). - Provide face to face training to selected group of trainees to be identified by Ministry of Interior. - Support the roll-out, implementation and maintenance for at least 6 months after release of the application into production. (Duration: 10 days) 	<p>Deliverable 5:</p> <ul style="list-style-type: none"> • User guideline / manual and detailed SOP produced. • At least two trainings delivered to relevant MoI staff, UNICEF and 25 provincial/capital administration staff. • System architecture and other relevant documents updated and handed over to MoI. • GitHub repository of codes handed over to MoI system administrator. • Final consultancy report 	<p>Dec 28, 2023</p>	<p>N/A</p>
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<p>Minimum Qualifications required*:</p> <p><input checked="" type="checkbox"/> Bachelors Masters <input type="checkbox"/> PhD <input type="checkbox"/> Other</p> <ul style="list-style-type: none"> • Academic qualification at University level in IT, digital systems or other relevant subjects • At least 5 years of professional experience in open sources web based and mobile application technologies development and implementation • At least 3 years of progressive experience working with systems design and/or systems management • Demonstrate previous experiences on similar digital projects. • Demonstrated skill in data engineering <p><i>*Minimum requirements to consider candidates for competitive process</i></p>	<p>Knowledge/Expertise/Skills required *:</p> <ul style="list-style-type: none"> • Proven experience in building strong and functioning M&E system and user-friendly dashboard • Proven ability to manage development environment and production systems • Proven knowledge and understanding of operational systems, web technology such as HTML, CSS, JavaScript and programming language which are used to create web interface and mobile app for difference platform such as Android or iOS • 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 and web app deployment and hosting options such as cloud services, servers or containers, which are used to make web apps accessible and scalable over the internet. • Proven capacity to assure functioning, accessibility, safety and security of data system <p><i>*Listed requirements will be used for technical evaluation in the competitive process</i></p>
<p>Evaluation Criteria (This will be used for the Selection Report (for clarification see Guidance))</p> <p>A) Technical Evaluation (100 Points)</p> <ul style="list-style-type: none"> - Relevant educational background (30 points) - Relevant skill and experience (70 points) <p>B) Financial Proposal (100 Points)</p> <p>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 score in the technical evaluation. Other Financial Proposals will receive points in inverse proportion to the lowest price.</p> <p>The Contract shall be awarded to candidate obtaining the highest combined technical and financial scores, subject to the satisfactory result of the verification interview.</p>	
<p>Administrative details:</p> <p>Visa assistance required: <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> Home Based <input type="checkbox"/> Office Based</p>	<p>If office based, seating arrangement identified: <input type="checkbox"/></p> <p>IT and Communication equipment required: <input type="checkbox"/></p> <p>Internet access required: <input type="checkbox"/></p>

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