

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS

Title	Funding Code	Type of engagement	Duty Station:
INFORMATION SYSTEM REVIEW	Non-grant	<input checked="" type="checkbox"/> Consultant <input type="checkbox"/> Individual Contractor Part-Time <input type="checkbox"/> Individual Contractor Full-Time	Kingston

Purpose of Activity/Assignment: UNICEF is partnering with the Jamaica Council for Persons with Disabilities (JCPD) to conduct a technical assessment for improvements to the JCPD's Information System, consistent with the Standard Operating Procedures and Requirements of the Council and in keeping with the broader objectives of the Social Protection System for Persons with Disabilities

Scope of Work:

To achieve this objective, the consultant will be required to undertake the following actions:

1. Develop a work plan outlining the schedule and description of activities to be undertaken, report outline, estimated level of effort and support required.
2. Review existing legislation, policies, research, and reports in relation to the operational functions of the JCPD and the needs of its related clientele.
3. In consultation with the Ministry of Labour and Social Security Management Information Systems Unit, assess the existing Information Technology Infrastructure and related processes (manual and automated) with emphasis on the system design, fitness for use and purpose, scalability, security, and maintainability and recommend improvements, optimization, integration and or interfacing of current and or new technologies.
4. Conduct a series of consultation with the external stakeholders regarding the functionality of the current system and the proposed system. Consultations should seek to understand technology challenges, imperatives, and needs.
5. Conduct an ICT needs assessment and define priorities for the JCPD. The assessment must among other things identify IT human capital needs to include training needs, constraints and limitations, domain/industry successes and lessons learnt along with practical solutions.
6. Assess the inventory and life expectancy of the existing IT systems and infrastructure in relation to the JCPD's user roles and frequency.
7. Develop a System Requirements Document for the JCPD, consistent with its legislative functions, operational objectives, and strategic business plan. The Requirements document should entail the following:
 - a. An options analysis and recommendation of optimal solutions to address stakeholder requirements
 - b. Proposed estimated cost in sourcing, building, and implementing the desired system.
 - c. The features, capabilities, critical attributes, and major characteristics of the system.
8. Review the network connectivity infrastructure to ensure it is reliable and suitable and explore the suitability of applications to be migrated to the cloud which will improve the ICT recovery and resilience in emergencies.

INFORMATION TECHNOLOGY ENVIRONMENT OF MLSS

Applications Software

The MLSS Head office for Social Security is located at 14 National Heroes Circle and is the core of the ministry's network and server infrastructure. The office houses the servers on which the Ministry's application solutions currently resides. The ministry's web-based solutions are currently deployed throughout the Wide Area Network to its departments and agencies (including the JCPD) located island wide.

The JCPD currently has four parish-based locations with limited dedicated computer access.

Satellite Offices Computer and Communications Technology

Currently, there are computers at all offices. The offices have controlled access to the system as required through the Wide Area Network through an approximate 1 MB Business VPN links.

Technical Standards

The following technical standards should be followed for the development/enhancement of the new system.

a. Database Management System

Current applications use Microsoft SQL Server Express or Microsoft SQL Server.

b. Application/Production /Web Server

The development platform for the current MIS applications is C# and ASP.NET Framework 4.0.

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: 2021	Requesting Section/Issuing Office: <i>Child Rights Monitoring (Social Policy)</i>	Reasons why consultancy cannot be done by staff: <i>No in-house technical capacity available.</i>
Included in Annual/Rolling Workplan: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No, please justify:		
Consultant sourcing: <input checked="" type="checkbox"/> National <input type="checkbox"/> International <input type="checkbox"/> Both Consultant selection method: <input type="checkbox"/> Competitive Selection (Roster) <input checked="" type="checkbox"/> Competitive Selection (Advertisement/Desk Review/Interview)		Request for: <input type="checkbox"/> New SSA – Individual Contract <input type="checkbox"/> Extension/ Amendment
If Extension, Justification for extension:		

Supervisor: <i>Social Policy Officer</i>	Start Date: Nov 20th 2021	End Date: March 19th 2022	Number of Days (working)
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Work Assignment Overview			
Tasks/Milestone:	Deliverables/Outputs:	Timeline	Estimate Budget
<p>Develop a work plan outlining the schedule and description of activities to be undertaken, report outline, estimated level of effort and support required.</p> <p>Review existing legislation, policies, research, and reports in relation to the operational functions of the JCPD and the needs of its related clientele.</p>	<p>Work Plan & Methodology & Report Outline</p>	<p>Five days after signing contract</p>	<p>10%</p>
<p>Assess the existing Information Technology Infrastructure and related processes (manual and automated) with emphasis on the system design, fitness for use and purpose, scalability, security, and maintainability and recommend improvements, optimization, integration and or interfacing of current and or new technologies.</p> <p>Conduct a series of consultation with the external stakeholders regarding the functionality of the current system and the proposed system</p> <p>Conduct an ICT needs assessment and define priorities for the JCPD</p> <p>Assess the inventory and life expectancy of the existing IT systems and infrastructure in relation to the JCPD's user roles and frequency</p>	<p>Progress Report & Draft System Requirements Document</p> <p>The consultant is required to facilitate an Information Session to discuss the proposed features of the System.</p>		<p>35%</p>
<p>Develop a System Requirements Document for the JCPD, consistent with its legislative functions, operational objectives, and strategic business plan.</p>	<p>Final System Requirements Document & Report</p>		<p>55%</p>

Review the network connectivity infrastructure to ensure it is reliable and suitable and explore the suitability of applications to be migrated to the cloud which will improve the ICT recovery and resilience in emergencies.			
Estimated Consultancy fee			
Travel International (if applicable)			
Travel Local (please include travel plan)			
DSA (if applicable)			
Total estimated consultancy costsⁱ			
Minimum Qualifications required: <input checked="" type="checkbox"/> Bachelors <input type="checkbox"/> Masters <input type="checkbox"/> PhD <input type="checkbox"/> Other Enter Disciplines: Information Technology, Systems Development/Analysis, or related studies	Knowledge/Expertise/Skills required: <ol style="list-style-type: none"> Minimum five years' experience in developing web applications using C# on the ASP.Net framework. At least three years' work experience in application development environment. Sound understanding and experience in software development lifecycle (SDLC) Project management experience is an asset Sound knowledge of HTML, CSS, JavaScript, AJAX. Sound programming experience with excellent analytical design skills to develop, enhance and maintain applications. Sound knowledge and experience in the creation of and integration of Web Services. Knowledge of network and application security. Possess problem solving, prioritizing tasks, and multi-tasking skills Excellent attention to detail Ability to communicate effectively in both oral and written forms and must be able to explain technical concepts in non-technical terms to individuals and groups Knowledgeable about Computer Hardware Technology and Network technology. Possess the ability to: <ol style="list-style-type: none"> Understand and handle tasks independently. Meet deadlines & work as a team member 		
Administrative details: Visa assistance required: <input type="checkbox"/> N/A Transportation arranged by the office: <input type="checkbox"/> N/A	<input checked="" type="checkbox"/> Home Based <input type="checkbox"/> Office Based: If office based, seating arrangement identified: <input type="checkbox"/> IT and Communication equipment required: <input type="checkbox"/> Internet access required: <input type="checkbox"/>		
Request Authorised by Section Head	Request Verified by HR:		

Approval of Chief of Operations (if Operations):

Approval of Deputy Representative (if Programme)

Representative (in case of single sourcing/or if not listed in Annual Workplan)

HOW TO APPLY

Interested and suitable parties are invited to submit in separate emails, technical proposal and financial proposal on or before **23:59 Kingston Jamaica time, 10TH November 2021** as follows:

- Companies/Institutions : to the following email address: jam-procurement@unicef.org
- Individuals: on our job portal at <https://jobs.unicef.org/en-us/job/545686>

Technical Proposals should be submitted titled “Technical Proposal – JCPD Information System Review”

Financial Proposal should be submitted titled “Financial Proposal – JCPD Information System Review”

Documents should be attached in PDF format only; no physical proposals will be accepted at the Office.

ⁱ 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.