

# TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS/ CONTRACTORS



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<b>Type of engagement:</b>	<input checked="" type="checkbox"/> Consultant <input type="checkbox"/> Individual Contractor Part-Time <input type="checkbox"/> Individual Contractor Full-Time
<b>Title of engagement:</b>	Management Information System (MIS) consultant to Support the Strengthening of the Social Protection Management Information System in St Kitts and Nevis
<b>Location:</b> If remote or home-based, indicate. If contractor is not resident in host country, indicate if presence in host country and/or travel is required.	Remote (with travel to St. Kitts & Nevis)
<b>Duration:</b> Number of working days	45 days
<b>Start Date:</b>	19 <sup>th</sup> August 2024
<b>End Date:</b>	31 <sup>st</sup> January 2025
<b>Requesting Section:</b>	Social Policy and Social Protection
<b>Supervisor:</b>	Social Policy Officer

## BACKGROUND (\*)

In line with UNICEF Eastern Caribbean Area office’s mandate to support governments in strengthening their social protection (SP) systems so that they are more child sensitive and able to adequately address the needs of the most vulnerable across the life cycle, St Kitts and Nevis has been in receipt of technical and financial support over the last ten years. To date, the technical support has focused on evidence generation as well as policy and programme development, with UNICEF providing guidance on the design and implementation of flagship social assistance programmes such as Mould, Empower, Nurture, Direct (MEND) and \Restore, Inspire, Secure, Empower (RISE) and the Poverty Alleviation Programme (PAP). While Nevis Authority has continued to implement the RISE programme, the (MEND) programme was discontinued in St Kitts.

Currently, the Nevis administration is expanding RISE based on the recommendations provided through an evaluation commissioned by UNICEF. In view of the different challenges posed by the various grants, the Government of St Kitts and Nevis has recently decided to launch a new social assistance programme called Livelihood Improvement for Family Transformation (LIFT). The LIFT is designed for households that earn EC\$ 2500 or less and focuses on livelihoods building and resilience. LIFT is expected to incorporate PAP beneficiaries and add a component on elderly households and people living with disabilities. The consolidation of programmes has catalysed discussion of design parameters such as benefit level, coverage, targeting and other operational aspects.

As part of UNICEF’s support provided for this new programme, a series of operational components were identified that could support the implementation and continue the journey to strengthen the national social protection system in the twin island country. The main component indicated in recent consultations was the need to review the way information is managed, acknowledging programme implementers use an existing Management Information System (MIS) in place in St. Kitts and Nevis called the “National Household Registry” (NHR) for part of the programme cycle.

It is therefore imperative that an assessment of the flow and management of information is done using current social protection MISs. The aim of the review will also be to ensure that the system that will be used for the LIFT programme

and future programmes within the SP system are fit for purpose—able to better link and integrate the programmes in support of an effective and efficient social protection system.

**PURPOSE/SCOPE OF ACTIVITY/ASSIGNMENT (\*)**

This project relates to Output 3.3 Cash, Care and Services.

**Goal and Objective:** Under the supervision of the Social Policy Officer, and in close collaboration with the rest of the Social Policy and Social Protection team and the Technology for Development Officer, the consultant will provide technical assistance and advisory services to St Kitts and Nevis to document the core business processes necessary for their needs and in the development of the necessary requirements to solve their needs. This will be refined into a strategy and technical assistance.

**Activities and Tasks:** The main activities and tasks of this assignment include:

- a) *Conduct an MIS assessment for St Kitts and Nevis.*
- b) *Based on the assessment, develop a Strategy with recommendations on how to ensure interoperability and expansion of existing services to the newly created programme LIFT and support the recommendations' implementation.*
- c) *Technical Assistance and Advisory services to the government for implementation of the new LIFT programme in St Kitts and Nevis, and relevant MIS goals.*

**Work relationships:** The consultant will work closely with the following team of persons:

- the Social Policy and Social Protection team;
- The Cash Care and Services UNICEF team
- the Business Operations Mapping Consultant;
- the Social Protection Operations Consultant;
- the Technology for Development focal point within the UNICEF ECA office; and
- relevant personnel within the Ministry of Social Development and Gender Affairs and the Nevis Authorities which includes the LIFT implementation team.

**Outputs/Deliverables:**

1. **MIS Assessment in St Kitts & Nevis:** Review existing MIS infrastructure, processes, and programmes supported. Identify gaps, document requirements and make recommendations on next steps to support the interoperability among social protection MISs and programmes.
2. **Strategy to ensure interoperability for LIFT in St Kitts & Nevis:** Based on the assessment, develop a strategy to expand digitalization and ensure interoperability of all relevant MISs for the LIFT programme.
3. **Report on Technical Assistance to supporting operationalization of MIS in the St Kitts and Nevis:** Provide support to forthcoming needs arising from the strategy and assessment.

<b>Key Activities/Tasks (*):</b>	<b>Deliverables/ Outputs (*):</b>	<b>Duration (Est. days/months):</b>	<b>Due Date</b>
Desk review and operational assessment	MIS Assessment in St Kitts & Nevis	15 days	19/08/2024
Situation analysis and strategy development	Strategy for MIS	10 days	02/09/2024
Development of final report	Report on Technical	15 days	24/09/2024

	Assistance to supporting operationalization of MIS		
Development of summary documents	Abridged report and PowerPoint Presentation	5 days	
Total		40 days	

### TRAVEL REQUIREMENTS\*

This assignment is home-based but requires travel to St Kitts and Nevis for two weeks (10 business days. at the beginning and end of the assignment for approximately one week each time). The consultant is responsible for arranging his/her own travel, including bearing the costs visas and travel insurance. Accommodation, meals and incidentals costs must not exceed the UN daily subsistence allowance rates. The costs for approved travels will be reimbursed by the UNICEF ECA upon submission of receipts and based on applicable UN DSA rates. All approved travels to be conducted in accordance with UNICEF travel rules and regulations.

### MINIMUM EXPERIENCE / QUALIFICATIONS (\*)

**Education:**

Bachelors  Masters  PhD  Other

Enter Disciplines:

Computer science, Information Communication Technology, Software Engineering, Project Management, and any related field

**Knowledge/Expertise/Skills required:**

- Knowledge and experience in developing Management Information Systems for social protection programmes.
- Knowledge and experience in software design and computer science is an asset.
- Knowledge and experience in working with Government MIS is a requirement.
- Knowledge and/or experience working in the Caribbean context is an asset.

Excellent analytical and report writing skills.

**Years of Experience** 8 years of relevant work experience.

**Language(s) needed if any:** English written and oral fluency

### EVALUATION CRITERIA

A) Technical Evaluation: 75 points

- Education Background: 15 points
- Relevant Work Experience: 45 points
- Relevant Experience in the Caribbean: 15 points

B) Financial Proposal: 25 points

## ADMINISTRATIVE MATTERS (\*)

This assignment is home-based but requires travel to St Kitts & Nevis at the beginning and towards the end of the assignment for approximately one week each time. The Consultant is expected to work with his/her laptop and mobile phone and email address. The Consultant will report to the Social Policy Officer in close coordination with the Technology for Development officer, and he/she will work closely with the Ministry of Social Development and Gender Affairs. The Consultant will be expected to report regularly on progress being made on the contract to the Social Policy Officer. Periodic discussions will also be carried out during the consultancy period to monitor progress and constraints, support required and proposed solutions.

## CONDITIONS OF SERVICE (\*)

Before commencing work, a consultant or individual contractor shall submit a statement of good health and take full responsibility for the accuracy of that statement, including confirmation that he or she has been informed of the inoculations required for the country or countries to which travel is authorized. Consultants and individual contractors shall assume all costs that may occur in relation to the statement of good health. Consultants and individual contractors are required to certify that they are covered by medical/health insurance.

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.

## RECOURSE (\*)

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. Performance indicators against which the satisfactory conclusion of this contract will be assessed include timeliness/quality of submission and responsiveness to UNICEF and counterpart feedback.

## TITLE RIGHTS (\*)

All materials created by the Contractor which bears a direct relation to, or is made in order to perform, this contract and any intellectual property rights thereof, including but not limited to patents, copyright and trademarks, shall be jointly owned by UNICEF and the Contractor. At the request of UNICEF, the Contractor shall assist in securing such property rights and transferring them to UNICEF in compliance with the requirements of the law governing such rights. Any third-party usage shall require written permission from both parties.

## TRAININGS (\*)

Consultants and Individual contractors, even those working from home, must complete the following online courses prior to signature of contract. All certificates should be presented as part of the contract:

- [Ethics and Integrity at UNICEF](#)
- [Prevention of Sexual Harassment & Abuse of Authority](#)
- [Sexual Exploitation Abuse \(PSEA\)](#)

Consultants and Individual Contractors must complete the following course before commencement of any travel on behalf of UNICEF.

- [BSAFE Security Training](#)

Any consultant or individual contractor who is issued a UNICEF email address must complete the following courses no later than 30 days after signature of contract.

- [General Information Security Awareness Course](#)
- [Fraud Awareness](#)

#### HOW TO APPLY (\*)

Prospective consultants should apply through UNICEF jobs website using the following link *Insert link (HR)* no later than *Insert date*. The application package should include the following:

- a) A cover letter;
- b) Detailed Curriculum Vitae
- c) A proposal stipulating all-inclusive fees, including lump sum travel and subsistence costs, as applicable.

UNICEF is here to serve the world's most disadvantaged children and our global workforce must reflect the diversity of those children. [The UNICEF family is committed to include everyone](#), irrespective of their race/ethnicity, age, disability, gender identity, sexual orientation, religion, nationality, socio-economic background, or any other personal characteristic.

UNICEF has a zero-tolerance policy on conduct that is incompatible with the aims and objectives of the United Nations and UNICEF, including sexual exploitation and abuse, sexual harassment, abuse of authority and discrimination. UNICEF also adheres to strict child safeguarding principles. All selected candidates will be expected to adhere to these standards and principles and will therefore undergo rigorous reference and background checks. Background checks will include the verification of academic credential(s) and employment history. Selected candidates may be required to provide additional information to conduct a background check.

UNICEF offers [reasonable accommodation](#) for consultants/individual contractors 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.

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.