

## TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS

Title	Funding Code	Type of engagement	Duty Station:
CORE MIS Developer Consultant		<input checked="" type="checkbox"/> Consultant <input type="checkbox"/> Individual Contractor Part-Time <input type="checkbox"/> Individual Contractor Full-Time	Zambia country office

**Purpose of Activity/Assignment:**

Provide support to CORE MIS customisation for use in the Social Cash Transfer (SCT) System and technical support for the implementation of the SCT data management to meet program needs as agreed with the MCDSS, testing the systems, and training client IT teams on the use and maintenance of the CORE-MIS.

**Scope of Work:**

In response to the COVID-19 Pandemic, UNICEF supported the Government of the Republic of Zambia through the Ministry of Community Development and Social Services (MCDSS) in the development and implementation of the COVID-19 Emergency Cash Transfer (C-ECT) programme. Given the sizeable caseload for the C-ECT and the need to manage temporary beneficiaries under the horizontal expansion of the programme, the World Bank proposed to UNICEF to use the CORE MIS they developed to assist countries and organizations in the rapid delivery of emergency cash transfers to safety net beneficiaries and to vulnerable informal sector workers in response to the COVID-19 pandemic and tailor it to fit UNICEF requirements. The CORE MIS is a web-based application, developed using exclusively free and open source tools, that can be used to support the implementation of social protection programs.

In view of the imminent horizontal expansion of the Social Cash Transfer (SCT) Program, the Government of Zambia and the donor community agreed that the ZISPIS in its current form would not be able to meet the increasing technical needs of the program, such as an app for registration of potential beneficiaries and their household data, a data cleaning module, an integrated PMT module, a GRM module, and a direct link to the GEWEL payment gateway for digital payments. The CORE-MIS was the suggested instrument to fill this gap, with the agreement that it could be set up with the missing modules in an initial phase, and later enhanced by a third party in a second phase. Furthermore, the previous positive experience of UNICEF's use of the CORE-MIS and the relatively rapid set-up process of this end-to-end system would ensure that SCT was able to provide continued and long-term support to beneficiaries including those covered by the ECT.

Given the tight deadlines to deliver a robust and efficient MIS for the SCT Program, there is a clear opportunity to leverage the positive experience and ongoing work on the ECT MIS. Many of the previous customizations that were carried out for the ECT MIS will now feature on SCT's new MIS (e.g. the KoBo view-in-view feature) including some of the important back-end coding of geographical locations and payment functionalities. As such it is expected that, though there are some important customizations to be made for the SCT Program's particular activities and methodology, the SCT's new MIS will be enhanced and operational within a rapid timeframe.

Against this background, the CORE MIS Developer Consultant will provide technical support for the implementation of the SCT's management information system through the customization of the existing CORE-MIS to meet program needs. Historical data will be migrated, and user experiences on the ZISPIS will be mirrored and improved with further modules that will add to the program's technical capacity.

The specific tasks to be undertaken by the CORE MIS Developer Consultant will include:

- Liaise with the client and country team to confirm the program requirements and workflow;

- Initial configuration of the CORE-MIS functions for the SCT MIS;
- Provide mock-ups of module customizations for client pre-approval;
- Prepare the ZISPIS historical data for migration from the old platform to the CORE-MIS system;
- Provide support to the User Acceptance Testing;
- Prepare user and technical manuals;
- Develop training materials
- Train key staff of the Ministry.

#### 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](#)

<b>Budget Year:</b> 2021	<b>Requesting Section/Issuing Office:</b> Social Policy and Research	<b>Reasons why consultancy cannot be done by staff:</b> The level of the required specialized technical expertise and experience cannot be met from within the current staff resources available at the UNICEF ZCO or at the Ministry of Community Development and Social Services.	
<b>Included in Annual/Rolling Workplan:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No, please justify:			
<b>Consultant sourcing:</b> <input type="checkbox"/> National <input checked="" type="checkbox"/> International <input type="checkbox"/> Both  <b>Consultant selection method:</b> <input checked="" type="checkbox"/> Competitive Selection (Roster) <input type="checkbox"/> Competitive Selection (Advertisement/Desk Review/Interview)		<b>Request for:</b> <input checked="" type="checkbox"/> New SSA – Individual Contract  <input type="checkbox"/> Extension/Amendment	
<b>If Extension, Justification for extension:</b>  N/A			
<b>Work Assignment Overview</b>			
Tasks/Milestone:	Deliverables/Outputs:	Timeline	Estimate Budget
Liaise with the client and country team to confirm the program requirements and workflow; Initial configuration of the CORE-MIS functions for the SCT MIS; Provide mock-ups of module customizations for client pre-approval.	Report with installation requirements	11.08.2021	30%
Prepare the ZISPIS historical data for migration from the old platform to the CORE-MIS system; Provide support to the User Acceptance Testing; Prepare user and technical manuals.	User technical manual	11.09.2021	30%
Develop training materials; Train key staff of the Ministry.	Training report	11.10.2021	40%
<b>Supervisor:</b>  Daniel Kumitz, Chief Social Policy and Research		<b>Start Date:</b>  29.07.2021	<b>End Date:</b>  11.10.2021  <b>Number of Days (working)</b>  25

<b>Estimated Consultancy fee</b>			
Travel International (if applicable)	N/A		
Travel Local (please include travel plan)	N/A		
DSA (if applicable)	N/A		
<b>Total estimated consultancy costs<sup>i</sup></b>			
<b>Minimum Qualifications required:</b> <input type="checkbox"/> Bachelors <input checked="" type="checkbox"/> Masters <input type="checkbox"/> PhD <input type="checkbox"/> Other  Economics, Public policy, or other Social sciences with strong quantitative focus	<b>Knowledge/Expertise/Skills required:</b>  <ol style="list-style-type: none"> <li>1. Proven experience with the design and evaluation of safety nets, including Government-to-Person payment service provision, targeting systems and MIS, and a deep understanding of the regulatory framework and institutional landscape for such services in developing countries</li> <li>2. Extensive relevant work experience in programme countries, with focus on payment systems, financial sector, economic, or development issues, especially in Africa</li> <li>3. Excellent presentation and technical writing skills, demonstrated efficiency, organization, and capacity to communicate with high-level government officials and relevant stakeholders</li> <li>4. Ability to work in a team and to communicate effectively under short deadlines with governments and other counterparts</li> <li>5. Familiarity with the background and rationale of the Emergency Cash Transfer or other social protection programmes</li> <li>6. Excellent verbal and written communication skills in English are essential</li> </ol>		
<b>Administrative details:</b> Visa assistance required: <input type="checkbox"/> Transportation arranged by the office: <input type="checkbox"/>	<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"/>		
<b>Request Authorised by Section Head</b>	<b>Request Verified by HR:</b>		
<b>Approval of Representative</b>			

Request Authorised by Section Head	Request Verified by HR:
Approval of Representative	

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<sup>i</sup> 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.