

TERMS OF REFERENCE

SUMMARY

Type of Contract (tick the appropriate box)	Institutional Contractor	Individual Consultant (time-based)	Technical Assistance to IP (individual)
Title	Senior Social Welfare Consultant – Data Management, Social Cash Transfer		
Purpose	Support all data management related work and systems development for the Social Cash Transfer programme -at national and sub-national levels.		
Location	Lusaka, Zambia Based in HQ Ministry of Community Development and Social Services		
Duration	11 months		
Start Date	07 December 2020		
Reporting to	Chief Social Policy and Research (UNICEF)		

BACKGROUND:

Since 2003, the Ministry of Community Development and Social Services (MCDSS) has been implementing the Social Cash Transfer (SCT) programme. In 2010, based on the demonstrated programme impact, government took a policy decision to scale up the Social Cash Transfer programme to national level. In 2014, MCDSS scaled up the programme to 31 additional districts from the original 19 districts bringing the total number of districts to 50. In 2016, Government decided to further scale up the programme to an additional 28 districts giving a total caseload of 242,000 households in 78 districts. In 2017 government, further increased funding to the SCT programme, resulting in a national scale up of the programme to all 117 districts covering over 632,000 households. Until 2021, government will be scaling up further to an estimated case load of 960,000 households.

In the recent years, the architecture of the Information systems facilitating the Social Cash Transfer Programme has been increasingly clarified. Currently multiple functions sit on multiple systems, including the SCT Management Information System (SCT-MIS) and the Zambia Integrated Management Information System (ZISPIS). The ZISPIS is being developed in partnership with Smart Zambia Institute (SZI), the E-Government Division of Government, in order to facilitate the payment delivery and reconciliation of the programme. In this partnership, MCDSS is the business owner and SZI the business administrator. Going forward, the Ministry will adopt an AGILE software development approach in order to defragment and integrate the various information management functions of the SCT programme. The needs include the re-engineering of the beneficiary registration and enrollment applications and systems modules, the grievance mechanism module, the review of the Proxy Means Test and it's system application, the introduction of new M&E functions, the integration with the payment and financial management systems, the linkages to other social protection systems through Cash Plus frameworks and the Single Window Initiative.

As the SCT information needs are being rapidly finalized in terms of business requirements, the project requires a full-time specialist to interface between the business owners (the Department with its sections and on all its level down to the District) and the MIS administrators and developers. It is anticipated that the role of the Data Management Officer will be required for the remainder of the GRZ-UN Joint Programme on Social Protection, that is until end of 2022 (subject to possible extensions).

JUSTIFICATION:

While the travel of direction for the SCT information management systems has been clarified, the existence of multiple partnerships and increasing separation of business owners from business administrators, as well as the desire to develop systems solutions that are incrementally developed in a manner most conducive for the business, by employing the AGILE development approach, requires a dedicated and full-time support of a consultant to support the Ministry, build its capacity and serve as interface between the different sections and levels in the department. This support cannot be made available from staffing positions within UNICEF and the Ministry of Community Development and Social Services. Therefore, given the specialized, project-oriented and full-time nature of the proposed work, this support needs to be provided through the contracting of time-based consultancy services with a clear skillset.

OBJECTIVES/TARGET:

The major role of the Senior Social Welfare Consultant – Data Management will be to support the ongoing identification and provision for all Data and Information Management related needs in the implementation of the Social Cash Transfer programme.

DESCRIPTION OF THE ASSIGNMENT (SCOPE OF WORK) / SPECIFIC TASK

The tasks for the assignment are the following:

- Build the capacity of the Ministry staff on all levels in identifying their data needs and how to liaise with the administrators of the MIS systems while new systems and modules continue being developed (enrolment mobile app and corresponding MIS module; for the SCT grievance mechanism; for the Emergency Cash Transfer; for the 1000 Days in SCT pilot; for the new M&E Functions; for the review of the Proxy Means Text)
- Lead the AGILE development team in the Ministry and support the capacity building of the Ministry staff in engaging with the AGILE project development approach
- Interpret and address specific information needs of the Department of Social Welfare as well as other Departments in the Ministry and external stakeholders with respect to the SCT programme and generate reports from the MIS to provide such information;
- Tailor/customise the functionality of the MIS to meet evolving information needs of the Ministry and the SCT programme;

- Develop capacity in the SCT districts to collect useful and usable data for the MIS by designing and delivering training programs;
- Support the data management requirements of Emergency Cash Transfers implemented by the Ministry.

EXPECTED DELIVERABLES

Tasks	Deliverables	Timeframe (Tentative)	Payment Schedule
1.	Inception report including draft workplan	06.01.2021	9%
2.	Capacity Building Strategy for Ministry HQ staff	06.02.2021	9%
3.	Capacity Building Strategy for Ministry Provincial staff	06.03.2021	9%
4.	Capacity Building Strategy for Ministry District staff	06.04.2021	9%
5.	Report on the constitution of the AGILE Task Team	06.05.2021	9%
6.	Updated business requirements related to Emergency Cash Transfers	06.06.2021	9%
7.	Updated business requirements related to registration and enrollment	06.07.2021	9%
8.	Updated business requirements related to grievance management	06.08.2021	9%
9.	Updated business requirements related to 1000 Days in SCT pilot	06.09.2021	9%
10.	Updated business requirements related to Monitoring and Evaluation	06.10.2021	9%
11.	Final report on the consultancy, including lessons learned during the consultancy and recommended next steps	06.11.2021	10%

REPORTING REQUIREMENTS

The Consultant will report to the Chief of Social Policy in UNICEF; and will be based at the Ministry of Community Development and Social Services

In terms of deliverables the format of the report for each of the deliverables identified above will be as follows:

1. Executive Summary (1/2 page)
2. Introduction (1/2 page)
3. Report on activities undertaken during the month (3-8 pages). These should include findings, analysis and recommendations arising from the work undertaken.
4. List of stakeholders consulted, missions undertaken, data collection tools used, when appropriate (annexed in full)

PROJECT MANAGEMENT

- The consultancy will be managed by the Social Policy and Research section in collaboration with the Director Social Welfare in the Ministry of Community Development and Social Services (MCDSS).
- The Consultant will be based at MCDSS on a full-time basis, following GRZ working hours. Communication and reporting is required on regular basis with the UNICEF Chief Social Policy and Research.
- The MCDSS will facilitate the integration of the consultant through provision of desk space within the Ministry. The MCDSS will provide guidance on how the consultant will best undertake his/her work through availing information on the working structures and environment at the district level. It is expected that the Consultant will effectively engage the stakeholders and government officials at HQ, Provincial and District level.

LOCATION AND DURATION

The consultant is required for a period of 11 months and will be based in Lusaka at the Ministry of Community Development and Social Services in the Cash Transfer Unit.

PAYMENT SCHEDULE

See “Expected Deliverables” Section above.

In the case of unsatisfactory quality of reports, payments will be withheld until quality has been assured.

QUALIFICATION/SPECIALIZED KNOWLEDGE AND EXPERIENCE

The Senior Social Welfare Consultant Data Management will be expected to possess the following core qualifications:

- University degree in computer science, information technology, telecommunications or related field;
- At least 5 years of relevant professional work experience in data and information management with either government, private sector or Non-Governmental Organizations;
- Experience and knowledge on Microsoft Visual Studio .NET /SQL Server 2008 systems development environment; Systems integration; Internet, mobile and web-based technologies;
- Experience developing and maintaining management information systems and related tools; as well as in project management, preferably in a public-sector environment
- Demonstrated ability to conceptualize and interpret end user information needs; to effectively collaborate with counterparts with different technical and sectoral backgrounds;

- Experience in providing training and capacity building, including technology tools for policy use;
- Familiarity with the background and rationale of the Social Cash Transfer scheme or other social assistance programmes;
- Excellent communication and interpersonal skills, and fluency in English; knowledge of any main local languages will be added advantage (Nyanja, Bemba, Tonga, Lunda, Luvale, Kaonde, Lozi).

EVALUATION PROCESS AND METHODS

Based on the evaluation criteria below, CVs of suitable candidates will be ranked according to following criteria:

Item	Evaluation Criteria	Points
1.	University degree in so computer science, information technology, telecommunications or related field	15
2.	At least 5 years of relevant professional work experience in data and information management with either government, private sector or Non-Governmental Organizations	30
3.	Experience and knowledge on Microsoft Visual Studio .NET /SQL Server 2008 systems development environment; Systems integration; Internet, mobile and web-based technologies	15
4.	Experience developing and maintaining management information systems and related tools; as well as in project management, preferably in a public-sector environment	15
5.	Demonstrated ability to conceptualize and interpret end user information needs; to effectively collaborate with counterparts with different technical and sectoral backgrounds	10
6.	Familiarity with the background and rationale of the Social Cash Transfer scheme or other social assistance programmes	10
7.	Excellent communication and interpersonal skills, and fluency in English; knowledge of any main local languages will be added advantage (Nyanja, Bemba, Tonga, Lunda, Luvale, Kaonde, Lozi)	5
	Grand Total	100
Item	Evaluation Criteria	Points

ADMINISTRATIVE ISSUES

- The consultant will be provided with a UNICEF laptop and a UNICEF ID (email address) to facilitate the interaction of the consultant with the UNICEF team and systems.
- This contract is for a fixed period of 11 months, with a possible extension, following a one-month break, of an additional 11 months – subject to satisfactory performance, availability of funding and continued need for additional capacity.
- Payments will be made on a monthly basis.
- Government will provide office space and will make provisions for any expenses not covered by UNICEF including DSA, travel and other expenses that will assist the Consultant perform her/his role. Therefore, DSA will be paid by the Ministry using government DSA rates.

POLICY BOTH PARTIES SHOULD BE AWARE OF

- *Under the consultancy agreements, a month is defined as 21 working days, and fees are prorated accordingly. Consultants are not paid for weekends or public holidays.*
- *Consultants are not entitled to payment of overtime. All remuneration must be within the contract agreement.*
- *No contract may commence unless the contract is signed by both UNICEF and the consultant or Contractor.*
- *No consultant may travel without a signed contract and authorization to travel prior to the commencement of the journey to the duty station.*
- *Consultants will not have supervisory responsibilities or authority on UNICEF budget.*
- *Consultant will be required to sign the Health statement for consultants/Individual contractor prior to taking up the assignment, and to document that they have appropriate health insurance, including Medical Evacuation.*
- *The Form 'Designation, change or revocation of beneficiary' must be completed by the consultant.*