United Nations Children's Fund (UNICEF)

Phnom Penh, Cambodia

Individual Consultancy: IT Specialist within the Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY)

Terms of Reference

1. Background

The Royal Government of Cambodia officially launched the National Social Protection Policy Framework (NSPPF) 2016-2025 under the auspice of the Prime Minister. The framework has two main pillars: social security and social assistances. A Cash Transfer Programme for Pregnant Women and Children (CT-PWYC) is included as part of social assistance component. During the launch of the NSPPF, the Prime Minister requested prioritization of rolling out of the CT-PWYC programme for pregnant women and children up to the age of 2 years. The programme provides four payments of $10 during pregnancy and a birth bonus of $50 upon delivery to pregnant women and a total of ten payments of $10 for eligible children from birth up to two years of age.

The CT-PWYC is a government run programme and is implemented by multiple stakeholders responsible for health care and social welfare in Cambodia, which enables the achievement of the programme's primary objectives. The Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) will be the lead ministry implementing the CT-PWYC from January 2020. The Social Welfare Department of MoSVY, is responsible for the design, implementation and management of the programmes's Management Information System (MIS), with the provincial department of MoSVY (P-DoSVY) and communes included in the updating, management and use of the MIS. The MIS will be housed and managed at the national level, which will require data handling capacity in terms of staff and equipment to manage the MIS database. P-DoSVY will provide technical leadership and will be responsible for the operation of the MIS, which encompasses approving registration, verifying conditionalities, data corrections, quality management and monthly updates from communes. They are responsible for gathering, entering and managing data on households, including IDPoor data. The Communes will be responsible for the operations of the MIS such as registration, case management and grievances. The MIS will be linked to the ID-Poor Social Registry managed by the Ministry of Planning, as well as relevant database/application of the Ministry of Health.

2. Purpose

The purpose of this consultancy is to provide IT assistance to MoSVY (social welfare department) in managing the new MIS for the national CT programme for pregnant women and children.

3. Work Assignments

Phase II (Implementation state of the MIS): December 2019 - October 2020

- Support MoSVY team to with maintaining, and improving the MIS system
- Communicate challenges regarding complex IT systems to the MoSVY team outside of IT

- Provide user IT trainings in Khmer to the MoSVY and P-DoSVY MIS staff
- Check and ensure backup rotation is operational including but not limited to Firewall, Switches, Linux Servers, VMWare ESXi instances
- Monitor Internet connections to/from hosting environment
- Monitor for upgrades to software or hardware systems and suggest upgrade paths or improvements
- Ensure hosting environment is kept maintained to a high standard; including but not limited to UPS monitoring, Air-conditioning systems maintenance, electricity supply is stable, physical security is checked
- Liaise with other team members to assist with technical solutions
- Train and assist other team members to build IT capacity
- Analise and assess IT monitoring software, and disseminate the results to management

4. Qualifications or Specialized Knowledge/Experience Required

Qualifications and Experience
- Academic qualification at University level in business & IT, digital systems or other relevant subjects
- At least 5 years of professional experience in DevOPS, PHP, React and Javascript
- At least 3 years of progressive experience working with systems design and/or systems management

Knowledge and Skills
- Proven ability to manage development environment and production systems
- Proven knowledge and understanding of operational systems, applications, you designed and/or contribute code
- 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

Competencies of Successful Candidate
- Communication
- Working with people
- Drive for results
- Applying technical expertise

Languages
Fluency in spoken and written Khmer and English

5. Location

The consultant is expected to work in country and full-time and be based in the MoSVY Office.

6. Duration

The consultant is expected to work for a period of 11 months. The indicative schedule of the work assignments with specific timelines is mentioned in "7. Deliverables."

7. Deliverables

Deliverables	Timeframe	Payment (including business travel fee) be directly linked with satisfactory deliverables
Deliverable 1: **Implementation state of the MIS** • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • Check and ensure backup rotation is operational including but not limited to Firewall, Switches, Linux Servers, VMWare ESXi instances • Monitor Internet connections to/from hosting environment • Monitor for upgrades to software or hardware systems and suggest upgrade paths or improvements • Ensure hosting environment is kept maintained to a high standard; including but not limited to UPS monitoring, Air-conditioning systems maintenance, electricity supply is stable, physical security is checked • Liaise with other team members to assist with technical solutions • Train and assist other team members to build IT capacity • Analise and assess IT monitoring software, and disseminate the results to management • Provide user IT trainings in Khmer to the MoSVY and P-DoSVY MIS staff	By December 31st	9%
Deliverable 2: **Implementation state of the MIS** • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • Check and ensure backup rotation is operational including but not limited to Firewall, Switches, Linux Servers, VMWare ESXi instances • Monitor Internet connections to/from hosting environment	By January 31st	9%

• Monitor for upgrades to software or hardware systems and suggest upgrade paths or improvements • Ensure hosting environment is kept maintained to a high standard; including but not limited to UPS monitoring, Air-conditioning systems maintenance, electricity supply is stable, physical security is checked • Liaise with other team members to assist with technical solutions • Train and assist other team members to build IT capacity • Analise and assess IT monitoring software, and disseminate the results to management • Provide user IT trainings in Khmer to the MoSVY and P-DoSVY MIS staff		
Deliverable 3: **Implementation state of the MIS** • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • Check and ensure backup rotation is operational including but not limited to Firewall, Switches, Linux Servers, VMWare ESXi instances • Monitor Internet connections to/from hosting environment • Monitor for upgrades to software or hardware systems and suggest upgrade paths or improvements • Ensure hosting environment is kept maintained to a high standard; including but not limited to UPS monitoring, Air-conditioning systems maintenance, electricity supply is stable, physical security is checked • Liaise with other team members to assist with technical solutions • Train and assist other team members to build IT capacity • Analise and assess IT monitoring software, and disseminate the results to management	By February 28th	9%
Deliverable 4: **Implementation state of the MIS** • Monthly Work Plan (maximum two pages)	By March, 31st	9%

• Produce monthly progress report (maximum three pages) • Check and ensure backup rotation is operational including but not limited to Firewall, Switches, Linux Servers, VMWare ESXi instances • Monitor Internet connections to/from hosting environment • Monitor for upgrades to software or hardware systems and suggest upgrade paths or improvements • Ensure hosting environment is kept maintained to a high standard; including but not limited to UPS monitoring, Air-conditioning systems maintenance, electricity supply is stable, physical security is checked • Liaise with other team members to assist with technical solutions • Train and assist other team members to build IT capacity • Analise and assess IT monitoring software, and disseminate the results to management • Provide user IT trainings in Khmer to the MoSVY and P-DoSVY MIS staff		
Deliverable 5: **Implementation state of the MIS** • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • Check and ensure backup rotation is operational including but not limited to Firewall, Switches, Linux Servers, VMWare ESXi instances • Monitor Internet connections to/from hosting environment • Monitor for upgrades to software or hardware systems and suggest upgrade paths or improvements • Ensure hosting environment is kept maintained to a high standard; including but not limited to UPS monitoring, Air-conditioning systems maintenance, electricity supply is stable, physical security is checked • Liaise with other team members to assist with technical solutions	By April, 30th	9%

• Train and assist other team members to build IT capacity • Analise and assess IT monitoring software, and disseminate the results to management • Provide user IT trainings in Khmer to the MoSVY and P-DoSVY MIS staff		
Deliverable 6: **Implementation state of the MIS** • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • Check and ensure backup rotation is operational including but not limited to Firewall, Switches, Linux Servers, VMWare ESXi instances • Monitor Internet connections to/from hosting environment • Monitor for upgrades to software or hardware systems and suggest upgrade paths or improvements • Ensure hosting environment is kept maintained to a high standard; including but not limited to UPS monitoring, Air-conditioning systems maintenance, electricity supply is stable, physical security is checked • Liaise with other team members to assist with technical solutions • Train and assist other team members to build IT capacity • Analise and assess IT monitoring software, and disseminate the results to management • Provide user IT trainings in Khmer to the MoSVY and P-DoSVY MIS staff	By May, 31st	9%
Deliverable 7: **Implementation state of the MIS** • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • Check and ensure backup rotation is operational including but not limited to Firewall, Switches, Linux Servers, VMWare ESXi instances • Monitor Internet connections to/from hosting environment	By June, 31st	9%

• Monitor for upgrades to software or hardware systems and suggest upgrade paths or improvements • Ensure hosting environment is kept maintained to a high standard; including but not limited to UPS monitoring, Air-conditioning systems maintenance, electricity supply is stable, physical security is checked • Liaise with other team members to assist with technical solutions • Train and assist other team members to build IT capacity • Analise and assess IT monitoring software, and disseminate the results to management		
Deliverable 8: **Implementation state of the MIS** • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • Check and ensure backup rotation is operational including but not limited to Firewall, Switches, Linux Servers, VMWare ESXi instances • Monitor Internet connections to/from hosting environment • Monitor for upgrades to software or hardware systems and suggest upgrade paths or improvements • Ensure hosting environment is kept maintained to a high standard; including but not limited to UPS monitoring, Air-conditioning systems maintenance, electricity supply is stable, physical security is checked • Liaise with other team members to assist with technical solutions • Train and assist other team members to build IT capacity • Analise and assess IT monitoring software, and disseminate the results to management	By July, 28th	9%
Deliverable 9: **Implementation state of the MIS** • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages)	By August, 31st	9%

• Check and ensure backup rotation is operational including but not limited to Firewall, Switches, Linux Servers, VMWare ESXi instances • Monitor Internet connections to/from hosting environment • Monitor for upgrades to software or hardware systems and suggest upgrade paths or improvements • Ensure hosting environment is kept maintained to a high standard; including but not limited to UPS monitoring, Air-conditioning systems maintenance, electricity supply is stable, physical security is checked • Liaise with other team members to assist with technical solutions • Train and assist other team members to build IT capacity • Analise and assess IT monitoring software, and disseminate the results to management • Provide user IT trainings in Khmer to the MoSVY and P-DoSVY MIS staff		
Deliverable 10: **Implementation state of the MIS** • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • Check and ensure backup rotation is operational including but not limited to Firewall, Switches, Linux Servers, VMWare ESXi instances • Monitor Internet connections to/from hosting environment • Monitor for upgrades to software or hardware systems and suggest upgrade paths or improvements • Ensure hosting environment is kept maintained to a high standard; including but not limited to UPS monitoring, Air-conditioning systems maintenance, electricity supply is stable, physical security is checked • Liaise with other team members to assist with technical solutions • Train and assist other team members to build IT capacity • Analise and assess IT monitoring software, and disseminate the results to management	By September, 30st	9%

• Provide user IT trainings in Khmer to the MoSVY and P-DoSVY MIS staff		
Deliverable 11: Implementation state of the MIS • Monthly Work Plan (maximum two pages) • Produce monthly progress report (maximum three pages) • Check and ensure backup rotation is operational including but not limited to Firewall, Switches, Linux Servers, VMWare ESXi instances • Monitor Internet connections to/from hosting environment • Monitor for upgrades to software or hardware systems and suggest upgrade paths or improvements • Ensure hosting environment is kept maintained to a high standard; including but not limited to UPS monitoring, Air-conditioning systems maintenance, electricity supply is stable, physical security is checked • Liaise with other team members to assist with technical solutions • Train and assist other team members to build IT capacity • Analise and assess IT monitoring software, and disseminate the results to management • Provide user IT trainings in Khmer to the MoSVY and P-DoSVY MIS staff	By October, 31st	10%

8. Reporting Requirements

This assignment requires the Consultant to produce monthly work plans for the next month and progress reports (maximum three pages) in English against the above objectives and activity plan, and submit them to MoSVY and UNICEF.

9. Payment Schedule Linked to Deliverables

Payment terms in relation to key deliverables are specified in "7. Deliverables". The payment is made on a monthly basis upon the submission and approval of the monthly progress report.

* The fees shall be calculated based on the days estimated to complete the assignment in the Terms of Reference and shall be considered the maximum compensation as part of a lump sum contract and agreed on a work plan for submission of deliverables. No additional fees shall be paid to complete the assignment.

Payment will be made upon delivery of all final products and full and satisfactory completion of the assignment.

10. Administrative Issues

- The consultant shall be required to include the cost of in-country travel in the financial proposal. Travel cost shall be calculated based on economy class travel, regardless of the length of travel. Costs for accommodation, meals and incidentals shall not exceed applicable daily subsistence allowance (DSA) rates, as promulgated by the International Civil Service Commission (ICSC).
- Access to office space will be provided by MoSVY.

11. Contract Supervisor

The consultant will work under the supervision of the Social Policy Specialist. Compliance with the ToR and timely delivery of the expected deliverables will be closely monitored. Upon the completion of work assignments, the supervisor will evaluate the consultant's work, certify relevant documents and process/follow-up on the payments.

12. Nature of 'Penalty Clause' to be Stipulated in Contract

Unsatisfactory performance: In case of unsatisfactory performance the contract will be terminated by notification letter sent five (5) business days prior to the termination date in the case of contracts for a total period of less than two (2) months, and ten (10) business days prior to the termination date in the case of contracts for a longer period

Performance indicators: Consultants' performance will be evaluated against the following criteria: timeliness, quality, and relevance/feasibility of recommendations for UNICEF Cambodia.

13. Submission of Applications

Interested candidates are kindly requested to apply and upload the following documents to: http://www.unicef.org/about/employ/

- Letter of Interest (cover letter)
- CV or Resume
- Performance evaluation reports or references of similar consultancy assignments
- Financial proposal: All-inclusive lump-sum cost including travel and accommodation cost for this assignment as per work assignment.

The deadline for applications is 15/10/19.

14. Assessment Criteria

A two-stage procedure shall be utilized in evaluating proposals, with evaluation of the technical proposal being completed prior to any price proposal being compared.

Applications shall therefore contain the following required documentation:

a) Technical Proposal: Containing a cover letter, updated CV or resume, and copies of 2 relevant performance evaluation reports or references of similar consultancy assignments conducted by the consultant.

b) Financial Proposal: Lump-sum offer with the cost breakdown, including consultancy fee and any other cost required for this consultancy.

No financial information should be contained in the technical proposal.

For evaluation and selection method, the Cumulative Analysis Method (weight combined score method) shall be used for this recruitment:

a) Technical Qualification (max. 100 points) weight 70 %

- Academic qualification at the Master's level in the relevant fields (20 points)
- Professional experience in DevOPS, PHP, React and Javascript and systems design and/or systems management (50 points)
- Knowledge, skills, competencies and languages (30 points)

b) Financial Proposal (max. 100 points) weight 30 %

The maximum number of points shall be allotted to the lowest Financial Proposal that is opened /evaluated and compared among those technically 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.

The contract shall be awarded to a candidate obtaining the highest combined technical and financial scores, subject to the satisfactory result of the verification interview.