**TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS**

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| **Title: Management Information Systems for Social Protection Programmes – Consultant** | **Funding Code**  **4320/A0/05/881/002/002 - Grant SC200551**  **234R/A0/11/005/001/001** | **Type of engagement**  Consultant  Individual Contractor Part-Time  Individual Contractor Full-Time | **Duty Station:**  Home-based with travel to Tunisia, Iraq, Jordan, and Sudan |
| **Purpose of Activity/Assignment:**  UNICEF MENA RO is looking for a qualified senior consultant to provide technical advisory and quality assurance support to UNICEF regional and country teams on national management information systems (MIS) for social protection programmes. | | | |
| **Scope of Work:**  **Background**  Every child in the MENA region has the right to equitable and adequate social protection and basic services, such as health and education. The Social Policy team in MENA focuses on three key areas – child poverty, social protection and public finance for children.  Child-sensitive social protection that decrease social and economic vulnerabilities will facilitate equitable access to basic social services. For this reason, UNICEF country offices in MENA support governments, national systems, and key stakeholders in expanding equitable and child-sensitive social protection coverage, including humanitarian and post-conflict transitional settings. UNICEF is currently providing technical support to countries of the region in a broad spectrum of social protection interventions, ranging from establishing universal child grants in more stable settings to implementing large scale emergency cash transfers.  In MENA, national governments have been requesting UNICEF’s support on strengthening national social protection systems more broadly which includes (not limited to) management information systems, data protection, social registries, inter-operability of systems, and staff capacity building. The COVID-19 pandemic saw a significant increase in national social assistance programmes across the region which has further shed light on some of the challenges and shortcomings of the existing national systems. There is a growing demand for this area of work in MENA region, and UNICEF through its Regional and Country Offices has been working closely with national counterparts to provide more hands-on support to create an enabling environment for effective implementation and coverage of national social protection programmes for all. Across MENA, UNICEF Country Offices provide technical advisory and quality assurance support to strengthen national management information systems for effective beneficiary database management, compliance with data protection and privacy guidelines, and building national capacity. UNICEF in MENA has committed to *accelerate* progress on social protection systems building with a few key priority areas including strengthening national management information systems and social registries.  The MIS Consultant will be part of the Social Policy team, which provides technical support and oversight to UNICEF country programmes in the region in the areas of social protection and cash transfers. The consultancy contributes critically to the unit’s work on Social Protection, with a dedicated focus on strengthening national information management systems and social registries. This task will be directly supporting country teams in the region in providing technical advisory support to strengthening national information management systems and social registries. The supervisor of the post is the Regional Social Policy Specialist.  **Objective**  The main objective of this consultancy is: (i) to provide technical advisory support to Country Offices (priority for Tunisia and Iraq) in strengthening national information management systems and social registries; (ii) to develop regional (MENA) advisory notes for UNICEF Regional and Country Offices on strengthening national information management systems and registries; and (iii) to train and build capacity of UNICEF and national counterparts staff on integrated MIS.  Under the supervision of the Regional Social Policy Specialist, and in close collaboration with the respective Country Social Protection teams, the consultant would be required to provide direct support to country teams on information management systems and social registries. While the role will be required to support the MENA region more broadly, it is envisaged that Tunisia and Iraq will be priority countries for this assignment. The consultant will be expected to provide technical advisory support to other countries in the region as needs arise (based on their availability and capacity).  The consultant would be engaged for a period of 11 months and would be required to submit agreed monthly deliverables and specific country deliverables. All deliverables are considered final once approved by the Regional Social Policy Specialist – HCT & SRSP & have incorporated country team’s feedback. (S)He would be expected to work 21 working days each month. While the position is home-based, the consultant would be required to travel to Tunisia, Iraq, Sudan, and Jordan for providing hands on support to the Regional and Country Offices as required. For the travel cost estimation, the consultant can expect up to 1 week of travel each month to one of the countries listed above.  **Main tasks**   1. Support MIS and Registries mapping and assessment exercises for relevant government line ministries across the region. It would include mapping of governance framework for MIS. 2. Support Identification of issues, risks, and benefits of existing and proposed adjustments of management information solutions and systems. 3. Support preparation of government counterpart’s operational and technological requirements (also includes inter-operability) including budgetary requirements, resourcing requirements, timelines, and stakeholder engagement for a robust information management system for its national Social Protection programmes. 4. Provide support for the review of existing MIS SOPs and policies across business applications to ensure compliance with data protection and security management protocols. 5. Support Country Teams in peer-reviewing and in monitoring progress of MIS-related activities to identify any gaps in delivery and propose requisite actions for resolution. 6. Support with strengthening the capacity of key staff and stakeholders on best practices regarding information management, data protection and quality assurance, and security management. 7. Supporting technical discussions on inter-operability of different information management systems and registries (contributory and non-contributory social protection schemes) used by multi-stakeholders for social protection programmes. 8. Prepare national and regional guidance, roadmaps of strategic activities to be supported and offer on UNICEF’s value add to strengthening national information management systems in MENA. 9. Prepare specific national ToRs in line with identified national gaps and needs to support enhancement and modernization of national MIS and registries, support the CO local bidding process to review and assess technical proposals.   **EXPECTED RESULTS / DELIVERABLES**   1. **Mapping of existing national MIS and social registries in prioritized countries (e.g. Tunisia, Iraq, Sudan) –** the mapping would include an assessment of the current national MIS for social protection programmes, contributory and non-contributory, and identify areas for strengthening. 2. **Working with Governments and IT contractors –** the consultant would be expected to work with government counterparts and support their engagement with IT contractors recruited for development / upgrading of national MIS to ensure they are in line with global best practices and standards. 3. **Undertake a comprehensive review of the government data needs and processes for the establishment of a functional MIS for social protection programmes (including Tunisia, Iraq, Sudan)** which will include (i) standard operating procedures including data flows, roles and responsibilities in database management, (ii) infrastructural and resourcing needs and requirements, (iii) training needs of government counterparts managing MIS and (iv) assessment of potential technical designs and the feasibility of setting dashboards to support timely decision making. 4. **Develop regional (MENA) advisory note on UNICEF’s value proposition and minimum standards for supporting national MIS –** the focus would be on using the regional and national experiences to prepare a brief advisory note that would have minimum standards and UNICEF’s value proposition for strengthening national MIS. 5. **Tunisia:**     1. **Assessment of the interoperability** of the two main social protection registries and MIS (AMEN Social – Social Assistance, CNAM and CNSS – Social Insurance) which will include (i) a review of the functionalities and IT solutions in place of the different MIS systems (ii) the gaps to ensure interoperability between the two MISs, (iii) the necessary requirements to track children of households exiting a scheme transitioning to another social protection scheme, (iv) a plan of technical support and ToRs for UNICEF and the Government of Tunisia to enhance the interoperability of the two MISs.    2. **Roadmap of UNICEF technical support** to the Ministry of Social Affairs for improving the Social Assistance (AMEN Social) MIS and social registry. The plan of support will need to be developed in collaboration with the World Bank, building on existing assessment and previous technical support that have been implemented in the last two years. The roadmap will include (i) a review and a summary of previous assessments, (ii) a quality assurance and peer review of recent contracts and technical support from UNICEF and WB funded support, (iii) an identification of the remaining challenges and gaps, (iv) a plan of IT technical solutions to be implemented to enhance and strengthen the existing MIS.   **Time frame**  This consultancy will be undertaken from 01st December 2022 to 30th October 2023. | | | |
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| **Child Safeguarding**  Is this project/assignment considered as “[Elevated Risk Role](https://unicef.sharepoint.com/sites/DHR-ChildSafeguarding/DocumentLibrary1/Guidance%20on%20Identifying%20Elevated%20Risk%20Roles_finalversion.pdf?CT=1590792470221&OR=ItemsView)” 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](https://unicef.sharepoint.com/sites/DHR-ChildSafeguarding/SitePages/Amendments-to-the-Recruitment-Guidance.aspx) and [Child Safeguarding FAQs and Updates](https://unicef.sharepoint.com/sites/DHR-ChildSafeguarding/DocumentLibrary1/Child%20Safeguarding%20FAQs%20and%20Updates%20Dec%202020.pdf)    **Data Protection and Data Privacy**  The consultant will adhere to UNICEF’s Intellectual Property and Other Propriety Rights; Data Protection; Confidentiality [Article 5 General Terms and conditions of contract (Services)](https://www.unicef.org/supply/media/911/file/General%20terms%20and%20conditions%20of%20contract%20for%20services.pdf) and [UNICEF Policy on Personal Data Protection](https://www.unicef.org/supply/media/5356/file/Policy-on-personal-data-protection-July2020.pdf.pdf#:~:text=UNICEF%20must%20consider%20opportunities%20and%20risks%20in%20the,transfer%20to%20others.%20Related%20implementation%20measures%20are%20provided.) | | | |

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| **Budget Year:** | **Requesting Section/Issuing Office:** | | **Reasons why consultancy cannot be done by staff:** | | | |
| *2022-23* | *Social Policy* | | *The team does not have MIS expertise that will be able to provide this support to COs.* | | | |
| **Included in Annual/Rolling Workplan***:*  Yes  No, please justify: | | | | | | |
| **Consultant sourcing:**  National  International  **Both**  **Consultant selection method:**  Competitive Selection (Roster)  **Competitive Selection (Advertisement/Desk Review/Interview)** | | | | | **Request for:**  **New SSA – Individual Contract**  Extension/ Amendment | |
| **If Extension, Justification for extension:**  The consultancy will be undertaken from the location of the consultant. Effective communication with MENARO will occur through email, telephone and Skype. The consultant will submit all deliverables in Microsoft Word format.  **EVALUATION PROCESS:**  Qualified candidates are requested to submit:   1. Cover letter/application. 2. Financial quote as lump sum for professional fees, and lump sum for travel/administrative/subsistence, if applicable. 3. C.V. 4. Examples of previous, relevant work as applicable 5. Proposed methodology/approach to managing the project. 6. Contact details of at least 3 Referees 7. P 11 form (which can be downloaded from the UNICEF website at <http://www.unicef.org/about/employ/index_53129.html> ). | | | | |  | |
| **Supervisor:**  Hashim Zaidi – Regional Social Policy Specialist – HCT & SRSP | | **Start Date:**  **01st December 2022** | | **End Date:**  **30th October 2023** | | **Number of Days (working): 231 (avg. 21 days per month)** |
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| **Work Assignment Overview** Estimate  **Tasks/Milestone** Deliverables/Outputs Timeline Budget | | |
| Final MIS & Social Registries Mapping and Assessment Report (Tunisia, Iraq, Sudan) & Bi-monthly summary report | 42 Days | 20% |
| Final Roadmap of UNICEF Support in priority countries (Tunisia, Iraq, Sudan) & Bi-monthly summary report | 42 Days | 20% |
| Final Regional Advisory Note on UNICEF’s value proposition on MIS & Social Registries & Bi-monthly summary report | 63 Days | 20% |
| Final Review of Govt. needs and processes for setting up MIS (Tunisia, Iraq, Sudan) & Bi-monthly summary report | 42 Days | 20% |
| Final Regional and Country Action Plan(s) on MIS and Social Registry & Bi-monthly summary report | 42 Days | 20% |

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| **Estimated Consultancy fee** |  |  |  |
| Travel International (if applicable) |  |  |  |
| Travel Local (please include travel plan) |  |  |  |
| DSA (if applicable) |  |  |  |
| **Total estimated consultancy costs[[1]](#endnote-2)** |  |  |  |
| **Minimum Qualifications required:** | **Knowledge/Expertise/Skills required:** | | |
| Masters  Enter Disciplines   * Advanced degree in Information and Communication Technology, Economics, Social Sciences, Demographics Data Management and/or related discipline | * Minimum 8 years’ experience of working in areas of information and data management, social registries, MIS, data analysis, and data protection. * Expertise and understanding of Social Protection programmes. * Demonstrated abilities in quality assurance, monitoring and reporting. * Strong organizational, writing, and communications skills. * Ability to coordinate well with personnel within and outside the government, meet deadlines, and work with minimal supervision. * Previous work experience in MENA Region would be preferred. * **Fluency in English is required. Fluency in French is strongly preferred.** Arabic would be an asset. | | |
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| **Administrative details:**  Visa assistance required:  Transportation arranged by the office: | **Home Based with travel to countries as and when required**  Office Based:  If office based, seating arrangement identified:  IT and Communication equipment required:  Internet access required: | | |
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1. 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. [↑](#endnote-ref-2)