

United Nations Children's Fund

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS

International Consultancy: IT Team leader for Social Assistance Delivery System to NSAF and MoSVY	Funding Code N/A	Type of engagement Individual Consultant	Duty Station Phnom Penh, Cambodia
<p>Purpose of Activity/Assignment:</p> <p>The Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) and the National Social Assistance Fund (NSAF) have implemented several digitalized Information Management Systems to improve services. These include the national Social Rights-Based Disability Identification mechanism and cash transfer programmes such as Cash Transfer for Pregnant Women and Children under two, and Cash Transfer for IDpoor households and vulnerable individuals during COVID-19. These digital systems is to establish a standardized approach for collecting disability-related data using mobile and web-based applications and mobile and web-based cash transfer delivery system. Additionally, they enable the efficient delivery, monitoring of cash transfer programmes.</p> <p>The upcoming rollout of the National Social Assistance Family Package includes four cash transfer programmes: Cash Transfer for Pregnant Women and Children under 2 years, Cash Transfer for Elderly people, Cash Transfer for persons with disabilities, and Cash transfer for School Children as well as the TVET programme and integrated Monitoring system that to facilitate online programme monitoring, communication, and feedback between beneficiaries and stakeholders. To support the development and implementation of these programmes and ensure successful integration with other social protection, M&E, and relevant systems, an international IT team leader is required to coordinate with MoSVY and NSAF IT teams for design, development, implementation, and management of the systems.</p>			
<p>Scope of Work:</p> <p>The consultancy's assignment will provide a range of duties to lead the design of vital digital components that will assist in operationalizing, including analyzing system requirements, designing the system architecture, leading development teams, identifying and mitigating technical risks, ensuring security, maintaining documentation, liaising with 3rd party payment providers, and staying updated on tasks required to continue the design and discovery, technical system designs, and prototype builds for integrated social assistance delivery system.</p> <p>Key assignments of the consultancy include:</p> <ul style="list-style-type: none"> • Analyse and understand system requirements, translating them into technical specifications for integrated social assistance delivery systems such as Family Package, TVET, M&E system, Shock Responsive Family Package, and Helpdesk feedback system. • Lead the team in designing the system architecture and flow diagrams, including hardware, software, developer operations, and network infrastructure. • Install and configure the integrated infrastructure. • Perform data interoperability testing. • Provide technical backstopping and leadership to IT team members. • Document the design and operational aspects of the social assistance delivery system. • Coordinate with IT developers to consolidate and finalize user-friendly operational manuals for the social assistance system Mobile App and MIS of social assistance delivery systems • Collaborate with the IT helpdesk team to create a user-friendly manual for users. • Consolidate and update training material guidance. • Provide guidance and mentoring to the NSAF IT team. • Prepare guidelines for system management and maintenance. • Provide training to the IT team on system management and maintenance, identifying technical skills within the team and assigning specific roles and responsibilities to each IT staff member. • Prepare handover notes with a clear division of labor for system management and maintenance. 			
<p>Child Safeguarding</p> <p>Is this project/assignment considered as "Elevated Risk Role" from a child safeguarding perspective?</p>			

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](#)

Consultant sourcing: <input type="checkbox"/> National <input checked="" type="checkbox"/> International Competitive Selection: <input checked="" type="checkbox"/> Advertisement <input type="checkbox"/> Rosters Single Source Selection: <input type="checkbox"/> (Emergency - Director's approval)		Request for: New Individual Contract
Supervisor: Keo Sovannary, Social Policy Specialist	Start Date: Nov 2023	End Date: Dec 2024

Work Assignments Overview	Deliverables/Outputs	Delivery deadline	Estimated Budget
Workplan 1: <ul style="list-style-type: none"> ▪ Analyse and understand system requirements, translating them into technical specifications for integrated social assistance delivery systems such as Family Package, TVET, M&E system, Shock Responsive Family Package, and Helpdesk feedback system. ▪ Lead the team in designing the system architecture and flow diagrams, including hardware, software, developer operations, and network infrastructure. ▪ Install and configure the integrated infrastructure. ▪ Perform data interoperability testing. ▪ Provide technical backstopping and leadership to IT team members. ▪ Document the design and operational aspects of the social assistance delivery system. 	Deliverable 1: Report on the design and operation of the integrated social assistance delivery system, covering aspects such as hardware, software, developer operations, network infrastructure, and data interoperability. Specifically, focus on the design and operation of the system for the Family Package and TVET programmes, shock responsiveness, monitoring, and referral mechanisms.	30 days March, 24	25%
Workplan 2: <ul style="list-style-type: none"> ▪ Coordinate with IT developers to consolidate and finalize user-friendly operational manuals for the social assistance system Mobile App and MIS of social assistance delivery systems ▪ Collaborate with the IT helpdesk team to create a user-friendly manual for users. ▪ Consolidate and update training material guidance. ▪ Provide guidance and mentoring to the NSAF IT team. 	Deliverable 2: <ul style="list-style-type: none"> ▪ User manual for the social assistance delivery system App/MIS. ▪ User manual for helpdesk feedback ▪ Updated training manuals. 	50 days August 2024	40%
Workplan 3: <ul style="list-style-type: none"> ▪ Prepare guidelines for system management and maintenance. ▪ Provide training to the IT team on system management and maintenance, identifying technical skills within the team and assigning 	Deliverable 3: <ul style="list-style-type: none"> ▪ Guidelines for system management and maintenance. ▪ Training report that includes the roles and responsibilities of each IT team member. 	40 days Dec, 2024	35%

<p>specific roles and responsibilities to each IT staff member.</p> <ul style="list-style-type: none"> ▪ Prepare handover notes with a clear division of labor for system management and maintenance. 	<ul style="list-style-type: none"> ▪ Handover note with clear roles and responsibilities outlined. 		
<p>Total</p>		<p>120 days</p>	<p>100%</p>

<input type="checkbox"/> Bachelors <input checked="" type="checkbox"/> Masters <input type="checkbox"/> PhD <input type="checkbox"/> Other	
<p>Minimum Qualifications required:</p> <ul style="list-style-type: none"> • A Masters 's degree or equivalents in computer science, software engineering, or a related field • Be a qualified lead-auditor ISO27001, or have a similar qualification • 8 to 10 years of experience in software development, system architecture, or related fields is required. 	<p>Knowledge/Expertise/Skills required:</p> <ul style="list-style-type: none"> • Proven work experience in fintech and social protection transfer programmes • Strong technical knowledge of system architecture, software development methodologies, programming languages, databases, and network infrastructure. • Experience with cloud computing platforms and microservices architecture is essential • Experience with cloud systems architecture, data security, database cluster design, developer operations, system automation. • Excellent verbal and written communication skills to effectively communicate with stakeholders, development teams, and management. • Able to analyze complex business requirements and technical challenges and provide innovative solutions.
<p>Evaluation Criteria (This will be used for the Selection Report (for clarification see Guidance))</p> <p>A) Technical Evaluation (100 points). Weighted score is 70%.</p> <ul style="list-style-type: none"> ▪ Relevant educational background (20 points) ▪ Relevant skill and experience (50 points) ▪ Experience with cloud systems architecture, data security, database cluster design, developer operations, system automation (30 points) <p>B) Financial Proposal (100 Points). Weighted score is 30%. A financial proposal template is attached in the other link.</p> <p>The maximum number of points shall be allotted to the lowest Financial Proposal that is opened / evaluated and compared among those technical qualified candidates who have attained a minimum 70 points in the technical evaluation. Other Financial Proposals will receive points in inverse proportion to the lowest price.</p> <p>The contract shall be awarded to candidate obtaining the highest combined technical and financial scores, subject to the satisfactory result of the verification interview.</p>	
<p>Administrative details:</p> <p>Visa assistance required: <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> Home Based <input type="checkbox"/> Office Based:</p>	<p>If office based, seating arrangement identified: <input type="checkbox"/></p> <p>IT and Communication equipment required: <input type="checkbox"/></p> <p>Internet access required: <input type="checkbox"/></p>

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.

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.

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