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ANNEX I

TERMS OF REFERENCE

Strengthening Evidenced Based Decision Making for Citizen in the Caribbean

I. Position Information	
Job Code Title:	Senior Consultant - Information Management Systems (IMS) Specialist
Type of contract:	Individual Consultant
Starting Date:	1 November 2017
Place:	Home based with travel to Southern and Eastern Caribbean
Duration:	Up to ninety (80) working days within a twelve-month period.
Reporting to:	CARISECURE Team Leader

II. Background
<p>The United Nations Development Programme (UNDP) - Regional Bureau for Latin America and the Caribbean (RBLAC) in collaboration with the UNDP Caribbean network of offices – Guyana, Jamaica, Trinidad and Tobago, Suriname, Barbados and the OECS undertook the formulation of a first Caribbean-wide Human Development Report (CHDR) on Citizens' Security. Using Global UNDP HDR processes, analysis and methodologies, the Caribbean HDR reviewed crime and security in the Caribbean with data analysis and information from a human development perspective. The report defines short and medium term policy recommendations based on the social aspects of security which impact on citizen safety, youth violence, education, unemployment and inequality, inclusive economic growth, migration, and drug use and alcohol abuse. One of the primary recommendations from the report is the urgent need for the region to shift from traditional concepts of state security to a broader multidimensional concept that focuses on citizen security and safety and wellbeing of Caribbean citizens.</p> <p>While the CHDR victimization survey points to high levels of fear of violent crime amongst citizens and the failing of existing policies and approaches, stimulating robust public discourse on the topic presented a challenge. Given the region's dependency on tourism as its main foreign exchange earner, enlisting the full and unconditional support of regional parliamentarians on the matter of facilitating rigorous public debate is critical. Reliable crime statistics are critical for measuring changes in crime levels, monitoring of national and regional responses, developing and evaluating effectiveness of citizen security policies, supporting the analysis and understanding of national and regional crime trends. Collection and organization of data into a statistical form is required to produce valuable information for use in decision-making and to allow for comparison of crime statistics across time and between countries. Lack of reliable and comparable national, sub-</p>

regional and regional statistics makes it difficult to fully comprehend the impact of crime and violence, and to inform the citizen security policies and strategies needed to effectively respond to these challenges.

An assessment of youth, insecurity and juvenile justice systems, conducted by USAID/ESC in the Caribbean point at the lack of standardized data on crime and violence and their drivers. Raw data is available in different forms and at different stages of the criminal justice process due to the diversity of entities that generate security statistics, the absence of clear guidelines, and weak inter-institutional coordination and information sharing.

National consultations and assessments conducted by UNDP in the Eastern and Southern Caribbean point at four interrelated key problems: 1. Deficient evidence-based citizen security policies due to 2. Lack of reliable and comparable national and regional statistics, 3. Weak coordination at national, sub-regional and regional levels, and, 4. Weak institutional and CSO capacities. 4) The importance of up-to-date data inform prevention programme design, monitoring and evaluation.

The data gaps resulting from these challenges are further aggravated by different definitions of security concepts, non-standardized indicators and inconsistent use of information; dispersion of information and a multiplicity of information sources; sporadic initiatives in the area of information management; lack of unified technical criteria and permanent technical capacities within the national and regional institutions; absence or lack of understanding of a preventive focus in information management; low citizen participation in discussions on citizen security; and absence of mechanisms and capacities to mainstream gender into the analysis and management of citizen security related information and public policies.

Based on this, UNDP seeks to work with countries in the Eastern and Southern Caribbean (Antigua and Barbuda, Barbados, Commonwealth of Dominica, Grenada, Guyana, Saint Lucia, Saint Kitts and Nevis, Saint Vincent and the Grenadines, Suriname, and Trinidad and Tobago) to improve institutional capacity for evidenced based decision making on youth crime and violence policy making and programming. The focus of this project will be in improving data collection, analysis and use of data for decision making on youth crime policy making and programming. The project intends to achieve two components: 1) improving the quality, comparability and reliability of data and information and youth crime and violence; 2) and regional collaboration and networking on youth crime and violence strengthened. These components will be achieved by improving regional and national institutional capacity to collect, monitor, and analyze citizen security and apply it to decision-making and policy formulation at both levels.

In 2017, CARISECURE beneficiary countries participated in a study tours and knowledge exchange in Belize. During the tour participants were exposed to the processes and current practices in Belize that support automated data collection, analysis, and sharing amongst government agencies and with the public. After the study tours, there was a request from participants for the CariSECURE project to consider a crime-reporting database that is shared by all via a network, and which permits access by different users.

Within this context, a Request for Proposal will soon be published for an Information Management System, and UNDP is therefore seeking to contract a Senior Consultant - Information Management System (IMS) Specialist with a background in Information Management, Database Management and/or IT Security who will work closely CariSECURE team to supervise and oversee the development of the technical specifications. Subsequently, and after bid award, support the awarded provider in developing a software capable of data collection on crime, violence,

victimization and related citizen security data at a national and regional level. In addition, Consultancy will provide technical support on: 1) web based technology, 2) IT firewalls and protection of information, 3) technical inputs in hardware (servers, switches, laptops etc.), 4) dashboard software, 5) data storage, 6) training.

The Senior Consultant - Information Management System (IMS) Specialist will work under the direct supervision of the CARISECURE Team Leader based in the Regional Coordination Unit in Barbados.

III. Description of the assignment

Summary of Key Functions:

- Technical Support
- Training
- Teamwork
- Software Development

Technical Support

- Working experience in deployment of IT systems in developing countries;
- Experience with data retrieval, data warehousing and processing functions;
- Experience with creating metadata visualization and editing interface;
- Ability to formulate IMS technical requirements and Operating Procedures;
- Ability to compile and holistically analyze diverse datasets and provide recommendations;
- Experience with handling confidential data and demonstrated understanding of different data collection methodologies and data protection.

Training

- Excellent English and written and oral presentation skills;
- Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailor's language, tone, style and format to match audience;
- Demonstrates training capabilities, capable of analyses and presents information gathered from diverse sources related to IMS/dashboards;
- Prepares various training products, e.g. draft background papers, curriculum, training manuals or Standard Operating Procedures etc;

Teamwork

- Works collaboratively with colleagues to achieve organizational goals;
- Solicits input by genuinely valuing others' ideas and Specialisation;
- Is willing to learn from others; places team agenda before personal agenda;
- Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

IV. Main Tasks and Deliverables

Impact of Results

- National and regional capacities strengthened to generate reliable and comparable data and statistics to inform policy making and programming;
- National and regional institutions have the technical capacity to design, implement and monitor evidence based youth crime and violence prevention policy and programmes; and
- The results of the work have an impact on UNDP's reputation as the incumbent represents the project nationally and internationally, liaising with external partners and a wide range of counterparts.

Deliverables:

The Consultant will accompany the CariSECURE during all the development phase of the Information Management System to guarantee a complete symbiosis between the need expressed by the countries, CariSECURE objectives and the necessity to develop a flexible product

Therefore, the deliverables will be:

- 1- Participation as CariSECURE Expert in the selection of the Company who will design the IMS system in link with the preparation in close collaboration with the procurement team of a report; (5 days)
- 2- Participation in workshops within the pilot countries; workshops organized by the Company awarded to design the IMS to gather all information needed to understand the needs. The Consultant will then, in close collaboration with the Company, prepare a report detailing the expected product to be delivered for the three pilot countries; (15 days)
- 3- Analyze and provide a preliminary analysis report of the IMS system developed by the Company under a Beta form; (5 days)
- 4- Follow up and submit a monthly progression report based on discussion with the Company and if any, recommendations to adjust, change, continue or cancel the contract; (20 days)
- 5- Analyze and submit a report on the suggested hardware purchasing lists produce by the Company with recommendations; (5 days)
- 6- Provide an Analysis report on the training manuals and proposed training to be delivered by the Company; (5 days)
- 7- Participate and submit a Report on the Training delivered to the country system managers (2 per countries); (5 days)
- 8- Participate, assess and provide a report of the test bed phase with recommendations for changes or approval; and (10 days)
- 9- Assess changes to Beta version, if any, and submit a report 3 months after the system has been launched with recommendations. (10 days)

V. Qualifications and competencies

The Senior Consultant should have the following skills and qualifications:

Education:

- Advanced university degree (Master's degree or equivalent) in information management, information technology, information security or any related area.
- A first-level university degree with 4 years of qualifying experience may be acceptable in lieu of the advanced university degree

Experience:

- At least 4 years with Advanced University degree of relevant work experience in information management systems
- Experience in software development would be a distinct asset;
- Previous experience in working with UNDP and/or UN Agency, governments, donors and international development organisations is a strong asset.

Skills / Competencies:

- Leadership;
- Ability to lead strategic planning, results-based management and deliver reports.
- Works towards client satisfaction.
- Proven track record of delivering results under tight deadlines.
- Client-oriented way of managing
- Ability to function at both an advisory and project implementation level.
- Ability to work independently, manage competing priorities and perform well under pressure.
- Excellent inter-personal skills to effectively liaise with key stakeholders
- Demonstrated negotiation skills
- Excellent communication and writing skills; and
- Fluency in English, with excellent drafting skills is required; and
- Strong oral and written communication skills with a proficiency in English.

VI. Duration

Duration of field assessment:

Eighty (80) working days within a twelve-month period.

It is expected the Consultant will organize and hold technical meetings with technical and tactical staff from Barbados, St. Kitts & Nevis, St. Lucia and Guyana.

VII. Supervision

The Consultant will work under the direct supervision of the CARISECURE Team Leader.

VIII. Regimen for payment of fees

- i. Applicants must submit an economic offer to work in the above-described capacity, and should provide their fees in United States Dollars.
- ii. The contract does not involve any fees (deposits) in advance at the beginning of the consultancy.
- iii. Payments will be made upon submission and approval of deliverables as follows:

<ul style="list-style-type: none"> • Participation as CariSECURE Expert in the selection of the Company who will design the IMS system in link with the preparation in close collaboration with the procurement team of a report; (10%). • Participate to workshops in the pilot countries; workshops organize by the Company awarded to design the IMS to gather all information needed to understand the needs. The Consultant will then, in close collaboration with the Company, prepare a report detailing the expected product to be delivered for the three pilot countries; and Analyze and provide a preliminary analysis report of the IMS system develop by the Company under a Beta form (20%). • Follow up and submit a monthly progression report based on discussion with the Company and if any, recommendations to adjust, change, continue or cancel the contract. (10%) Analyze and submit a report on the suggested hardware purchasing lists produce by the Company with recommendations; (10%) Provide an analysis report on the training manuals and proposed training to be delivered by the Company. (20%) Participate and submit a report on the training delivered to the country system managers (2 per country). (10%) • Participate, assess and provide a report of the test bed phase with recommendations for changes or approval; and Assess changes to Beta version, if any, and submit a report 3 months after the system has been launched with recommendations (30%)

IX. Application Process

To apply, prospective applicants should submit:

- Letter of Interest stating why you consider yourself suitable for the assignment;
- Brief Technical Proposal incorporating methodology on the approach and implementation of the assignment;
- Curriculum Vitae highlighting qualifications and experience in similar projects;
- Work references - contact details (e-mail addresses) of referees;
- Financial proposal outlining all costs for undertaking the assignment*; and
- Available date to start the consultancy.

* This assignment requires travel to Barbados and three pilot countries and applicants must ensure their financial proposal factors in travel cost (airline tickets, hotel, meals, taxi services) when submitting for this consultancy. Additionally, applicants should possess all necessary visas to travel and must make all arrangements themselves to facilitate their travel to complete required field visits.

X. Evaluation Criteria

The offers that will be received shall be evaluated based on the Combined Scoring method – where the expertise, qualifications of key personnel and methodology will be weighted with to a maximum of 70%, and combined with the financial offer which will be weighted a max of 30%.

Technical Proposal (70%)

- ☐ Expertise of the Senior Consultant Information Management Systems (IMS) Specialist (40%).
- ☐ Methodology, its Appropriateness to the Condition and Timeliness of the Implementation Plan (10%).
- ☐ Demonstrated experience in software development or supervision (20%).

Financial Proposal (30%)

To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.