



*Empowered lives.  
Resilient nations.*

#### **TERMS OF REFERENCE**

**International Consultant - Development of mobile system for beneficiary access to information and citizens reporting mechanism and data analysis tool on social protection systems (Cook Islands)**

**Reference: IC2021/WSM/052**

#### **A. JOB INFORMATION**

<b>Location</b>	Cook Islands
<b>Application deadline</b>	8 December 2021
<b>Type of Contract</b>	Individual
<b>Post Level</b>	International Consultant (IC2021/WSM/052)
<b>Languages required</b>	English
<b>Duration of Contract</b>	42 working days from December 2021 to February 2022
<b>Title</b>	Consultant - Development of mobile system for beneficiary access to information and citizens reporting mechanism and data analysis tool on social protection systems (Cook Islands).

#### **B. PROGRAMME TITLE**

**Strengthening Resilience of Pacific Islands States through Universal Social Protection.**

#### **C. BACKGROUND**

##### **1. The Social Protection Joint Programme (SP-JP)**

The 'Strengthening Resilience of Pacific Island States through Universal Social Protection' (also called the Social Protection Joint Programme) is a joint initiative by the United Nations Country Team (UNCT) and Governments in Samoa, Cook Islands, Niue and Tokelau, implemented from July 2020 to December 2021, to help strengthen sustainable, inclusive, and evidence-based social protection systems in these Pacific Island Countries and Territories (PICTs). Social protection systems include social insurance schemes (for the active population seeking/holding jobs, self-employed or voluntarily contributing); non-contributive social welfare (for all people in need); and labour market interventions (to facilitate access to decent jobs). In line with the 2030 Agenda for Sustainable Development and UN Pacific Strategy 2018-2022, the SP-JP intends to work through five strategic interventions in developing and strengthening inclusive and coherent SP systems: data and evidence; participation and partnerships; sustainable finance; institutional capacity and coordination; and outreach.

##### **2. Cook Islands Social Protection Systems**

The Cook Islands has an estimated population of 17,459 (as of 2016) of which 32% are children. The country consists of 15 small islands scattered over 1.8 million square kilometers in the South Pacific. The main Island, Rarotonga remains the most populous island with 75% of the population. The country's narrow based economy is highly vulnerable to natural disasters, climate change and external shocks, with 60% of the Gross Domestic Product from tourism. Remoteness, geographical spread, small internal markets, and limited natural resources

are distinctive challenges confronting the development progress of a small island economy like the Cook Islands. Close to one third (28%) of the population live below the national basic needs line poverty. Access to a decent source of livelihood remains critical to sustain basic needs like shelter, food, health, and education for example. As most commodities are imported, the cost of living is relatively high, particularly in Rarotonga.

The Cook Islands has one of the most extensive formal social protection systems in the Pacific region. Recognition for the critical role of social protection interventions to social and economic development came as early as 1965, when the Cook Islands gained self-governance from New-Zealand. This commitment was translated through the introduction of the formal social protection system initially with three programmes in 1965, and today has expanded into multiple non-contributory benefits. The Government also strengthened the legislative framework through the adoption of the Welfare Act (1989); inclusion of poverty reduction as a key priority in development plans; and the consistent funding allocation for programme implementation.

In line with the Government's continued commitment, the Cook Islands 2020 National Sustainable Development Plan (NSDP) envisions a just, educated, healthy and wealthy Cook Islands. The vision 'to enjoy the highest quality of life consistent with the aspirations of our people, and in harmony with our culture and environment' is set to be delivered in a manner that is sustainable; balancing social, economic and environmental goals. The NSDP 2020 comprises sixteen key indicators of which Goal 1: focuses on improving welfare, reducing inequity and economic hardship through improved distribution of wealth and alleviating economic hardship.

Cook Islands social protection systems are legislated through the Welfare Act 1989, National Superannuation Fund Act 2000, Cook Islands National Superannuation Amendment Act 2017 and the Workers Compensation Ordinance 1964. Policies support gender equality, children, youth, disability inclusion and the aged. The 1989 Welfare Act established these cash transfer programs: Child Benefit, New Born Allowance, Old Age Pension, Infirm and Destitute Allowance. Other social protection programs established by Government policy include Caregivers Allowance, Power Subsidy, Funeral Allowance, Christmas Bonus and Special Assistance. Social protection has been central to the government's national response to the COVID-19 pandemic. All benefit payments stood at NZD8,809,640 in 2007 and continues to increase reaching NZD18,336,410 in 2017. Expenditure on welfare is funded by the Government and has increased substantially over the past decade, with both new types of benefits and higher payment rates.

A review of social welfare system in 2010, states that despite "substantial proportion of national spending on social protection, the existing social welfare system, in its broad distribution of payments, does not fully meet the needs of the most disadvantaged people". The report further suggests review of existing welfare program eligibility criteria, recipient responsibilities, coverage, condition on benefits and analysis of beneficiaries to improve targeting of welfare and service delivery program in future. The January 2021 'stock take and review of social protection systems in the Cook Islands' states that "there are also a number of limitations in terms of inclusion in that include foreign workers are not eligible for most benefits and the incomplete support that is provided to people with disabilities which requires significant consideration". This latest assessment highlighted several key gaps such as the lack of "digital information systems to administer, coordinate and provide information on social welfare benefits" and "disaggregated data that is monitored, analysed and utilized to inform policy and practice". It recommended the development of "a digital information management system to manage and administer social welfare benefits".

### **3. Using mobile technology to strengthen inclusive and sustainable social protection system**

To respond to the above need to utilise digital information management system for improving inclusive and coherent social protection systems, the UNICEF is currently providing support under the SP-JP to the Cook Islands Government in the development of a comprehensive Social Welfare Management Information System (MIS). With a well-developed MIS, it is expected that there will be a shift from manual processes to automation; improved capture and maintenance of accurate data to monitor performance; expansion of services to other areas; creation of a more secure database to uphold client confidentiality; and other improvements in the administration, service delivery and outreach in social welfare programmes, especially in communities that are geographically harder to reach by traditional means of service delivery. The effective use of MIS in social

protection programmes and schemes have proven to facilitate faster, more accurate and efficient administration and services, improve data management, transparency in operations and accountability through secured transactions, and aid monitoring, evaluation, reporting functions and more informed decisions.<sup>1</sup> This includes the potential of using mobile technology (given its increased penetration in the Pacific) to improve digital data and innovative data systems and better administration and service delivery of social protection programs, schemes and mechanisms.

It is expected that following on from the development of a Cook Islands Social Welfare Management Information System, further support will be provided under the SP-JP through the United Nations Development Programme (UNDP) to:

1. Develop and test mobile platform for beneficiaries' improved access to information on social protection schemes and programmes, as a means for outreach and as an interface for people to register and access benefits (via SMS and via mobile data); and
2. Develop and pilot citizens' reporting mechanisms and data analysis tools that use mobile phone technology to report cases of unavailability of and delays in the delivery of social protection services and programmes, of their uneven quality.

The services of a qualified consultant is needed to work with the Government of Cook Islands in the successful implementation of the above two key activities under the SP-JP.

## **D. SCOPE OF WORK**

### **1. Objectives**

Within the integrated design of the SP-JP to strengthen inclusive, coherent and forward-looking social protection systems in the four PICTs, the objectives of the consultancy are to:

- a) Develop and test mobile platform for beneficiaries' improved access to information on social protection schemes and programmes, as a means for outreach and as an interface for people to register and access benefits (via SMS and via mobile data); and
- b) Develop and pilot citizens' reporting mechanisms and data analysis tools that use mobile phone technology to report cases of unavailability of and delays in the delivery of social protection services and programmes, of their uneven quality.

The emphasis is on adapting and applying the mobile technology already used by citizens in Cook Islands to improve access to information on social protection, and to report on social protection services/programmes.

### **2. Tasks**

#### **Phase 1: Scoping and feasibility**

- i). Use the findings from the UNICEF MIS scoping and feasibility and design project as the baseline to inform the initial scoping for the development of the requirements for the development and testing of the mobile platform, and reporting mechanisms and data analysis tools using mobile phone technology.
- ii). Take stock and assess existing mobile technology and applications available in the Cook Islands.
- iii). Take stock of mobile technology and applications used by other social protection systems around the world, especially those proven to have worked effectively in similar contexts to the Cook Islands.

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<sup>1</sup> ADB (2016). *Integrating Information and Communication Technology in Social Protection Programs*. Social Protection Brief No.65; based on this study ADB (2014). *Information and Communication Technologies for Social Protection in the Asia and Pacific Region*. Manila (TA 8686-REG).

- iv). Carry out additional scoping, feasibility and assessments to determine the needed specification requirements. This will involve desktop reviews, literature reviews and stakeholder consultations.
- v). Assess the capabilities of the in-house mobile technology and identify strengths and key gaps.
- vi). Prepare and submit scoping and feasibility report to the key stakeholders including the SP-JP Cook Islands Technical Committee.

## **Phase 2: Design and develop**

- vii). Develop detailed functional and technical specification documentation taking into consideration the scoping, assessment and specification requirements undertaken under Phase 1.
- viii). Develop and present the mobile platform prototype for beneficiaries' improved access to information on social protection schemes and programmes.
- ix). Develop and present the mobile phone technology citizens' reporting mechanism and data analysis tool prototype.
- x). Present the platform and reporting mechanisms and data analysis tools to the SP-JP Cook Islands Technical Committee.
- xi). Seek other expert views/inputs on the platform and reporting mechanisms and data analysis tools.

## **Phase 3: Testing and implementation**

- xii). Carry out installation, configuration and deployment of the fully functional system.
- xiii). Provision of system test results.
- xiv). Conduct training to identified users.
- xv). Develop technical system documentation, training guide for users and administrators, maintenance guide and licensing requirement.
- xvi). Technical support for migration of existing data and information
- xvii). Provide data migration and reconciliation report.

## **3. Expected outputs and deliverables**

In line with the scope of work outlined above, the Consultant is expected to ensure the effective and efficient completion and submission of the outputs and deliverables within the timelines specified in Table 1 below:

*Table 1: Outputs, deliverables and timelines*

<b>Outputs</b>	<b>Deliverables</b>	<b>Timeline</b>
i). Inception Report.	Outlining the approach, methodology and work plan for the consultancy.	2 days
i) Scoping and feasibility report.	Detailing available in-country mobile technological applications and capabilities, as well as those used in other social protection systems around the world.	10 days
ii) Design and development of agreed mobile platform and citizens' reporting mechanism and data	Documenting the detailed functional and technical specifications/requirements for the: <ul style="list-style-type: none"> <li>- mobile platform prototype.</li> <li>- mobile phone technology citizens' reporting mechanism and data analysis tool prototype.</li> </ul>	10 days

analysis tool using mobile phone technology.		
iii) Implementation and testing.	Installation, configuration, deployment and testing of the platform, reporting mechanism and data analysis tool. Conduct training to identified users. Develop and provide technical system documentation. Training guide for users and administrators, Testing and improvement. Maintenance guide and licensing requirement	10 days
iv) Support and maintenance.		10 days
<b>Total</b>		<b>42 days</b>

#### 4. Timeframe of the consultancy

Within the timelines specified in Table 1 above, the Consultant is expected to commence this consultancy in August 2021 and to complete it by September 2021.

#### 5. Payment Schedule

The Consultant will be remunerated in accordance with the effective completion and submission of the required deliverables within the timelines of the required timelines in Table 1. The payment schedule will be processed in accordance with the payment schedule given in Table 2:

*Table 2: Payment schedule*

<b>Deliverables</b>	<b>Target Due Date (days)</b>	<b>Amount (USD) to be paid upon UNDP Certification of Deliverable Satisfactory Performance</b>
• Inception report	2 days from the effective date of contract.	1 <sup>st</sup> Payment: 25% of Total Fee
• Scoping and feasibility report.	2 weeks and 2 days from effective date of contract.	
• Design and development of agreed mobile platform and citizens' reporting mechanism and data analysis tool using mobile phone technology.	4 weeks and 2 days from effective date of contract.	3 <sup>rd</sup> Payment: 30% of Total Fee
• Implementation and testing.	6 weeks and 2 days from effective date of contract.	2 <sup>nd</sup> Payment: 30% of Total Fee
• Support and maintenance.	8 weeks and 2 days from effective date of contract.	3 <sup>rd</sup> Payment: 15% of Total Fee
<b>Total</b>	<b>8 weeks and 2 days</b>	<b>Total Amount – 100%</b>

The Consultant will be recruited for 42 working days from the effective date of the contract. S/he has to perform all the activities in about 8 weeks and 2 days of this consultancy timeframe.

#### E. INSTITUTIONAL ARRANGEMENTS

The Consultant is required to work closely with the Social Protection Joint Programme (SP-JP) UNDP Programme Coordinator, Chief Technical Adviser (CTA), Cook Islands Technical Committee members, and focal points in the other UN Participating Organisations of the SP-JP.

### **1. Counterparts and line of reporting**

The Consultant will work directly with the UNDP Assistant Resident Representative Governance Poverty Reduction Unit (ARR GPRU), SP-JP UNDP Programme Coordinator, UNDP CTA, and members of the Technical Committees in the Cook Islands.

### **2. Inputs by stakeholders, UN agencies and other development partners**

All key stakeholders, UN agencies and other development partners will make available to the consultant all relevant information which may assist the consultant in carrying out and completing the Terms of Reference.

### **3. Duty station**

Home-based with travel to the Cook Islands (for overseas consultant as required).

The consultant will be responsible for making his/her mission travel arrangements in line with UNDP travel policies. Such travel shall be at UNDP's expense and the Individual Contractor shall receive a per diem not to exceed United Nations daily subsistence allowance. The consultant will be responsible for their own laptop.

## **F. COMPETENCIES OF THE REQUIRED CONSULTANT**

### **1. Functional Competencies**

- Strong technical understanding of ICT and its use in social protection systems.
- Strong technical know-how about ICT and social protection systems interfaces and applications.
- Strong analytical skills and critical thinking skills.
- Strong policy, planning and programming knowledge and skills.
- Excellent research and evaluative skills.
- Excellent report writing skills.
- Excellent inter-personal and teamwork skills, networking skills, and proven ability to work well in multicultural environments.
- Excellent facilitation and presentation skills.
- Demonstrated ability to communicate effectively with various partners including government, civil society, the private sector, UN agencies, development partners, and communities.
- Strong interpersonal and cross-cultural skills and ability to foster relationships with key stakeholders.
- Ability to work under pressure, effectively coordinate others and meet tight deadlines without compromising the quality of work.

### **2. Corporate Competencies:**

- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.
- Demonstrates integrity by modelling the UN's values and ethical standards.
- Promotes the vision, mission, and strategic goals of UNDP.
- Treats all people fairly without favoritism.
- Fulfils all obligations to gender sensitivity and zero tolerance for sexual harassment.

### **3. Qualifications and Experiences:**

- Minimum Master's degree in information communication and technology (ICT) areas.
- At least 10 years of work experience at international level in the application of information communication and technology in the areas of social protection, with a proven understanding at theoretical and practical levels in the field.
- Proven experience in providing policy and programming advice in the area related to ICT and its application in social protection, social security, social welfare and labour market social protection.

- Demonstrated experience working in the interface between ICT and social protection systems, including involvement in developmental and strengthening work in that interface.
- Proven track record of experience in undertaking ICT and social protection development and strengthening work. (preferred/desired)
- Substantial experience in research related to ICT and social protection or similar areas such as poverty reduction, analyzing poverty and vulnerability, etc.(preferred/desired)
- Relevant work experience in the Pacific Islands is a strong advantage.
- Relevant work experience in developing countries in a multi stakeholder environment with a development organization, Government, civil society, private sector, or a research/academic institution. (preferred/desired)
- Sound understanding of project results-based management would be an asset.
- Proficiency in written and spoken English required.

#### 4. Assessment of competencies

The assessment of individual consultants will be in accordance with the evaluation criteria below:

- 70% for Technical; and
- 30% for Financial.

Technical Evaluation Criteria will be based on the information provided in the CV and relevant documents that are to be submitted as evidence to support the above required criteria.

Only the candidates that have achieved a minimum of 70 points (70% of 100 points) will be deemed technically compliant and considered for the interview assessment.

The technical competencies will be assessed as per criteria and scoring outlined in Table 3:

*Table 3: Evaluative criteria for the consultancy*

Competency	Evaluative points
• Minimum Master's degree in information communication and technology (ICT) areas.	10
• At least 10 years of work experience at international level in the application of information communication and technology in the areas of social protection, with a proven understanding at theoretical and practical levels in the field.	25
• Proven experience in providing policy and programming advice in the area related to ICT and its application in social protection, social security, social welfare and labour market social protection.	15
• Demonstrated experience working in the interface between ICT and social protection systems, including involvement in developmental and strengthening work in that interface.	10
• Proven track record of experience in undertaking ICT and social protection development and strengthening work.	10
• Substantial experience in research related to ICT and social protection or similar areas such as poverty reduction, analyzing poverty and vulnerability, etc.	10
• Relevant work experience in the Pacific Islands is a strong advantage.	10
• Relevant work experience in developing countries in a multi stakeholder environment with a development organization, Government, civil society, private sector, or a research/academic institution.	5



• Sound understanding of project results-based management would be an asset.	5
Total	100

## G. RECOMMENDED SUBMISSION OF PROPOSALS

Given below is the recommended format for submitting your proposal. The following headings with the required details are important. Please use the templates provided to submit your proposal to the UNDP Jobs Site (search for the Reference number for the job as listed in the title of this advert) by due date from the UNDP Procurement site.

Kindly note to **upload only ONE document** to the UNDP Jobs site link only. Emailed submissions will not be accepted.

Incomplete applications will not be considered and only candidates for whom there is further interest will be contacted. Proposals must include:

- **Letter of interest and availability specifying the available date to start and other details (Annex I)**
- **CV or P11 form** addressing the evaluation criteria and why you consider yourself the most suitable for this assignment. The selected candidate must submit a signed P11 prior to the contract award. (Annex II)
- **Financial Proposal** specifying the daily rate and other expenses if any (Annex III)
- **A brief methodology** on how you will approach and conduct the work (Annex VI)
- **Statement of Good Health** (Annex VII) – needs to be signed off by the winning candidate before contract signature.

**Also provided** are the UNDP General Terms and Conditions for ICs (Annex VI) and GTC for Reimbursable Loan Agreements (Annex V) for your information.

### Note:

- The Statement of Good Health and Health Insurance is now compulsory for the period of the consultancy and if successful, the consultant will be asked to provide proof of insurance policy before contract signature.
- The candidate has to be an independent consultant (If the candidate is engaged with any organization, the organization employing the candidate will be issued with a Reimbursable Loan Agreement (RLA) to release the employee for the consultancy with UNDP.)
- Due to sheer number of applicants, the procurement unit will contact only competitively selected consultant.

Queries about the consultancy can be directed to the UNDP Procurement Unit  
[procurement.ws@undp.org](mailto:procurement.ws@undp.org)