TERMS OF REFERENCE
International Consultant - Development of mobile system for beneficiary access to information and citizens reporting mechanism and data analysis tool on Niue social protection systems

Ref: IC2022/WSM/06

A. JOB INFORMATION

<table>
<thead>
<tr>
<th>Location</th>
<th>Niue</th>
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<tbody>
<tr>
<td>Application deadline</td>
<td>18 February 2022</td>
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<tr>
<td>Type of Contract</td>
<td>Individual</td>
</tr>
<tr>
<td>Post Level</td>
<td>International Consultant</td>
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<tr>
<td>Languages required</td>
<td>English</td>
</tr>
<tr>
<td>Duration of Contract</td>
<td>42 working days from March 2022 – May 2022</td>
</tr>
<tr>
<td>Title</td>
<td>Consultant - Development of mobile system for beneficiary access to information and citizens reporting mechanism and data analysis tool on social protection systems in Niue.</td>
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</table>

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. Niue Social Protection Systems

Niue is a single coral outcrop stand along in the South Pacific Ocean, situated between Tonga to the west and Cook Islands to the east, with Samoa to the northeast. The nation is some 261km² in size and some 18km in diameter and is one of the largest coral islands in the world. Roughly oval in shape, the vast majority of the population lives near the coast below the central plateau, concentrated along the west coast. The country's narrow based economy is highly vulnerable to natural disasters, climate change and external shocks.
Geographical isolation, small internal markets, and limited natural resources are distinctive challenges confronting the development progress of Niue’s small island economy.

Niue is one of the smallest countries in the world, with a population of 1,719 (52% females to 48% males), and with an annual population growth of 1.2%. Ninety three percent (93%) of the population considered Niue to be their place of usual residence. The population is comprised of 28.1% at the ages of 0-14 years (children and adolescents), 10.1% at the ages of 15-24 (youths), 43.4% at the ages of 25-59 (working group), and 18.4% at the ages of 60 years and above (retirees). The country consists of 14 villages; the majority of the population reside in the villages of Alofi South (24%), Tamakautoga (12%) and Hakupu (11%).

Niue is a self-governing country in ‘free association’ with New Zealand (NZ), since 1974. Niueans are NZ citizens. With high out-migration over decades, there are far higher number of Niueans living in NZ than in Niue. It had adopted a Westminster system; with a 20-members Parliament representing 14 village constituencies and 6 from the common roll, and with elections held every three years. The English Monarch is the nominal head of state and the Governor General of New Zealand is the monarch’s representative. As part of the Realm of NZ, Niue has benefited from this close relationship, with NZ providing significant technical and financial assistances. This includes the NZ government providing critically needed grants to assist with budget shortfalls.

Niue’s Gross Domestic Product (GDP) per capita is estimated at USD24,678 (2019). Public administration, defence and compulsory social security (29%); agriculture, forestry and fishing (17%); and wholesale and retail trade, and repairs of motor vehicles and motorcycles (17%) are GDP major contributors. Tourism has been targeted as a main driver of economic growth. The labour force participation rate is 77% (785 employed), and the unemployment rate is low (0.4%) (2017 figures). The majority of the employed population are in informal employment in agriculture, forestry and fishing. Paid employment exists mainly in the government sector and in a few small industries. Women have a lower labour participation rate (lower by 17%) than men.

‘A prosperous Niue’ is the government’s vision for its people; to be achieved through the mission of ‘working together to protect the people and the environment’ (Niue National Strategic Plan 2016-2026). In this national plan, the government identifies ensuring that ‘there are sufficient resources available for the necessary basic rights of all residents’, including provisions for health, education, infrastructure and other essential public services as its priorities.

The social protection system in Niue comprises mainly of health assistance, old age pension benefits, and social transfers. Non-contributory community health consistent of free health services and a pension benefit (an unconditional cash transfer) for persons 60 years and older are provided. Child allowance is provided for school up to age 18 children based on a conditional cash transfers of NZD340 per year. There is a newborn and infant grant of NZD1,000 paid to mothers. Welfare disability for persons living with disabilities through universal conditional cash transfers, and a welfare special benefit for young mothers, elderly carers and temporary employed (or those who have lost their jobs due to illness) are included.

A 2021 review of social protection systems in Niue identified a number of gaps with the current systems. Most policies and strategies relevant to social protection in Niue are out of date and require updating. There is a need for improving social protection integration including integration more firmly into national development; social protection in disasters; and long-term approach to labour market programming; as well as addressing data gaps that could undermine social assistance reach. The review specifically stated that:

The key short-term challenges facing social assistance are weaknesses in information availability and the effectiveness of information management. Long-term challenges are associated with affordability and targeting and the adequacy of support provided, and the need to consider more

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1 Niue Census of Population and Households 2011, https://niue.prism.spc.int/census/
expansive means testing for some service delivery as contributory social protection programing expands.\textsuperscript{4}

The Review further “recommended that development partners (donors) work with the Ministry of Social Services on strengthening information management for social protection, alongside information management for social services, to develop linked and integrated databases for effective data management”.

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 providing support under the SP-JP to the Niue Government in the development of a comprehensive Management Information System (MIS) for Social Protection. 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, transparency in operations and accountability through secured transactions, and aid monitoring, evaluation, reporting functions and more informed decisions.\textsuperscript{5} 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 Niue MIS for social protection, 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 Niue 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 Niue 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 Niue.

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 Niue.

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 Niue 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 Niue 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**

<table>
<thead>
<tr>
<th>Outputs</th>
<th>Deliverables</th>
<th>Timeline</th>
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<tbody>
<tr>
<td>i). Inception Report.</td>
<td>Outlining the approach, methodology and work plan for the consultancy.</td>
<td>2 days</td>
</tr>
<tr>
<td>i) Scoping and feasibility report.</td>
<td>Detailing available in-country mobile technological applications and capabilities, as well as those used in other social protection systems around the world.</td>
<td>10 days</td>
</tr>
<tr>
<td>ii) Design and development of agreed mobile platform and citizens' reporting mechanism and data analysis tool using mobile phone technology.</td>
<td>Documenting the detailed functional and technical specifications/requirements for the: - mobile platform prototype. - mobile phone technology citizens' reporting mechanism and data analysis tool prototype.</td>
<td>10 days</td>
</tr>
<tr>
<td>iii) Implementation and testing.</td>
<td>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</td>
<td>10 days</td>
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<tr>
<td>iv) Support and maintenance.</td>
<td></td>
<td>10 days</td>
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<tr>
<td><strong>Total</strong></td>
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<td><strong>42 days</strong></td>
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4. Timeframe of the consultancy

Within the timelines specified in Table 1 above, the Consultant is expected to commence this consultancy in March 2022 and to complete it by May 2022.

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**

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

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), Niue 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 Niue Technical Committee members.

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 Niue (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 (mandatory).
   - Mandatory 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, preferable.
   - Preferable demonstrated experience working in the interface between ICT and social protection systems, including involvement in developmental and strengthening work in that interface.
   - Mandatory, proven track record of experience in undertaking ICT and social protection development and strengthening work.
   - Preferable substantial experience in research related to ICT and social protection or similar areas such as poverty reduction, analyzing poverty and vulnerability, etc.
   - Preferable 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 preferable.
   - 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 top shortlisted candidates that have achieved a minimum of 70 points (70% of 100 points) will be deemed technically compliant and financial proposal considered, with the lowest priced financial getting the full 30%.

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

   **Table 3: Evaluative criteria for the consultancy**

<table>
<thead>
<tr>
<th>Competency</th>
<th>Evaluative points</th>
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<tbody>
<tr>
<td>• Minimum Master’s degree in information communication and technology (ICT) areas.</td>
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</tr>
<tr>
<td>• 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.</td>
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</table>
• 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.  

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• Demonstrated experience working in the interface between ICT and social protection systems, including involvement in developmental and strengthening work in that interface.  

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• Proven track record of experience in undertaking ICT and social protection development and strengthening work.  

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• Substantial experience in research related to ICT and social protection or similar areas such as poverty reduction, analyzing poverty and vulnerability, etc.  

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• Relevant work experience in the Pacific Islands is a strong advantage.  

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• 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.  

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

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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.

a) 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.)

b) 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