

TERMS OF REFERENCE

Short Term Consultancy

Position	:	Designing Online Web Application (OWP)
Project Title	:	Support to Direct Access Entity in Cambodia to meet accreditation Conditions
Project Number	:	KHM-RS-005
Duty Station	:	NCDD Secretariat
Duration	:	180 Days

1. Background

The National Committee for Sub-National Democratic Development (NCDD) is an inter-ministerial committee established in 2008 to implement the Law on administrative Management of the Capital, Provinces, Municipalities, Districts and Khans (2008), Law on Administrative Management of Commune/Sangkat and D&D reform policy through formulation of the national program on sub-national democratic development.

NCDD Secretariat (NCDDS) established in 2009, assists NCDD in day-to-day management and implementation of the National Program in close collaboration with ministries, institutions, SNAs, DPs, CSOs, private sector and other relevant stakeholders.

The NCDDS is structured into four divisions:

1. Policy Analysis and Development Division (PADD)
2. Program Management and Support Division (PMSD)
3. Monitoring, Evaluation and Information Division (MEID) and
4. Administration and Finance Division (AFD)

The NCDD is the first Direct Access Entity (DAE) accredited for Cambodia in November 2019 to Green Climate Fund (GCF), with an essential role to channel climate change grants to sub-national level (provinces, districts and communes) and the Accreditation Master Agreement (AMA) between the NCDD and GCF was signed on 8 May 2020.

The capacity analysis done during the accreditation process has highlighted some remaining gaps and the accreditation is conditional on addressing these remaining gaps. In this regard, NCDDS has allocated some of its own resources and with financial support from some development partners such UNCDF and World Bank to overcome some specific issues of accreditation conditions.

As a part of the Stage 2 accreditation review assessment, the GCF Accreditation Panel (GCF AP) reviewed NCDD documents and identified the following areas for improvement such as NCDD policies and procedures fully or partially met the GCF basic fiduciary standards, but the capacity to implement its policies and procedures is not demonstrated. Many of the governance structures described in the Operations Policies and Procedures (OPP) Manual need to be implemented and their effectiveness demonstrated. Based on these findings, the GCF AP laid out conditions for NCDDS, including periodic (semi-annual)

verifications by an external auditing firm on NCDDS' capacity and performance. This external audit is needed to verify:

- Whether the execution of the 'Implementation Plan' and the implementation of the actions contained in the 'Roadmap for enhancing NCDDS to manage funding from Green Climate Fund' are appropriate, and
- Whether the Audit and Ethics Committee functions effectively
- The GCF AP refers this Implementation Plan as detailed implementation plan with specific milestones and implementation dates for all the policies and procedures contained in the applicant's Operational Policies and Procedures Manual, the Internal Audit Manual, the project risk management framework, the Monitoring and Evaluation Manual and the Manual for Performance-Based Grants to Sub-National Administrations.

The goal of the readiness support is that NCDDS meets the accreditation conditions and fully performs its role and responsibilities as DAE and to produce a high-quality pipeline for GCF.

Specifically, the objectives of the readiness proposal are:

- (i) addressing some key remaining conditions required under the conditional accreditation of NCDDS as a direct access entity,
- (ii) developing NCDDS staff capacity to implement the new policies and procedures and
- (iii) developing an initial pipeline of project proposals for NCDDS. stakeholders.

The main beneficiaries of the readiness proposal are NCDDS staff, selected SNAs and relevant stakeholders.

There are two systems need to develop to support the GCF project activities as the following outputs:

- Online Complaint Handling System (CHS)
- Online Grant Award and Information Disclosure System (GAIDS)

2. Objectives and Scope of works

Objectives

The overall objectives of the assignment are to 1). develop Online Complaint Handling System (CHS) and 2). Online Grant Award and Information Disclosure System (GAIDS)

CHS will be used and managed by NCDDS to receive, register, and respond to any complaint related to NCDD funded projects and program operations such as environmental and social safeguards (ESS), gender equality, procurement, performance of NCDD staff, project implementation etc. Additionally, the CHS should be able to provide a reporting functionality on complaints and resolution.

GAIDS will be used by NCDDS to publicly share and disclose information related to NCDD and NCDD funded projects and programs such as structure, funding sources, policies, regulations, procedures, guidelines, technical documents, plans, reports, studies, publications, procurements and other appropriate information in order to promote an accountable organization of NCDD and people's participation in the program and project. Furthermore, the GAIDS should ensure the transparency and effective implementation of the programs and projects.

Scope of works

The consulting firm will help NCDD to develop two systems and will be responsible to:

- Provide a detail workplan and inception report to implement the two proposed systems
- Develop two systems platform in a web-based application system including all the requirement from the project stakeholders and proposal

- Create a responsive tablet-based data collection and for the quality assessment and verification, scoring measures and reporting
- Create an administrative module which will enable a high degree of operator control on the various variables, including create new measures, edit existing measures, and assign proposal budget based on performance score
- Develop the systems in close consultations with NCDDS staff and relevant stakeholders for their comment and input, ensure the smooth transition including testing, operating, training, and onboarding of NCDDS
- Upgrading the NCDD website for better security and performance to integrate the two systems
- Develop manuals on the operation and management of both systems in English and Khmer
- Base on the developed manual, develop and provide training to NCDDS focal staff and make sure they can use the two systems, solve basic problems and orient to relevant stakeholders
- Complete transfer of technical knowledge (this must include the transfer of the Source Code) from the consulting firm to NCDDS' IT team
- Submit the training materials, and final report at the end of the assignment.

3. Issues to be explored and analyzed against certain criteria

Currently the NCDDS lacks of CHS and GAIDS to manage the complaints and grant award, and to share information to meet the accreditation conditions of the GCF project. The two system will enhance the NCDDS funded project and program operation effectively and transparently. Therefore, the consulting firm need to explore and review the following requirement:

- Review and verify the study report and design template of the CHS and GAIDS online systems produced by the IT Development Consultant.
- Understand the structure and functions of NCDD and NCDDS in connection to the assignment
- Understand existing NCDD policies, regulations, manuals, procedures, databases and systems related to the assignment
- Collect the data needs and requirements for the ESS policy, and review existing grievance redress mechanism, information disclosure policy and other documents from other stakeholders to apply to the CHS and GAIDS

4. Methodology

The features of the methodology should include the following:

- Review the project requirement and project identification in designing the systems
- Designing questionnaire for collecting data need and requirement
- Desk reviews and collect the data needs from other existing complaint system
- Preliminary study & consultation with project stakeholders
- Face-to-face meeting
- Conducted the data analysis
- Agile approach methodology
- The testing is required before launching both systems
- The professional services-firm will be expected to liaise closely with the officials and advisors of the other NCDDS Divisions as appropriate.
- The firm must work closely with NCDDS IT Office to ensure all the function and technology are aligned with the current system and allow NCDDS to manage all source code.

5. Expertise Required

The Consulting services shall be rendered by a team of key expert and other professional and administrative support staff. Efficient management and backstopping services shall be made available. The support will be provided by organizations that have a strong track record in the following fields with experiences in:

- At least 5 years' experience in managing data systems or developing similar system.
 - Designing the dashboard system for data visualization and report engine adaptation
 - Developing multiple system integration for any complaint system is a plus.
 - Has strong presence in Cambodia.
 - Has registered as required by Cambodia law.
 - Demonstrate ability to establish and maintain strong working relationships with colleagues from different sectors.
 - Experiences working with government counterparts and international organization and/or development partners.
 - Should be able to work in a multicultural and multidisciplinary team environment and with the ability and willingness to travel inside Cambodia, as necessary.
- **National Team Leader** should have at least 5 years of professional experience in the field with quality web-based application development and ICT profile preferably, Master's Degree in computer science and IT related field. He/she should have a broader understanding of database application development, he/she should have experience with IT project management, team leading, and international donor relations would be an asset. Candidates should provide a portfolio containing examples of their achievements or links, together with references to verify work on the examples provided.
 - **2 National Team Members** with bachelor degree in computer science or ICT related field and should have at least 3 years experiences in the related field, solid understanding of the concepts of user experience, user interface design principles and conceptual design. The team should have following requirement:
 - **Front End Developer:** UX and UI developer with professional design principles. Be proficient for coding CSS, JavaScript, jQuery, Json, React, Angular or VueJs.
 - **Back End Developer:** Expert knowledge in C#, .NET Framework, SQL Server, MVC, .NET Core, API or Version Control.

6. Reporting requirement

The consultant firm will work under the overall supervision of the Head of NCDDDS and on day-to-day supervision of the Director of the Monitoring Evaluation and Information Division to liaise closely with the officials and advisors of the other NCDDDS Divisions as appropriate.

The completion of this assignment will include the following reports and will be signoff and approved by the NCDDDS management:

- Inception report
- Mid-term report
- Final report
- Reports are written in both English and Khmer.

7. Work Plan

The following timeline needs to be done in the period of the consultation. The consultant firm needs to provide the detail actional plan make sure all the key workplan are completed. The following key deliverables are indicated with both CHS and GAIDS systems to be operational/live, and to provide

trainings on how to operate the system have been held for NCDD staff, and operations manuals are available for both systems.

The selected consultancy firm will be required to submit the following report to NCDDS as prescribed time.

No	Work Plan	Type	Timelines
1	Inception report	Report	August 2021
2	Mid-term report	Report	October 2021
3	Final report	Report	January 2022