

National Program for Sub-National Democratic Development

Integration of Social Accountability into National and Sub-National Systems Project

Terms of Reference

- Position:** ICT System Improvement Consultant
- Duty Station:** NCDD Secretariat, Phnom Penh
- Duration:** 68 days over the three years period (2021-2023)
- Basis:** Individual Short-Term Consultancy

1. BACKGROUND

National Program on Sub-national Democratic Development

The Royal Government of Cambodia has committed to improve Sub-national Democratic Development (SNDD). The National Committee for Democratic Development (NCDD) was established by Royal Decree to undertake the Organic Law and Decentralization and Deconcentration reform through Democratic Development. To implement these legal documents, NCDD developed a 10-year National Program (NP-SNDD) which is divided in 3 phases, or platforms. The first 4-Year Implementation Plan (IP3) of the NP, which ran from 2011-14, focused on developing SNA operational systems and procedures. The second phase (the IP3-II), which covers the period 2015-2017, aims to apply the new structures, systems and procedures developed during the first and second phase to improve Sub-National Administration (SNA) service delivery and governance. The third (the IP3-III), which covers the period 2018-2020 focuses on key priorities wish to achieve in the final phase of the NP and includes the continuing to strengthen the transfer of functions and to increase financial resource to SNAs. National Program phase II 2021-2030 is under designed to continue strengthening the Decentralization and Deconcentration reform.

Social Accountability

Social accountability is an essential component for improving SNA service delivery and governance. Therefore, the Social Accountability Strategic Plan was approved by NCDD on July 11, 2013 and Frameworks for Implementation of the Social Accountability Strategic Plan have been developed and approved twice which are ISAF-I (2016-2018) and ISAF-II (2019-2023). The Strategic Plan and its frameworks have been implemented through the cooperation between the NCDDs, development partners and civil society organizations in order to enhance the constructive engagement between citizens and government as an integral element of governance arrangements – through which public decision-making and action takes place. It includes all those activities in which citizens and their representatives can advocate for their interests (voice) and thereby check the performance of officials and service providers (accountability) as they make, implement and enforce public decisions (collective choices) relating to rights, regulations, investment/resources and service delivery.

The ISAF represents an integral component of the NP-SNDD. The both phases of ISAF specify activities to be undertaken by the demand side – led by civil society organizations and the supply side-by government entities at national and sub-national level. During I-SAF Phase II, World Bank through multi-donor trust fund on Social Accountability and Service Delivery (SDSD-TF) has designed two projects following: (i) Integration of Social Accountability into National and Sub-National Systems Project which NCDDS is an implement agency to coordinate and support ISAF supply side and (ii) Engaging Citizens to Improve Service Delivery Through Social Accountability Project which World Vision International-Cambodia is an implement agency to coordinate and support ISAF demand side.

The ISAF system is the database system which is a common usage for both demand side and supply side to monitor the ISAF implementation through Post-On base on the performance of each service providers. The system has both web-application and mobile application that could access by online. According to the updated ISAF's performance standard indicators and citizen engagement requirement, the system need to upgrade the mobile application to align with the updated web-application and the citizen's feedbacks. The project plans to recruit ICT System Improvement Consultant to provide input, design and upgrade ISAF mobile application.

NCDDS Structure

The NCDD Secretariat, responsible for overall IP3 program management and coordination, is comprised of four divisions as follows: The Policy and Analysis Division; the Program Management and Support Division; the Monitoring and Evaluation and Information Division; and the Finance and Administration Division. MEID is mainly assigned to assist NCDDS in coordinating and implementing the ISAF.

2. OBJECTIVES OF THE CONSULTANCY

The main objective of this consultancy is to improve and upgrade the current ISAF system including:

1. To assess current ISAF systems and provide recommendations on how to improve existing ISAF system (upgrading of mobile application both android and iOS to align with ISAF web application),
2. To review other E-learning platforms and provide recommendation on E-learning platforms which can integrated for ISAF implantation.
3. To develop and operationalize the digital applications (mobile application) and user guides, reporting, data entry processing, and citizen monitoring (self-assessment and citizen scorecard),
4. To develop training manual and provide training to a number of key persons of both demand and supply sides responsible in operationalizing and maintaining the digital applications.

3. SCOPE OF WORK

The consultancy will be expected to carry out the following tasks:

Assessment and recommendations on digitalizing ISAF system

- 3.1 Review the ISAF relevant documents and database systems managed by government and NGOs, ie. the ISAF Implementation Plans, ISAF Operational Manuals for both demand

and supply side, ISAF Reports, and especially ISAF tools used in the Component 1 – Access to information, and Component 2 – Citizen Monitoring.

- 3.2 Consult with a number of ISAF stakeholders such as the World Bank, relevant ISAF Implementing CSOs and others, the NCDDS and possibly line ministries (Ministry of Interior, Ministry of Education Youth and Sports and Ministry of Health).
- 3.3 Provide practical recommendation and develop the systematic on how ISAF tools could be enhanced through utilizing technology. The recommendation should be endorsed by the project.

Development and operationalization of the digitalized ISAF system

- 3.4 Develop mobile application for iOS and Android: 1) mobile App for ISAF Component 1 - Access to information (information on I4C Posters, data entry and data query statistic); 2) mobile App for ISAF Component 2 – Citizen monitoring (Community Scorecard - Assessment/scoring by citizen, and Self-assessment – Assessment/scoring by service provider, JAAP assessment by official and service provider);
- 3.5 Establishing mobile App, improved database usage and statistic, In-App notification (ISAF cycle and events), JAAP progress and other reporting;
- 3.6 Test and modify the created mobile Apps based on feedback from different stakeholders including at least World Bank, NCDDS, CSO staff, and a number of ordinary citizens.

Training on operation of the digitalized ISAF system

- 3.7 Develop training manual/materials and provide trainings to 1) a group of IT Staff who will be responsible in operating, maintaining, and modifying the Apps after the consultancy; and 2) a group people (CSO, NCDDS) who will be responsible as ToTs on ISAF.

4. OUTPUTS OR DELIVERABLE SCHEDULE

The consultancy will require to deliver a number of outputs with an expected timeframe as in the below table:

No.	Output	Timing (Expectations)	Number of days		
			2021	2022	2023
1	Submit report on review and recommendations on digitalizing ISAF system and E-learning recommendation (<i>Report should be produced in Khmer and English</i>)	- Aug 2021 - Jan 2023	4		3
2	Updated the mobile App for output: 3.4 (mobile App for ISAF Component 1)	-Aug 2021 -Jan 2023	12		5
3	Updated the mobile App for output: 3.4 (mobile App for ISAF Component 2)	-Aug 2021 -Jan 2022 -Feb 2023	10	12	5
4	Establishing mobile App, improved database usage and statistic, In-App notification (ISAF	-Sep 2021 -Feb 2023	5		5

	cycle and events), JAAP progress and other reporting;				
5	Trainings (one for IT staff or programmers, and another for ISAF trainers) organized.	-Sep 2021 -Feb 2022 -Mar 2023	2	1	1
6	Submit progress report and a user manual (including user guide video, soft-code and other software material)	-Sep 2021 -Feb 2022	1	1	
7	Submit final report (including user guide video, soft-code and other software material)	- Mar 2023			1
	Total (days)		34	14	20

5. PAYMENT

The payment will be made on the basis of a daily fee to be determined based on qualifications and World Bank pay scales.

6. REPORTING

The Consultant will work under the overall supervision of the Head of the NCDDDS and direct supervision of ISAF Project Manager. The Consultant will work closely with the ISAF Project Coordinator and NCDD IT office and other ISAF consultants, SNA, relevant line ministries, ISAF Implementing CSOs, and other relevant agencies following consultation and advice of the Project Manager.

7. QUALIFICATIONS AND EXPERIENCES

The consultant will have a track record of the following qualifications and experiences:

- Bachelor or Master's degree in computer sciences, IT, or related field
- At least five-year experience in the development of electronic tools including mobile application development, web database development
- Expertise in the development of communication tools, which relates to awareness raising, citizen feedback, citizen engagement, citizen scorecard etc.
- Experience working with national or international development organizations/firm
- Shown ability to train and support staff to maintain and optimize data management
- Experience in providing development training manual
- Fluent in English and Khmer
- Good communication skills and willing and ability to work with different stakeholders