

TERMS OF REFERENCE

Individual Consultant

Position : IT Systems Development Consultant (ITDC)
Project Title : Support to Direct Access Entity in Cambodia to meet accreditation Conditions
Project Number : KHM-RS-005
Duty Station : NCDD Secretariat
Duration : 40 Days

A. 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 NCDDDS 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 NCDDDS as a direct access entity,
- ii. developing NCDDDS staff capacity to implement the new policies and procedures and
- iii. developing an initial pipeline of project proposals for NCDDDS. stakeholders.

The main beneficiaries of the readiness proposal are NCDDDS 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)

B. Principle to Follow in Implementation of Project

NCDDDS assists the NCDD on day-to-day management of the national program on sub-national democratic development aimed to promote democratic development at sub-national administrations in accordance with the principles determined in the Organic Law (2008) as followings:

- Public representation
- Local autonomy
- Consultation and participation
- Responsiveness and accountability
- Promotion of quality of life of local population
- Promotion of gender equity
- Transparency and integrity and
- Measures to fight against corruption and abuse of power.

NCDDDS is also facilitating and developing policies on climate change and disaster and e-governance. These policies and regulations serve as core values and principles for NCDDDS in managing and executing the national programs and programs and projects under its coordination and management.

- Good governance
- Transparency and accountability
- Gender equity
- Sustainable Development

As part of facilitating the Climate Change activities, NCDDDS was accredited by the Green Climate Fund (GCF) Secretariat through the GCF Board Decision B.24/11 on 14 November 2019. The Readiness Proposal was later formulated and approved to support NCDDDS to meet GCF accreditation conditions and fully perform its role as DAE.

C. Duties and Responsibilities

IT Systems Development Consultant (ITDC) will study and design the template of Online Complaint Handling System (CHS) and Online Grant Award and Information Disclosure System (GAIDS) of the GCF Readiness Proposal.

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

GAIDS will be used by NCDDS to publicly share and disclose information related 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.

ITDC will help NCDD to design requirements for the two proposed systems and oversee the implementation of these systems by an IT firm. In developing these systems, the ITDC will be responsible to:

- Understanding structure and functions of NCDD and NCDDS in connection to the assignment,
- Understanding current NCDDS policies, regulations, manuals, procedures, databases, and systems related to the assignment such as ESS Policy, Grievance Redress Mechanism, Internal Audit Manual, M&E Manual, Project Implementation Manual of Commune/Sangkat (PIM), Information Disclosure Policy, Gender Policy, Performance-Based Grant Manual, and other policy documents that were approved, etc.,
- Collect the data needs and requirement for the ESS policy, grievance redress mechanism, information disclosure guideline and other documents from other stakeholders to apply to the CHS and GAIDS
- Analyse the data requirements and scope for the two systems to identify the functions and needs,
- Conduct internal consultation and formulate the recommendations on potential architecture for both systems,
- Retrieve the feedbacks from the relevant stakeholders in designing the system template,
- Propose management arrangements and technology options for both systems which align with NCDD’s current IT capacities,
- Provide technical support to NCDD and IT firm and for oversight of their performance/deliverable.
- Provide guidance and additional information to the IT firm as required for the implementation of the two systems, in consultation with relevant NCDD staff.
- Presenting the study report as part of the completion indicating both systems to the NCDDS’ IT team.

D. Supervision and Reporting

Final report documenting the work done and delivered from the inception of the project to the completion of the project. This report will need to be signoff and approved by the NCDDS management.

- The consultant will work under the overall supervision of the Head of NCDDS 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 NCDDS Divisions as appropriate.

- The consultant 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.

E. Deliverables

Inception report and study report (architecture and design template) for the CHS and GAIDS systems. End of assignment report detailing support provided and lessons learnt from the implementation process which approved by NCDDS management.

No.	Types of Report	Timeframe	Notes
1	Inception report of two systems	July 2021	Approved by NCDDS
2	Study report (architecture and design template) of CHS and GAIDS	August 2021	Approved by NCDDS

3	Certify report on the completion of systems development	January 2022	Approved by NCDDS
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F. Qualifications Required

Candidates should possess the following education and experience:

- Education: a university degree or higher in computer science
- Work Experience: at least 5 years of web-application
- Experience in designing the complaint handling system or award system is an advantage
- Candidates should provide a portfolio containing examples of their achievements or links, together with references to verify work on the provided examples
- Technical Skills and Expertise: solid understanding of the concepts of user experience, user interface design principles and conceptual design. Expert knowledge in C#, .NET Framework, MVC
- Communication – Good spoken and written communication skills, in English and Khmer.

G. Application

The candidate who is interested in performing this assignment, please submit his/her document containing a cover letter briefly describing and justifying how they meet the above-mentioned requirements, an updated CV in PDF format, with email subject.