# National Committee for Sub-National Democratic Development Secretariat (NCDDS)

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

# Terms of Reference

**Position**:　　　**Information Technology Consultant (ITC)**

**Duty Station**: NCDD Secretariat, Phnom Penh, Cambodia

**Basis**:　　　　Individual consultancy contract (Long Term)

## 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 Sub-National Administration (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 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. The National Program phase II, 2021-2030 (NP2) was developed and was guided and agreed upon by Samdech Akka Moha Sena Padei Techo Prime Minister of the Kingdom of Cambodia on 10 December 2020 to continue strengthening the Decentralization and Deconcentration reform. NP2 will be implemented in phases. The first implementation plan covers a period of five years from 2021-2025 (IP5-I) and the second implementation will cover the next five years from 2026-2030 (IP5-II). These five-year phases will be formulated separately from this NP-2 document.

- *Social Accountability*

Social accountability is an essential component for enhancing 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; and for the second phase of ISAF, it is developed as a project named as Integration of Social Accountability into National and Sub-National Systems. 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.

- *NCDDS Structure*

The NCDD Secretariat, responsible for supporting and coordinating the National Program for Sub-National Democratic Development (NP-SNDD) and the implementation plans, 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. The responsibility for management of the ISAF has been mainly assigned to the Monitoring and Evaluation and Information Division (MEID).

- *ISAF M&E Database System*

ISAF Phase I, the ISAF system (ISAF M&E Database System) was developed as the database system which has been 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 some updated requirements and to achievement the ISAF Phase II, there is a need to recruit an ITC to provide technical supports, upgrade and maintain the ISAF system.

## 2. ROLE OF THE INFORMATION AND TECHNOLOGY CONSULTANT

- *Post Supervision*

The ITC will work under the overall supervision of the Head of the NCDDS, the MEID Director, and direct supervision of ISAF Project Manager. The ITC will work closely with the IT office under the MEID and other ISAF consultants, and will liaise with the officials and advisers/consultants of the NCDDS Divisions, SNA and relevant civil society as appropriate. ITC will be subject 03-month probation and annual performance evaluation processes as established by the NCDDS and possibility of contract extension base on availability of budget.

- *Main duties*

The ITC will support the IT Office with the overall design and rollout of a web-enabled District level Management Information System (MIS). He/she will work closely with NCDDS staffs and advisers, with a sample of Districts and CSOs, and as part of a coherent software development team, the consultant will assist the NCDDS to carry out the following tasks:

a) Based on the NCDDS MIS strategy and NCDD databases, the ITC's scope of work, the ISAF document, the design and field experience with the current social accountability databases, and the needs of all stakeholders, the ITC will assist to develop and upgrade the system requirements and a strategy for the web application to ensure these requirements become a shared vision (are agreed upon) between NCDDS, SNAs, and civil society;

b) Support IT office to design simple, effective and consistent web-enabled software to generate I4Cs and to monitor social accountability activities; this software will meet all the requirements specified in the document;

c) Assist in developing training materials and operating manuals to support the rollout of the system; provide training-of-trainers training as need arises; provide technical assistance to ensure all stakeholders can fully use the database;

d) Maintain and further develop the structure or format of the database as required, incorporating ideas and amendments from the implementing NGO Partners, NCDDS and other stakeholders;

e) Maintain and backup database's system every day;

f) Support other work of the IT office in terms of system integration;

g) Regularly report progress and undertake administrative responsibilities as need arises and;

h) Perform other duties assigned by the ISAF Management.

## 3. Reporting

The ITC will work under the direct supervision of the project managements. The ITC is expected to prepare monthly reports on their own activities to the project manager, substantive reports on progress and constraints of software development and provide ISAF data for inclusion to NCDDS progress report, and other reports as requested by project managements.

## 4. Qualifications

The IT Consultant is expected to have the following qualifications:

❖ *Education/Experience:*

- University degree or higher in MIS/software development;
- Extensive experience 5 years in developing web-enabled software in a language and environment consistent with NCDDS software and Social Accountability;
- Candidates should provide a portfolio containing examples of their achievements or links, together with references to verify work experience;
- Demonstrate knowledge and experience in software design, coding and relational database modelling with following technologies:
  - o MVC (C#) with .NET Framework, .NET Core or other open source platform
  - o MS SQL Server 2014+ and Windows Server Environment;
  - o HTML, JavaScript, CSS, jQuery, Bootstrap, Angular JS or React would be an advantage;
  - o Test Driven Development (TDD);
  - o Object Relational Mapping (ORM), .NET Core and Entity Framework is an advantage;
  - o Inversion of Control (IoC) and Dependency Injection (DI);
  - o Responsive UI/UX Design and;
  - o Google Map API and integration is an advantage;

❖ *Organizational Competencies:*

- Demonstrates commitment to NCDD's mission, NP-SNDD objectives and the ISAF;

- Displays gender, religion, race, nationality and age sensitivity and adaptability and;

- Ability to establish and maintain effective rapport with civil servants, other advisers and with all key NCDD stakeholders and relevant civil society

❖ *Functional Competencies:*

- Proven IT development skills;

- Proven communication and listening skills;

- Experience providing capacity development support;

- Flexible, ability to solve problems, and adaptable;

- Ability to work with minimum guidance and proven initiative;

- Good analytical and quantitative skills and;

- Ability to travel to provinces and fields.

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