

**National Committee for Sub-National Democratic Development
Secretariat (NCDDS)
Integration of Social Accountability into National and Sub-National Systems
Phase II Project**

Terms of Reference

Position: ICT System Improvement Consultant
Duty Station: NCDD Secretariat, Phnom Penh
Contract Duration: From September 2024 to April 2025 including 2 months maintenance
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 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 Social Accountability -I (2016-2018) and Social Accountability -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. Social Accountability represents an integral component of the National Program Phase I and II. Both phases of Social Accountability specify activities to be undertaken by the demand side – led by

civil society organizations, and the supply side – led by government entities at national and sub-national level. During Social accountability Phase II, the World Bank through multi-donor trust fund on Social Accountability and Service Delivery (SASD-TF) has designed two projects following: (i) Integration of Social Accountability into National and Sub-National Systems Project which NCDDDS is an implement agency to coordinate and support SA 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 Social Accountability demand side.

NCDDDS 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 Social Accountability has been mainly assigned to the Monitoring and Evaluation and Information Division (MEID).

Social Accountability Database system and mobile application

The Social Accountability system is the database system which is a common usage for both demand side and supply side to monitor the Social Accountability implementation through Post-On base on the performance of each service provider. The system has both web application and mobile application that can be accessed online. According to the updated Social Accountability's performance standard indicators and citizen engagement requirement, the system needs to be upgraded, including the mobile application, to align with the updated web-application, and to become an effective tool for receiving, managing and monitoring the resolution of citizens' feedback received through the application. The user interface should also be upgraded for a more user-friendly experience and useful functionality. The project recruits an ICT System Improvement Consultant to provide input, design and upgrade the Social Accountability mobile application.

2. OBJECTIVES OF THE CONSULTANCY

The main objectives of this consultancy are to:

- Review and assess the existing mobile app and Social Accountability system, and relevant documents. The review of the mobile app should consider the users' experience and how it can be improved to be more useful (and used).
- Upgrade the Social accountability mobile app including related required features and UX/UI design for a user-friendly experience.
- Prepare comprehensive documentation, user guides, and training materials including demos for the NCDDDS project team.

3. SCOPE OF WORK

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

3.1 Review and assess the existing mobile app and Social Accountability system

- Review the design and functionality of the Social Accountability database and mobile application from the end users' perspective, and the links between the two, to identify areas for improvement. The consultant may have to consult also relevant documents,

mobile apps and social accountability M&E database systems of the NCDDS , to understand the purpose and (potential) uses of the system, e.g. the consultant should review in particular mobile applications for public users managed by Ministry of Education Youth and Sports and Ministry of Health, to understand how the Social Accountability app can complement and/or connect with these apps. The consultant should also review documentation on the Implementation of the Social Accountability Framework, and the *Brief Summary on current features and uses of the app and preliminary identification of improvements needed.* . and conduct consultation with NCDDS project teams.

- Provide practical recommendations on how the Social Accountability mobile app could be enhanced through up-to-date technology, with a special focus on the users' perspective.

3.2 Upgrade the Social Accountability mobile app

Following the agreed recommendation, the consultant needs to fulfil the tasks below:

- Restructuring and updating the mobile application to leverage the latest technology, including upgrading the Flutter framework to the latest version (e.g. Flutter latest version) and updating outdated libraries or packages.
- The focus of **UX/UI** design is to ensure that citizens can easily use the app. This involves arranging screens and menus in a way that is simple to understand and navigate. The consultant will organize elements clearly, maintain consistency in design style throughout the app, and ensure neatness. Additionally, accessibility for all users, ensures everyone can access the app's features effectively.
- Update and improve the feature that enables citizens to provide feedback on service provider performance through comments and ratings within the mobile app. This feature will allow users to share their experiences, opinions, and suggestions regarding the quality of service providers by various entities.
- Integrate a feature that allows users to share posts, content including post-on, or videos from the mobile app to various social media platforms, enhancing the app's reach and promoting user engagement.
- Develop a feature that enables users to download Post-on and Data Collection forms as PDF files from the mobile app.
- The consultant will undertake the development of an API (Application Programming Interface) to connect links between the mobile app and the social accountability M&E database system. This API will serve as a bridge, allowing the mobile app to interact with the Social Accountability M&E database system to retrieve, submit, and manipulate data as required.
- Implementation of robust security measures trust and confidence among users, ensuring that their privacy is protected and their sensitive information remains secure within the mobile app.

- Testing the upgraded mobile Apps and modify based on comments from NCDDS project management and technical team, other line ministries (as applicable), as well as based on the practical testing of the new/improved technical features with a sample of target users..

3.3 Documentation and Training Materials:

- Develop training manual/materials and provide training to 1) a group of IT Staff who will be responsible for operating, maintaining, and modifying the Apps after the consultancy; and 2) a group of people (NCDDS) who will be responsible for Social Accountability.

4. OUTPUTS OR DELIVERABLE SCHEDULE

The consultancy will be required to deliver a number of outputs within an expected timeframe as in the below tables:

No.	Output	Timing (Expectations)	Number of days	
			2024	2025
1	Inception report: the consultant will conduct meetings with NCDDS project team, and stakeholder if needed to gather information and requirements for the mobile app development project. Based on information gathered and analyzed, the consultant will prepare a recommendation report including the enhancing user experience, optimizing performance, adding new features, establishing links with other apps managed by relevant line ministries (as/if relevant), and addressing any identified weaknesses or areas for improvement.	September 2024	10	n/a
2	Upgraded mobile app: design prototype, and upgrade into latest technology flutter version.	October-December 2025	30	n/a
	Upgraded mobile app: the mobile app is upgraded, tested and improvement made upon comments and feedbacks, including from a sample of end users, and ready to release.	January-March 2025	n/a	40
3	Trainings material and delivery: One for IT staff or programmers, and one for social accountability NCDDS project team.	April 2025	n/a	3
5	Submit final report: Including user guide video, soft-code and other software material.	April 2025	n/a	7

6	Provide software maintenance and post evaluation	2 months after complete of upgraded mobile app release	n/a	n/a
	Total (days)		40	50

5. PAYMENT

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

6. REPORTING

The Consultant will work under the overall supervision of the Head of the NCDDS and direct supervision of the Social Accountability Project Manager. The Consultant will work closely with the Social Accountability Project Coordinator, NCDDS IT team and other Social Accountability consultants, as well as SNA, relevant line ministries, Social Accountability 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:

- Master's degree or Bachelor's in computer sciences, IT, or a related field
- At least 6 years of experience in the development of mobile applications and database system
- Knowledge of Flutter for developing mobile apps with cross-platform is an advantage
- App Deployment Proficiency: experience in deploying mobile apps to both the App Store (for iOS apps) and Google Play Store (for Android apps).
- Experience in developing and consuming web services, including RESTful APIs, or SOAP APIs, using .NET technologies for seamless communication between mobile apps and backend systems.
- Ability to design and implement secure token-based authentication mechanisms, such as JSON Web Tokens (JWT), to ensure secure communication between the mobile app and backend services.
- Experience with version control systems, such as Git, and collaborative development tools for team-based development and code management.
- Experience in providing a development training manual
- Fluent in English and Khmer
- Good communication skills and willingness and ability to work with different stakeholders