

Terms of Reference

Institutional consultancy for development Child Rights Monitoring Portal

Title	Development of the child rights monitoring portal hosted in the Office of Prime Minister webpage
Purpose	Development of the Child Rights Monitoring and reporting portal comprised of narrative reporting and the child data dashboard for progress monitoring and reporting on the situation of children and youth in Kosovo
Location	Kosovo-wide
Duration	November 2022 – July 2023
Start Date	15 November 2022
Reporting to	Child Rights Monitoring Specialist

1. Background and Justification

The Office for Good Governance / Prime Minister’s Office (OGG) for several years now has been committed to improving the Child Rights Monitoring (CRM) systems as “a broader effort to systematically monitor the extent to which all the rights of all children are effectively protected and fulfilled”. However, the progress is very low, and a lack of coordinated approach for monitoring and reporting on child rights remains a challenge. The Law on Child Protection foresees the establishment of child rights monitoring systems, to facilitate coordination, close monitoring and reporting on children’s rights from all relevant institutions. To this end, strengthening coordination between relevant institutions and the Kosovo Agency of Statistics (KAS), as the main data producer for social statistics, for reporting child-related data is critical.

To address the issues related to child rights monitoring, the UNICEF Kosovo Office is supporting OGG and KAS with the development of the Child Rights Monitoring Platform that will be integrated into the Prime Minister’s Office webpage and provide updated information on key indicators, programs and policies being implemented in regard to the realization of children’s rights in Kosovo. This assignment will build on the existing and ongoing work with the OGG and KAS which includes a finalized data mapping exercise and digitalization of child related indicator within KAS platform (ASK data). The platform should include a dedicated dashboard that visually represents real-time data on children and is connected with the KAS digital data reporting system (ASK data).

2. Purpose of the consultancy

The purpose of this consultancy is development of a digital platform for monitoring and reporting on the situation of children in Kosovo. The platform will be hosted within the Office of Prime Minister’s webpage and will be linked to the KAS digital data reporting system (ASK data) to capture the data updates from KAS in realtime. It will also include a dedicated space for narrative reporting on the situation of children in Kosovo and will be managed by the Office of Good Governance within the Office of Prime Minister (OGG/PMO).

3. Methodology and scope of work

Under the overall supervision of the Child Rights Monitoring Specialist, the institutional contactor will be responsible to deliver on the below tasks and deliverables. The institutional contractor is expected to work in close collaboration with the relevant representatives from the OGG/OPM and KAS for timely completion of the task and deliverables.

The selected provider is expected to use the following methodology:

- **Review** of the existing government digital infrastructure to understand the requirement and restrictions for integration of the ‘Child rights monitoring’ digital platform to the Prime Minister’s Office webpage. Additionally, analyse the KAS data system (ASK data) for identifying entry points for linkage with the overall child rights monitoring platform that will be developed within the Office of Prime Minister’s webpage.
- **Develop work plan** clearly outlining the frame and steps that needs to be undertaken for the operationalization of the platform. The workplan should be agreed upon with all relevant stakeholders prior to its implementation to ensure any type of agreement is put in place to allow for data sharing and connection between the different sources.
- **Develop the ‘Child Rights Monitoring’ platform** in coordination with all stakeholders involved, develop and agree on the structure of the platform including how sources will be connected for real time updates, key indicators to be presented, and structuring of narrative reporting to include implementation of programs and policies on child rights in Kosovo.
- Prior to full development, perform relevant tests to ensure the proper functioning of the platform specifically in the context of data sharing between different sources.
- Content which will be prepared by the OGG/OPM and the links to indicators should be fully reflected in the platform and become operationalized
- **Capacity building** of the relevant staff in KAS and OGG for regular maintenance and updates to the platform and dashboard

4. Deliverables

Under the direct supervision of the Child Rights Monitoring Specialist, the institutional contractor is expected to provide the key deliverables outlined below.

Important note: the digital platform is to be hosted in the Office of Prime Minister webpage and as such it should be built based on the same domain and software architecture and follow government’s data protection and other standards.

Tasks	Deliverables	Timeframe	Type of support
- Development of the planning document that will include: a review the PMO and KAS web infrastructure, proposing options for development of the digital platform; outline of the requirements for every step and elements of the platform and timetable detailing tasks and their competition;	Planning Document	30 Nov 2022	
Propose conceptual architecture of the digital platform that will include the creation of a sitemap, the visual style, software application, integration of the dashboard in the digital platform and link of the platform and dashboard to (ASK data) source	Conceptual architecture document	30 Nov 2022	In Kosovo

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- Development of the Digital Platform based on the finalized and approved conceptual architecture	Draft digital platform presented	Dec 2022– Feb 2023	In Kosovo
- Development of the specific components of the platform: dashboard with key data and indicators presented visually as presented in the approved conceptual architecture linked to the (ASK data) source for real time update	Draft dashboard presented	Dec 2022– Feb 2023	In Kosovo
- Finalization of the digital platform based on the feedback provided by UNICEF and relevant institutions	Finalization of the digital platform	March – April 2023	
- Finalization of the dashboard based on the feedback provided by UNICEF and relevant institutions	Finalization of the dashboard	March – April 2023	In Kosovo
- Testing of the platform and dashboard before final launching of the product – platform and dashboard	Platform is functional	May 2023	
- Training of the relevant staff in KAS and OGG for regular maintenance and updates to the platform and dashboard	Training conducted (2-3 days)	3 rd week of May	
- Launching and Presentation of the final digital platform and dashboard to the reference group	Presentation	1 st June 2023	
- Transferring ownership- and the source code, control of the platform and dashboard will be transferred to IT department in the OGG/ PMO		July 2023	

5. Technical Proposal

The Technical Proposal should include but not be limited to the following:

- Company Profile highlighting the bidders qualifications and experience in implementing the assignment, please include details of specific experience with similar assignments in the past five years
- Detailed understanding of UNICEF’s requirements for this assignment and bidders value proposition
- Detailed Methodology/approach to project demonstrating how you meet or exceed UNICEF requirements for this assignment
- Proposed timeline and milestones
- Project dependencies and assumptions
- Bidders are requested to back up their submissions by providing:
 1. Evidence in the form of job completion certificate, contracts and/or references.
 2. Examples of similar work completed containing the following information:
 - Name of Client
 - Title of the Project
 - Year and duration of the project
 - Scope of the Projects/Requirements
- Details of the Proposed Team for the assignment including the following information:

- Title/Designation of each team member on the project
- Educational qualifications and professional experiences
- Past experience in working on similar project and assignment – List all similar projects they worked on and their roles on those projects.
- Project implementation and work plan showing the detailed sequence and timeline for each activity and days necessary for each proposed team member
- Quality assurance mechanism and risk mitigation measures put in place

6. Qualifications

Advanced degree (Master of Science) in information technology or computer engineering from an accredited academic institution (a copy of diploma to be attached with the application pack) is required for the team leader/project manager.

Knowledge/Expertise/Skills required for the assigned company:

- At least 5 years of professional work experience in Technology related projects – proven with portfolio of projects;
- Have excellent knowledge of recent trends in webpage development, visual data presentation, dashboard development, utilization of the data programmes and softwares and similar products/process related to this consulatnacy;
- Excellent technical understanding and familiarity with information management systems, including understanding of the government digital network and regulation
- Experience of project or consulting contracts with an International Organization, such as UN or World Bank or similar entities), proven by copy of contract (a copy of contract to be attached with the application pack),
- Past experience on developing of similar platforms hosted in government webpages that are operational are an advantage
- Excellent communication abilities, in both written and oral forms,
- Demonstrated ability and experience in coordination, and able to work under pressure is required,
- Fluency in English is a minimum requirement.

7. Payment

UNICEF's policy is to pay for the performance of contractual services rendered or to effect payment upon the achievement of specific milestones described in the contract. UNICEF's policy is not to grant advance payments except in unusual situations where the potential contractor, specifies in the bid that there are special circumstances warranting an advance payment. UNICEF will normally require a bank guarantee or other suitable security arrangement if advance payment is requested.

Payment can be made in three instalments:

- 20% upon development of the Inception Report
- 30% upon customization of the measurement tools and protocols
- 50% upon completion of the data collection and submission of the final report

UNICEF recourse in case of unsatisfactory performance: UNICEF reserves the right to withhold all or a portion of payment if performance is unsatisfactory, if work/outputs is incomplete, not delivered or for failure to meet deadlines. The performance of the contractor will be evaluated against the set of standard indicators such as: whether all goals outlined in the ToR are met, whether deadlines established by ToR are met, technical and professional competence demonstrated, quality/quantity of work and deliverables, demonstrated initiative, responsibility, work relations, and communication.

The team/company selected will be governed by and subject to UNICEF's General Terms and Conditions for institutional contracts.

8. Evaluation Process and Method

Each proposal will be first assessed on its technical merits. A maximum of 70 points is allocated to the technical proposal, and a further 30 points for the price component, with a maximum possible score of 100 points.

Technical proposals will be evaluated based on a desk review. UNICEF evaluators will read technical proposals and assess the quality of samples. Scores from the desk review will be allocated according to the table below:

Item	Technical Evaluation Criteria	Max. Points Obtainable
1	Overall Response (subtotal)	10
1.1	Completeness of response	5
1.2	Overall concord between ToRs requirements and proposal	5
2	Experience of the Company (subtotal)	20
2.1	Range and depth of organizational experience with similar projects	5
2.2	Samples of previous work	5
2.3	Number of costumers, size of projects, client references	5
2.4	Key personnel: relevant experience and qualifications of the proposed team for the assignment	5
3	Proposed methodology and approach (subtotal)	40
3.1	Proposed methodology for this project	20
3.2	Proposed Work Plan to accomplish the Project	10
3.3	Implementation strategies, monitoring and evaluation, quality control mechanism	10
	TOTAL TECHNICAL SCORE	70

The companies, which accumulated the minimum score of 49 points, will be qualified for financial evaluation, which will be based on the most responsive proposal. The total amount of points to be allocated for the price component is 30. The maximum number of points (30) will be allotted to the lowest price proposal of a technically qualified offer. Points for other offers will be calculated as $\text{Points (x)} = (30 \times \text{lowest offer} / \text{offer x})$. Contract will be awarded to the offeror who obtains the highest cumulative score (technical + price points).

9. Application and submission of technical and financial proposal

Interested Local companies are requested to apply with detailed technical and financial proposal (see details above), elaborating step in details, followed by the CV's of their dedicated staff to perform the requested deliverables, portfolio, fee proposal and a sample of previous work conducted, as requested in the technical evaluation.