

**STATE DEPARTMENT FOR YOUTH AFFAIRS & CREATIVE ECONOMY**

**NATIONAL YOUTH OPPORTUNITIES TOWARDS ADVANCEMENT**

**(NYOTA) PROJECT**

**Project Reference: P179414**

**TERMS OF REFERENCE (TOR)**

**FOR MANAGEMENT INFORMATION SYSTEMS CONSULTANT**

**SEPTEMBER, 2024**

1. **Background**

The Government of Kenya, in partnership with the World Bank, is supporting Youth Employment in all the Counties of Kenya through the National Youth Opportunities Towards Advancement (NYOTA) Project. The project development objective of NYOTA is to increase employment, earnings and promote savings for targeted youth at a national scale. There are 2.4 million youth aged 18-29 among the poorest 40 percent of Kenyans who fulfil one or more of these criteria. Such youth face exclusions and are often unable to access government sponsored jobs programs. As such, the project will cover approximately 35 percent of this pool.

The NYOTA Project is expected to impact 800,000 vulnerable youth across all 47 counties of Kenya including refugees in the counties of Garissa and Turkana. The project beneficiaries are youth aged 18-29 and 35 years for Persons with Disabilities (PWDs), with little or no education,who are unemployed, underemployed, or in low-tier employment with very low earnings. The project is anchored on a solid premise that better employment outcomes are realized when there are more jobs with better pay, better protection and better earnings, and more inclusive jobs for disadvantaged groups of youth.

# **Project Description**

NYOTA project aims to support better employment outcomes and improved savings through integrated interventions that address the myriad of constraints that the youth face. **Component 1** of the project focuses primarily on labor supply side constraints and offers **knowledge transfer and skills development in addition to intermediation related initiatives**. The component also addresses childcare related constraints for young mothers. **Component 2** focuses on the labor demand side constraints and facilitates **youth with aptitude for entrepreneurship with development on core business skills and provides them with seed money to start or expand their businesses**. It also supports social enterprises to provide similar support to the hard-to-serve youth. **Component 3** of the project focuses on **enhancing savings opportunities** among targeted youth, and **Component 4** supports **strengthening of youth employment systems and project management**

# **Institutional Arrangements**

The MoYACES will be responsible for the overall implementation and supervision of the project. In addition to coordinating the overall implementation of all the components, will lead the implementation of Component 1. Additionally on Component 1, the State Department of Labor and Skills Development (SDL&SD), National Industrial Training Authority (NITA) and National Employment Authority (NEA) will implement those parts for which they have the mandate. Micro and Small Enterprises Authority (MSEA) will take the lead in implementing Component 2 and NSSF will take the lead in supporting Component 3. Under component 4, the State Department for Micro, Small and Medium Enterprise Development (SD-MSMED) will be responsible for development of M&E system for catalytic funds. MoYACES will work closely with Department of Refugee Services (DRS) and United Nations High Commissioner for Refugees (UNHCR) on the Window for Host Communities and Refugees (WHR) components implemented in the refugee hosting areas.

1. **Objective of the Assignment**

The objective of this assignment is to design, install, test and implement an automated integrated Management Information System (MIS) in addition to building the capacities of users to support implementation of interventions in the NYOTA project under responsibility of the MoYACES. The MIS will be characterized by inter-operability, enabling communication with other component MISs and sharing information across the project as needed. The Consultant will also be required to configure and setup Servers and a Help Desk. The MIS will thus have the following key features or benefits:

1. **Automation:** The system will automate generation of specific project information. Thus, effort and time to go through a tedious process of data consolidation and processing into specific report formats will be avoided.
2. **Accuracy:** The information displayed is expected to be accurate based on the data entered in the system.
3. **Transparency:** All project information pertaining to progress and results will be accessible at all levels of project organization, and other stakeholders as appropriate to expedite resolution of various matters that may affect implementation.

# **Duties and Responsibilities**

The main tasks in the consultancy will be to:

1. Provide technical advice on best practices for the design, application and operation of the project MIS to be developed by a firm.
2. Support setting up of a data base to receive data from the application being developed by a firm.
3. Review existing MIS to receive data from the application and design a data base system that is user-friendly and captures relevant data on project beneficiaries, interventions, and outcomes. This would include customizing the MIS data to accommodate the unique characteristics of targeted youth, including vulnerable populations and refugees and ensure successful launch of the system.
4. Review existing MIS data base to potentially support management of beneficiaries and service providers from other Government projects.
5. Review Existing MIS to support a quick project intake and randomization as other systems are being prepared for the project.
6. Integrate the MIS with existing project databases and systems, including those managed by partner organizations and government agencies
7. Implement data validation mechanisms to ensure the accuracy and integrity of the information collected.
8. Manage security administration activities for IT infrastructure
9. Coordinate the different agencies in understanding the different roles and achieving consensus on Design
10. Generate User Classes and Use Cases for each agency
11. Generate User Acceptance Tests and conduct the Tests with respective designated users
12. Generate Training/User Manuals for each agency
13. Develop & Implement Intake module, Randomization module, Admission to Components, Attendance Management module, Reports, Payroll Generation and Grievance Management module
14. Install the MIS in the servers and configure the updated mobile application on the tablets
15. Install the mobile application on Android App Store for easy deployment and updating on the tablets.
16. Provide technical support to and training of all user classes in the different agencies on their roles and use of the MIS platform
17. Regularly maintain and update the MIS to address evolving project needs and requirements.
18. Generate reports and dashboards to facilitate monitoring, evaluation, and decision-making by project management and stakeholders
19. Operationalize the Help Desk system
20. Prepare the Terms of Reference for the MIS Firm
21. Perform other related MIS functions as may be instructed by the National Project Manager
22. **Minimum technical requirements for the system**
23. The MIS should be built in Service-Oriented Architecture allowing for the Website and Mobile Application to communicate with the Back-office portal in a seamless manner. It should also have a dashboard that updates data in real time.
24. The MIS back-office portal should be responsive in design to allow easy user experience on different devices. It should also be able to work with different browsers.
25. The MIS source code should be available for customization to allow for changes and updates in an efficient manner.
26. The MIS should be robust and stable to manage heavy work load.
27. The MIS should provide minimum security levels that perform auto-logoff in case of idle state, and enforce password change after 3 months of use, encrypt passwords in the database and conceal database connectivity credentials.
28. The MIS should allow the main administrator of the system to create user roles and designate users to specific user roles.
29. The MIS should be integrated to a bulk SMS service for communication with applicants
30. The MIS should be able to import data collected from kobo application via android devices
31. **Additional functionalities and modules** **should include, but not be limited to:**
32. Data Capture
33. Beneficiary intake, enrolment, registration and referral
34. Payment processes:
35. Grievance handling;
36. Monitoring and Evaluation
37. Reporting.
38. **Expected Outputs**

In performing the above tasks, the MIS Consultant shall produce the outputs listed below:

1. MIS Design Specification Document
2. Web-based MIS designed and uploaded with all modules;
3. Project MIS user manual containing the procedures to access the Web-based system developed;
4. Project staff trained on the application of the MIS;
5. Technical report containing recommendations for the sustained use of the system across levels of project organizations extending beyond the project life;
6. Technical reports containing assessment of the system uptake, issues/ concerns that affect use of the system and corresponding recommendations.
7. **Required Competencies, Qualifications and Experience**

In order to carry out the above roles and responsibilities, the MIS Consultant must have the following:

1. A Master’s degree in Information Technology, Computer Science or other relevant qualification from a recognized institution
2. At least 5 years of relevant work experience in comparable assignments.
3. Possess good oral and written communication skills in addition to interpersonal skills to work with different teams and users.
4. **Timeframe, Duration and Commencement**

The MIS Consultant will be engaged for a period not exceeding **280 days** overall, **starting from contract signing for a period spread across 24 months. The Consultant will report to the National Project Manager. Location of Assignment**

The Consultant will be based at the PMU, within the Ministry of Youth Affairs, Creative Economy and Sports, Head Quartered in Nairobi, with site visits to various parts of the country.

1. **Client Obligations**

The Client will provide the following to the Consultant:

a) Office space

b) All available relevant documentation to the Consultant, such as the Project Appraisal Document, Periodic Reports, Program Manual, etc.

c) Introductory letters to key stakeholders to facilitate communication.

d) Facilitate review and dissemination meetings with key stakeholders; and

e) Facilitate liaison with other program-implementing partners Preliminary processes workflow and user requirement.

MoYACES will also assign at least one ICT person to work with the Consultant.

1. **Submission of Reports**

The above reports shall be submitted to:

National Project Manager

NYOTA HQ- Bruce House

3rd Floor

P.O. Box 34303-00100

Nairobi, Kenya

MoYACES will be the substantive owner of the reports and will have copyright ownership.

1. **Remuneration and Payment Schedule**

Remuneration will be based on national competitive rates for this specific specialized field of knowledge and will reflect the selected candidate’s area of expertise and relevant work experience, provided he or she has satisfactorily fulfilled all requirements to become a candidate for this Consultancy.

The Consultant will be paid on a monthly basis, based on schedules agreed at the negotiation stage, and the actual calendar of payments and the specific amounts to be paid per month will be disclosed by the PMU. Subsistence expenses will be reimbursed.

1. **Selection Method**

Selection of an Individual Consultant in accordance with provided Consultant ToRs, Kenya laws and World Bank’s Procurement Regulations for IPF Borrowers’ fifth edition revised September 2023.

1. **Financial Proposal**

The Consultant will propose his/her rates for these services as per attached schedule in the invitation for expression of interest. The rates in the proposal shall include all of the Consultant’s costs including the applicable statutory deductions.

1. **Acceptance**

All rights are reserved with SDYACE to either approve or disapprove any proposal without giving any reasons whatsoever.

1. **Confidentiality Statement**

All data and information received during the assignment, from respondents, NYOTA Agencies and the World Bank are to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference. All intellectual property rights arising from the execution of these Terms of Reference are assigned to SDYACE. The content of written materials obtained or prepared in this assignment will not be disclosed to any third parties without the expressed advance written authorization of SDYACE and/or the World Bank.

1. **Complete application documents consisting of:**

Applications accompanied with detailed Curriculum vitae and copies of relevant documents and testimonials should be submitted in a plain sealed envelope, clearly marked with the contract reference number and title of the consultancy in two sets with Sealed financial proposal labelled ‘FINANCIAL PROPOSAL’ sent or delivered to the address below: and deposited to the Tender Box at Bruce House, 3rd Floor.

**The Principal Secretary,**

State Department of Youth Affairs and Creative Economy,

Bruce House 3rd Floor, Standard Street,

P. O. Box 34303 – 00100, Nairobi,

Kenya.