Terms of reference
Information Technology Team Leader (Local)
MV/PSPAP/C 51

A. Background

1. The Government of Maldives (GoM) has undertaken a major initiative to introduce a modern social protection system for the population. This system includes pension and health insurance programs along with targeted social assistance. The GoM aims to consolidate the Social Protection programs and create a robust management information system (MIS) in order to monitor these programs effectively. The objective is to harmonize the data processes and formats and avoid duplication of costs across programs and ministries. An integrated MIS will also allow policymakers to have a holistic picture of the beneficiary population and social expenditures.

2. This Social Protection information system requires unique identification of beneficiaries of the various programs. This may be possible through the existing National ID that, in principle, covers the entire Maldivian population. This ID is managed by the Department of National Registration. The proposed MIS must take into account the National ID and its limitations.

3. Simultaneously the MIS for active monitoring of the Social Health Insurance Scheme is also under development. Development of a Uniform Data Framework to allow integration of the Health Sector Information Systems is also in the design phase. These initiatives are being supported under the World Bank's Pension and Social Protection Administration Project.

B. Objective

4. NSPA requires a strong IT support mechanism to ensure the gradual assimilation of the central NSPA system to manage and administer all social protection benefits. It also requires to be ready and equipped with appropriate database management and information analysis skills associated with managing and utilizing IT systems for timely monitoring of the National Social Health Insurance Scheme. The IT team leader will be responsible to identify the IT gap and conduct the necessary programs to train the staff and make systems at NSPA functional for the implementation of the required IT solutions.

C. Scope of Services

5. Support to design and development of the NSPA central system.

The National Social Protection Agency (NSPA) is planning to build a comprehensive benefit administrating and management system. This role will be instrumental in driving various components of this strategy largely supported by the data on existing systems and processes gathered from various groups. The team

leader should lead the training and awareness components of the NSPA central system as well as spearhead the supervision of the development phase. The Team leader will also be responsible to oversee the day to day maintenance operations, and administration of the NSPA central system.

6. Support to design of development of the Health Insurance MIS (HI MIS).

    The National Social Health Insurance Scheme needs to be monitored on a daily, weekly, and monthly basis to enhance operational as well as policy direction. Thus, the IT team leader with support from available consultants and IT personnel at Aasandha and NSPA shall help design and develop the system. The Team leader will also be responsible to oversee the day to day maintenance operations, and administration of the HI MIS.

7. Streamline the IT related operations at NSPA.

    The individual will be largely responsible for supervising and guiding the NSPA IT personnel in the routine IT related tasks and also plan for IT skills development requirements of the NSPA Staff. A skill development plan for all existing staff and an IT infrastructure plan should be developed by the individual.

D. Schedule of Completion of Tasks

Reports and documents prepared by the consultant, acceptable to the Client, shall be submitted at the end of each task and reporting shall be on a daily basis. . During the course of the work, including field work, the Team Leader will be required to complete timesheets or any other document used to identify time spent and completion of tasks.

8. To carry out these tasks, a Team Leader is required for the period from October 2013 through October 2014, with potential for renewal based on performance and availability of fund. Work must be conducted onsite, stationed at the premises specified by the NSPA.

E. Services and facilities to be provided by the client

9. The NSPA ensures that office space, office facilities, local calls, internet connection, general stationery, support staff and all other relevant information for the completion of the task is made available to the selected Consultant in timely manner.

F. Timetable and Deliverables:

10. Deliverables include the following.

• Developing and maintaining a skill development plan for NSPA staff (IT requirements).	• First draft to be submitted within 3 months of the assignment. Continue maintaining the plan and implement tasks approved through out the

	tenure
• Develop an IT infrastructure plan for NSPA activities and project activities.	• First draft to be submitted within 3 months of the assignment. Continue maintaining the plan and implement tasks approved throughout the tenure
• Train and develop capacity within NSPA to manage and administer the NSPA central system as well as the HI MIS.	• Begin training NSPA staff after a plan for training is developed and approved by NSPA no later than 3 months from the commencement of the job
• Monthly updates on the status of work to the CEO of NSPA and the PMU.	• Monthly reports on progress to NSPA and report to PMU when requested
• Timely completion of tasks assigned and follow-up reports.	• All tasks to be completed as per the timings agreed to by NSPA and the PMU
• Documented details of tasks carried out.	• Details of tasks undertaken to be documented on a regular basis

G. Composition of Review Committee to Monitor Consultant's Work

12. During the course of the assignment the Consultant shall report to the Project Manager of PMU at MPAO and the Project Coordinator at NSPA, and will work closely with the technical team responsible for Social Security related activities. The project coordinator would communicate the progress to the PMU, which then would be communicated to all other involved parties.

H. Procedure for Review of Outputs

13. The review processes consist of analysis of outputs by the Consultant by the Senior Management of NSPA which grades each point of the outcome accordingly. After driving at a conclusion by the management, each output, based on the necessity, would be communicated to all the parties involved.

I. Minimum Qualifications:

o Bachelor's Degree in IT management/ IT development /computer science /or any other relevant bachelor's degree in an IT related field accredited by Maldives Qualifications Authority.

- Three to five years experience in a relevant field.
- Experience in Access and SQL.
- Familiarity with Microsoft Office, and an in depth knowledge of MS.Excel.
- Appropriate supervision skills.
- Good communication skills both in Dhivehi and English.
- Time and task management skills.
- Experience in analytic tools such as R, SAS or STATA is highly desirable.
- Experience with Management Information Systems is strongly preferred.