



Terms of Reference

DEVELOPMENT OF THE INCLUSIVE ECONOMIC OPPORTUNITIES CONNECT DIGITAL APPLICATION (IEOC Digital-App)

About us

With more than 30 years of experience, Cowater is Canada's global leader in management consulting services specializing in international development. Cowater is managing the Australia-Cambodia Cooperation for Equitable Sustainable Services (ACCESS) Program. ACCESS is a three-year (2018-2021) Australian Government initiative to improve the sustainability, quality and inclusiveness of services for persons with disabilities and for women affected by gender-based violence (GBV) in Cambodia.

ACCESS reflects Australia's strong commitment to supporting human rights, gender equality and disability-inclusive development in our region. ACCESS works in partnership with the Royal Government of Cambodia to support the implementation of the National Disability Strategic Plan (NDSP) and the National Action Plan to Prevent Violence Against Women (NAPVAW).

ACCESS supports the Department of Welfare for Persons with Disabilities (DWPD) of the Ministry of Social Affairs, Veterans and Youth Rehabilitation (MOSVY) to strengthen the coordination of relevant interventions to improve access to economic opportunities¹ for persons with disabilities across the country. We are seeking for a team of consultants or a company to develop a digital application for DWPD, that will serve to collect and share relevant data on employment for persons with disabilities and as a platform to connect potential employees with disabilities to employers.

¹ Potential focus areas of economic opportunities include: The access of persons with disabilities to existing vocational training and employment opportunities in their communities; the increase of knowledge and skills of service providers to work with persons with disabilities; and the increase of awareness and advocacy of service users regarding the availability of economic inclusive services; reasonable accommodation at public and private organisations to ensure inclusive workplace for persons with disabilities.

Background

One of the key responsibilities of DWPD as outlined in Article 16 of Sub-Decree No. 54 ANKr.BK on the organisation and functioning of MoSVY is to manage, lead and organise activities for the welfare of persons with disabilities including their access to economic opportunities.

The use of digital platform is currently identified as a relevant means to improve the access to economic opportunities. Indeed, there is an increase in the number of Cambodians who own digital devices and access to the Internet. A recent survey found that 96% of 2,061 respondents said they own mobile phone (s); 76% of Cambodian own phones with Khmer script capacity and about 48% have at least one smart phone while almost half of Cambodian (48%) have access to the Internet².

Based on these findings it has been determined that the provision of an inclusive platform connecting job seekers and job providers via digital technology offers potential as a cost-effective method to improve inclusive employment in Cambodia.

Purpose of the Development of IEOC Digital-App

The purpose of the IEOC Digital-App is to facilitate access to relevant and inclusive employment through an online platform and to enable persons with disabilities (job seekers) and job providers; including private companies, non-government agencies, and government agencies, to connect to each other in order to maximize the inclusiveness of economic opportunities in Cambodia.

Objective and scope of the Consultancy

The consultancy team/company will report to DWPD and will collaborate with ACCESS, specifically with ACCESS Disability Program Coordinator. The ultimate owner of the Digital App is the DWPD. It is therefore crucial to ensure adequate level of engagement of DWPD team in the development, management, and maintenance of the digital application.

DWPD and ACCESS program team will facilitate consultation with relevant governments and non-government stakeholders including the National Employment Authority (NEA), ACCESS Implementing Partners, DPOs and relevant NGOs, and private sectors including potential job posting companies and recruitment agencies. Attention should be paid to cost-efficiency, accessibility, ease of use, management and maintenance of the developed product.

The overall objective of this advisory service is to support DWPD in designing and operationalising the IEOC Digital-App. This assignment includes three phases as follows:

1. Scoping phase (April-May 2020, 15 days)

This phase will consist of defining clear structure and functionalities proposed for the application. The scoping exercise will identify the potential audiences and purposes of the application, the types

² Kimchhoy Phong, Lihol Srou, and Javier Solá, (2016), *Mobile Phone and Internet Use in Cambodia 2016*, Open Institute.

of data to be included, how information should be included and accessed, and data visualisation. It will be based on findings from consultations with relevant stakeholders to get a clear understanding of expectations from DWPD, overview of existing applications and how the IEOC Digital-App will complement these. DWPD and ACCESS will support organisation of key informant interviews and consultations with partners.

Based on the information gathered, the consultancy team/company will develop a brief scoping report and notes on options. The team/company will propose at least two options including corresponding level of effort, development timeframe and cost and an initial mock-up for each option. The proposed design will be based on good practices and evidences from similar products.

2. Design and application development (June- August, 30-45 days estimated and to be confirmed at the end of Phase I)

This phase will consist of developing the application on the basis of the design and timeframe agreed upon at the end of Phase I. The development process will be iterative, with modules being tested and revised based on partners’ feedback. This process will be led by the DWPD and should also include some initial capacity building interventions targeting the DWPD team.

3. Support to operationalisation (10 days across September- February)

The support will be extended to a six-month period to ensure that adjustments are made during the first month of operationalisation and additional capacity building be provided to the DWPD team.

Proposed timeline

The total number of working days for this assignment is estimated at 70 days across the period from April 2020 to February 2021.

Activity	Number of days	Timeframe
<p>1. Phase 1: Scoping</p> <ul style="list-style-type: none"> ○ Background reading and review of: <ul style="list-style-type: none"> ● 2017 Disability Inspection Manual by MoSVY, ● National standards on the Physical Accessibility for persons with disabilities in Cambodia 2019; and ● other related documents in relation to economic opportunities with private sectors in Cambodia. ○ Key informant interviews and stakeholders’ consultation 	15 days	April- May 2020

<ul style="list-style-type: none"> ○ Review the existing platforms, including the website and Apps managed by NEA, Bong Thom to explore the opportunities to adapt and modify the platform ○ Development of a scoping report with notes on options 		
<p>2. Phase 2: Design and Development</p> <ul style="list-style-type: none"> ○ Design the digital application based on the agreed option ○ Consult stakeholders to include their inputs in the development of key modules ○ Incorporate inputs and finalise the application ○ Develop a user manual ○ Build capacity of DWPD to manage and maintain the application. 	30-45 days	June- August 2020
<p>3. Phase 3: Support to operationalization</p> <ul style="list-style-type: none"> ○ Adjust the Digital application as needed ○ Continuous capacity building of the DWPD team 	10 days	September 2020- February 2021

Deliverables

- A detail inception report and workplan indicating the consultation plan and methodologies and the IEOC Digital-App outline
- The draft design with at least two options to be submitted for review
- A training guideline on managing and maintaining the application, including the video of training materials.
- A User Guide of the application
- Support the quality testing and provide final product with precise management guidelines of the application for DWPD to manage independently

Job requirements

- Education: Advanced university degree in related fields such as ICT or other related fields. Specialisation in Application development field will be an advantage.
- Competency/Experience:
 - A proven record of innovation in the development of digital platform
 - Extensive knowledge on the data structure and algorithms, digital accessibility and be able to validate the digital accessibility on the proposed digital platform
 - Extensive knowledge on data management and data processing
 - Proven ability to communicate and collaborate effectively with various partners, and to conduct participatory consultation
 - Awareness of gender equality and familiarity with the use of technology by women and men.
 - Knowledge of disability issue, disability inclusion and digital accessibility is an asset.

How to apply:

Please send a brief proposal describing your approach to the assignment, CVs of the proposed consultants and proposed fees to jobs@accesscambodia.org before Friday April 18, 2020.