

ANNEXURE-I

Terms of References (ToR) for hiring Technical Consultants in SNRC-SPMU, NNM

S. No.	Position	Consolidated Remuneration	Essential Qualification and Experience	Desirable	Scope of Work
1	Consultant (Planning, Monitoring & Evaluation)	Rs. 60,000/- per month. Annual increase @ 3% of remuneration may be granted, subject to performance of the Consultant.	<p>PG degree/diploma in Management/ Computer Applications/Computer Science or B. Tech/BE in IT/Computer Engineering or PG in Science with formal training on IT/computer with at least 55% marks.</p> <ul style="list-style-type: none"> • At least 3 years experience in IT/ICT Systems implementation and analysis. • Project management experience. • Extensive experience in development and implementation of web-based applications and mobile applications and demonstrated knowledge and proficiency in M&E methodologies • Excellent oral and written communication skills in English and conversant in local language. • Good computer skills. 	<ul style="list-style-type: none"> • 5 years of experience in IT system implementation and analysis. • Experience in managing large scale technology implementation in Government. • Experience of working with Government/Government organizations. • Experience in implementation of mobile technology for community health or nutrition (m-Health) programs. • Knowledge of statistical software packages (e.g. SPSS, STATA, etc.) • Knowledge of project management techniques. 	<ol style="list-style-type: none"> 1. Design a project plan detailing various activities to be performed along for the implementation of Information and Communication Technology enabled Real Time Monitoring (ICT-RTM) of ICDS with completion dates for the same; 2. Prepare periodic progress reports detailing tasks completed and issues/escalations/ risks; 3. Assist the Nodal Officer in overseeing the on-time completion of activities of the Procurement, Operations, Training, Publicity, Recruitment, etc.; 4. Coordination with the State Department of Women and Child Development/Social Welfare, SPMU team, training institutes, State Skill Development Mission, State IT Mission and relevant Development partners for effective implementation of ICT-RTM; 5. Follow-up and facilitate necessary assistance to ensure that the Mission plan is implemented in project districts in a timely manner; 6. Facilitate dissemination of relevant guidelines, reporting formats, training

					<p>manuals and other documents relevant to the Mission, developed by the NNRC-CPMU, at the state, district and sub-district level.</p> <ol style="list-style-type: none"> 7. Develop a program evaluation framework to identify areas for improvement; 8. Ensure data for indicators on implementation within the results monitoring framework of the project is updated every six months and made available to MWCD; 9. Support documentation and dissemination of best practices on ICT-RTM in the Mission and facilitate cross learning on the same across districts; 10. Support the Director and Joint Project Coordinators in the preparation of quarterly and annual progress reports; 11. Develop processes for the smooth functioning of ICT-RTM, like, transfer of devices in case AWWs quit/new AWWs join etc. 12. Assist the Director in obtaining necessary approvals, inputs and feedback on implementation, monitoring and evaluation of related activities. 13. Periodically share progress reports detailing tasks completed and issues/ escalations/ risks related to the implementation of ICT-RTM with relevant counterparts at the MWCD and collate and provide relevant information as and when required by the MWCD.
--	--	--	--	--	--

					<p>14. Monitor and liaison with the State, District and Block Helpdesk to ensure technical support issues are addressed satisfactorily and promptly and that issues are being properly triaged.</p> <p>15. Guide and support State, District and Block level officials in the usage of ICT-RTM in a timely manner, with quality.</p> <p>16. Any other activity, identified by the Director in-charge of Mission, as relevant to the Mission.</p>
2	Consultant (Health & Nutrition)	<p>Rs. 60,000/- per month.</p> <p>Annual increase @ 3% of remuneration may be granted, subject to performance of the Consultant.</p>	<ul style="list-style-type: none"> • PG degree in Nutrition/ Public Health/ Social Sciences/ Rural Development Community Medicine with at least 55% marks • At least 3 years experience in planning, implementation and monitoring of child and women nutrition programmes. • For applicants with PhD (in nutrition related subjects), 3 years of doctoral time would be counted as 3 years of experience. • Expertise in MS Office including Word, Excel and PowerPoint. • Good understanding of decentralized planning and supportive supervision. • Excellent oral and written communication skills in English and ability to converse in local language. 	<ul style="list-style-type: none"> • 5 years of experience of working in nutrition/ public health/ social development programmes. • Experience of working with Government/ Government organizations/ inter-organizations. • In-depth knowledge of key nutrition issues and nutrition programmes. • Knowledge of project management techniques. 	<ol style="list-style-type: none"> 1. Provide technical leadership and facilitate designing of nutrition related activities and pilots to be implemented in the Mission. 2. Provide managerial leadership and facilitate development of annual Mission's work plans. 3. Facilitate implementation of all nutrition related activities in the Mission, including multi-sectoral nutrition actions. 4. Provide necessary assistance to ensure that plans are implemented in a timely manner to achieve the agreed milestones of the Disbursement Linked Indicators 5. Facilitate the dissemination of relevant guidelines, reporting formats and documents relevant to the Mission, developed by MWCD, at the state, district and sub-district levels. 6. Ensure data for the results monitoring framework of the project is updated every six months and made available to the MWCD.

					<ol style="list-style-type: none"> 7. Monitor and review progress of all project interventions and indicators of the results monitoring framework, identify bottle necks in achievement/reporting of results and facilitate supportive action to resolve these. 8. Ensure availability of state approved project related documentation on the website of DWCD/DoSW. 9. Facilitate verification of achievement of milestones of Disbursement Linked Indicators by the Independent Verification Agency. 10. Identify emerging needs from the Mission and facilitate action through Director in-charge of Mission. 11. Support the Director in facilitating meetings with technical expert committees, relevant line departments such as, Departments of Health and Family Welfare, Rural Development, Social Welfare, Agriculture, Horticulture, Food Processing etc. and other stakeholders on nutrition & multi-sectoral issues. 12. Support documentation and dissemination of best practices in the Mission and facilitate cross learning on the same across districts. 13. Monitor and review progress of all nutrition related Mission activities and indicators, identify areas and districts in need of support and take follow up supportive action as required. 14. Support preparation of quarterly and annual project progress reports. 15. Liaison and coordinate with external
--	--	--	--	--	---

					<p>stakeholders.</p> <p>16. Any other activity, identified by the Director, as relevant to the Mission.</p>
3	<p>Consultant (Financial Management)</p>	<p>Rs. 60,000/- per month.</p> <p>Annual increase @ 3% of remuneration may be granted, subject to performance of the Consultant.</p>	<p>Government employees retired as Under Secretary (pay level-ii) or equivalent with at least 5 years experience of financial management / budget / Government treasury accounting.</p>	<ul style="list-style-type: none"> • 5 years of experience in finance management. • In-depth knowledge and expertise in financial management, internal controls/ systems development & implementation, government treasury accounting, auditing & reporting, taxation, general management and ability to resolve problems or situations that requires the exercising of good judgement. 	<ol style="list-style-type: none"> 1. Ensure proper financial control and management of Mission in implementation in the State. 2. Provide support to timely preparation of annual budget estimate keeping in view of the approved allocations and past expenditure under the Mission. 3. Facilitate allocation of budget to districts and blocks and maintain budget allocation register. 4. Keeping track and maintain database of funds released by MWCD and utilized in the State. Process the revalidation of unspent balances, if any. 5. Prepare the Financial Management Reports (FMR) under Eligible Expenditure Program (EEP) of NNM and arrange to send the duly approved one to MWCD on time. 6. Collection of monthly financial reports from districts and blocks and ensuring reconciliation with Treasury and Accountant General (A&E) on a monthly quarterly basis. 7. Liaison with the State Finance Department, Treasury and MWCD on financial matters under the directions of Director for budget allocation, re-allocation and other approvals. 8. Keep track and maintain ledger book of all expenditures incurred and ensure reconciliation with the Finance Department/ Treasury.

					<ol style="list-style-type: none"> 9. Liaison with the Accountant General Office at the State level for annual audit of the project financial statements for expenditures at the State level. This will involve preparation of annual financial statements based on reconciled expenditures, schedules of pending AC Bills and UCs and facilitate in completion of audit by the AG as per standard Terms of Reference by July 31 of each year and submit it to MWCD by September 30 of each year. 10. Coordinate with Accountant General Office to address the audit objections / internal control weaknesses, issues of disallowances, if any, in consultation with Director. 11. Provide financial and commercial advices and assistance in various procurement proposals for goods and services. 12. Provide orientation training as required to the District Mission teams on the financial issues. 13. Any other finance related activities of the Mission that may be assigned by the Director, including payment of bills etc. and ensuring adequate internal controls to support the payments.
4	Consultant (Capacity Building & BCC)	Rs. 60,000/- per month. Annual increase @ 3% of remuneration may be granted,	<ul style="list-style-type: none"> • PG degree in Social Sciences/ Health Communication/ Mass Communication/ Rural Development that includes courses on training/capacity building management in 	<ul style="list-style-type: none"> • 5 years of experience of working in nutrition/ public health/ social development programmes. • Good knowledge and understanding of public health/ nutrition 	<ol style="list-style-type: none"> 1. Provide technical leadership and facilitate development and deployment of Behaviour Change Communication and Capacity Building interventions in the Mission. 2. Support development of work plans and budget for all training plans under

		<p>subject to performance of the Consultant.</p>	<p>nutrition/public health with at least 55% marks</p> <ul style="list-style-type: none"> • At least 3 years experience in planning and implementing behaviour change communication and capacity building interventions in public health/ nutrition programmes. • Expertise in MS Office including Word, Excel and PowerPoint. • Professional experience in planning, implementation and monitoring of training programs and state and district levels. • Excellent oral and written communication skills in English and ability to converse in local language. 	<p>programmes.</p> <ul style="list-style-type: none"> • Experience of working with Government/ Government organizations/ international agencies • Knowledge of project management techniques 	<p>Mission in consultation and collaboration with the Director in-charge of Mission and other technical consultants.</p> <ol style="list-style-type: none"> 3. Coordination with the State Department of Women and Child Development/Social Welfare, SNRC-SPMU team, training institutes, State skill development mission, State IT missions and relevant Development & NGO partners for effective deployment of training programs. 4. Facilitate dissemination of relevant guidelines, reporting formats, training manuals and other documents relevant to the Mission, developed by the NNRC-CPMU, at the state, district and sub-district level. 5. Provide technical support to training programs at state, district, block, sector and Aanganwadi Center levels; ensure adherence to training modules and guidance provided by the MWCD 6. Identify high quality master trainers in the states, organize training of master trainers for various interventions, including CAS deployment, and Incremental Learning and follow up on quality of training program. 7. Follow-up and facilitate necessary assistance to ensure that training plans are implemented in a timely manner to achieve agreed milestones of the Disbursement Linked Indicators 8. Coordinate documentation relating to assessment of training programs. 9. Ensure maintenance and management of records and progress reports at
--	--	--	---	--	--

					<p>sector, block, district and state levels.</p> <ol style="list-style-type: none"> 10. Ensure data for indicators on training within the results monitoring framework of the Mission is updated every six months and made available to the NNRC-CPMU. 11. Monitor and review progress of all training interventions and relevant indicators of the results monitoring framework, identify bottle necks in achievement/reporting of results and facilitate supportive action to resolve these. 12. Support designing of behaviour change communication interventions and pilots, if any. 13. Support the Director in organizing and facilitating meetings with technical expert committees, relevant line departments such as, Health and Family Welfare, Civil Society Organizations and other stakeholders on issues related to behaviour change communication & capacity building. 14. Monitor and review progress of all behaviour change communication & capacity building interventions and indicators, identify areas in need of support and take follow up supportive action, liaison and coordinate with external stakeholders in consultation with Director. 15. Support districts in preparation of annual training plan, planning and organizing trainings as per the finalized training plan. 16. Orient and build capacities of district and block level Mission staff on all
--	--	--	--	--	--

					<p>training related guidelines, manuals, tools etc.</p> <ol style="list-style-type: none"> 17. Carry out periodic supportive supervision visits, prioritizing poor performing districts to monitor the progress of planned trainings. 18. Prepare training plan progress report detailing the users who have received/missed training. 19. Ensure timely conduction of refresher trainings. 20. Facilitate verification of achievement of milestones of Disbursement Linked Indicators for the Independent Verification Agency. 21. Any other activity, identified by the Director, as relevant to the project.
5	Consultant (Procurement)	<p>Rs. 60,000/- per month.</p> <p>Annual increase @ 3% of remuneration may be granted, subject to performance of the Consultant.</p>	<p>PG degree in Supply Chain Management/ MBA with specialization in Operations / Supply Chain Management</p> <ul style="list-style-type: none"> • At least 3 years experience in application maintenance / 4 years experience in supply chain management and procurement planning. • Experience of working with front line workers of Government Department and training on IT / Mobiles/Computer • Problem solving skills. • Good oral and written communication skills in local language. • Computer literacy a must. 	<ul style="list-style-type: none"> • 5 years experience in working on technology and software application support. • Proven ability to successfully handle multiple tasks specially IT and Supply Chain Management, within a team with attention to detail. 	<ol style="list-style-type: none"> 1. Review quality of goods procured and disseminated through the project and recommend remedial actions where quality of goods are compromised. 2. Responsible for overall management of the help desk and ensuring that the incidents are being registered and later resolved by the team. 3. Lead the L2 Support team and provide directions to the team members Responsible for ensuring technical support issues are addressed satisfactorily and promptly and that issues are being properly triaged 4. Support in resolving complex problems 5. Interface with Central help desk team on bugs 6. Help the State help desks / Ministry Users in troubleshooting issues with

			<p>Or Government employee retired as Under Secretary (Pay Level-11) or equivalent with at least five years' experience in procurement.</p>		<p>CAS software</p> <ol style="list-style-type: none"> 7. Flag critical software errors 8. Train the District Help desk 9. Any other related activities of the project that may be assigned by the Director.
6	Accountant	<p>Rs. 30,000/- per month.</p> <p>Annual increase @ 3% of remuneration may be granted, subject to performance of the Accountant.</p>	<p>Government employees retired as Accountant with at least five-year experience / Accounts Officer/Audit Officer with at least 3 yrs. experience.</p>	<ul style="list-style-type: none"> • 5 years experience in accounting with exposure in budgeting & auditing. • Knowledge of administrative system and procedures of the Central Government, any accounting software will be an added advantage. • Strong computer skills, especially in the use of MS Word and Excel. 	<ol style="list-style-type: none"> 1. Provide support to preparation of project budget estimates keeping in view of the approved allocations and past expenditure under the Mission, revised estimates, if any, and ensure its submission to the MWCD. 2. Keep track and maintain database of funds released by MWCD and the yearly utilization certificates to be submitted by the State; process timely re-validation of unspent balances, if any. 3. Ensure timely submission of the financial reports (FMRs) to MWCD. 4. Process bills for timely payment/reimbursement of all expenditures incurred in the SNRC-SPMU including monthly remuneration of the Consultants and other Mission staff, ensuring adequate internal controls to support the payments. 5. Liaison with the IFD/Budget Section/Plan Unit of MWCD for budget allocation, re-allocations and other approvals as may be necessary from time to time. 6. Keep track and maintain ledger book of all expenditures incurred in the SNRC-SPMU and ensure reconciliation with the Pay & Accounts Office on a

					<p>quarterly basis.</p> <p>7. Liaison with the AG Civil Audit for annual audit of the Mission and financial statements of the SNRC-SPMU;</p> <p>8. Any other financial related activities of the project that may be assigned by the Director.</p>
7	Project Associate	<p>Rs. 25,000/- per month.</p> <p>Annual increase @ 3% of remuneration may be granted, subject to performance.</p>	<p>Graduate in Computer Science or IT</p> <ul style="list-style-type: none"> • At least 2 years work experience in the relevant field • Formal training in IT/mobile applications. • Experience in working with technology and software application support. • Previous experience in working with front line workers of Government Department and training on IT/Mobiles/Compute₹ • Good oral and written communication skills in local language. • Computer literacy must. 	<ul style="list-style-type: none"> • PG Degree in Computer Science or IT with 3 years experience in application maintenance and support. • Proven ability to successfully handle multiple tasks within a team environment and great attention to detail. • Problem solving skills must. 	<ol style="list-style-type: none"> 1. User account management, including updating roles and permissions. 2. Master data management and updating. 3. System administration. 4. Provision of support to State level officials in using CAS web application. 5. Coordination with OEMs, telecom companies, etc. on issue resolution. 6. Training of District helpdesk. 7. Supervision District helpdesk. 8. Escalation of issues to Software Development Agency as needed. 9. Provision of general application support i.e. solve issues escalated from Block level in regard to mobile application, web application or reporting. 10. Management of web application i.e. extend user management support, set and update new roles and permissions and release new apps for auto-update. 11. Management of addition and removal of users from system 12. Data analysis and knowledge extraction. 13. Any other tasks that may be assigned by the Director.

8	Secretarial Assistant/DEO	Rs. 15,000/- per month. Annual increase @ 3% of remuneration may be granted, subject to performance.	<ul style="list-style-type: none"> • Graduation in any discipline. • Typing speed of 40 wpm. • Diploma/ Certificate Course (1 year) in Computers. • Knowledge of MS Office Suite (Word, Excel, Power point, etc.), Adobe Reader, Internet, E-Mail, etc. • Candidates should have minimum experience of 2 years in similar position 	1. Data entry work using computer and appropriate software; entering, updating, verifying, and/ or retrieving data into/ from various sources; and ensuring accuracy and confidentiality of information recorded.	
9	Office Messenger/ Peon)	Rs. 8,000/- per month or as per respective State's extant Wage Act.	SSLC or equivalent Age limit from 18 to 32 years	Receipt, Dispatch, etc.,	
10	District Coordinator	Rs. 30,000/- per month. Annual increase @ 3% of remuneration may be granted, subject to performance.	Graduate or Certification/ Diploma in Computer Science or IT <ul style="list-style-type: none"> • At least 2 years experience in application maintenance & support. • Good oral and written communication skills in local language. • Computer literacy must. • Willingness to travel a must. • Mandatorily local candidates should be engaged. 	<ul style="list-style-type: none"> • 4 years experience in application maintenance and support. • Formal training on IT/ computer • Experience working with technology and software application support • Proven ability to successfully handle multiple tasks within a team environment • Great attention to detail and problem solving skills 	<ol style="list-style-type: none"> 1. Supporting training of Block helpdesk in ICT-RTM. 2. Supervise Block helpdesk. 3. Support District level ICDS officials on usage of CAS system. 4. Escalate issues as needed. 5. Logging and managing issues in the Issue Tracker application (CAS application). 6. Provide general application support i.e. solve issues escalated from Block level in regard to mobile application, web application or reporting. 7. Extend help for lost/stolen phones. 8. Monitor worker activity reports. 9. Follow up on actions from activity reports. 10. Any other tasks that may be assigned by the Director.
11	District Project	Rs. 18,000/- per	Graduate Degree/Post Graduate	<ul style="list-style-type: none"> • 3 years experience of working in social program. <ol style="list-style-type: none"> 1. Support and supervise timely implementation of all Mission activities 	

	Assistant	<p>month.</p> <p>Annual increase @ 3% of remuneration may be granted, subject to performance.</p>	<p>Diploma in Management/ Social Sciences/ Nutrition,</p> <ul style="list-style-type: none"> • Minimum 2 years work experience of capacity building, with supervisory skills • Good oral and written communication skills in local language and fair skills in English • Good computer skills/knowledge of internet/email • Ability to work in a team and willingness to travel extensively. • Mandatorily local candidates should be engaged. 	<ul style="list-style-type: none"> • Experience of working on Government Programs in the social sector -Health, Nutrition, Education, Water and Sanitation 	<p>in the district.</p> <ol style="list-style-type: none"> 2. Facilitate and participate in all capacity building initiatives undertaken within the project at district and block levels. 3. Periodically assess capacity building needs of district and block level ICDS staff and functionaries and organize and facilitate relevant trainings as per the guidance of the DPO and Commissioner/Director, ICDS. 4. Ensure timely completion and monitoring of planned community mobilization activities within the district to strengthen the demand for ICDS services. 5. Make regular monitoring and supportive supervision visits within the district to provide on-site support to CDPOs and the ICDS Supervisors to ensure all project activities are completed as per schedule. 6. During monitoring and supervision visits review and ensure maintenance of reporting formats for all Mission activities. 7. Ensure effective coordination between the existing ICDS programme activities and project activities, wherever required, in collaboration with the DPO. 8. Ensure collation of Utilization Certificates from Aanganwadis for activities under the Mission and their correct aggregation at the CDPO and DPO levels. 9. Prepare monthly progress/monitoring reports in the prescribed formats for project activities and submit the same to the DPO and Commissioner/Director,
--	-----------	---	---	---	---

					<p>ICDS.</p> <p>10. Coordinate with the related line departments at the district level for facilitating convergent/ multi-sectoral activities under the Mission.</p> <p>11. Facilitate engagement with potential civil society organizations, NGOs, etc. for partnership and support for project implementation.</p> <p>12. Any other task assigned by DPO.</p>
12	Block Coordinator	<p>Rs. 20,000/- per month.</p> <p>Annual increase @ 3% of remuneration may be granted, subject to performance.</p>	<p>Graduate.</p> <ul style="list-style-type: none"> • At least 2 years experience of working with technology and software application support • Good oral and written communication in local language • Mandatorily local candidates should be engaged. 	<ul style="list-style-type: none"> • Formal training on IT/ computer • Worked with front line workers in any Social Development Program of Government • Proven ability to successfully handle multiple tasks within a team environment • Attention to detail and problem solving skills 	<ol style="list-style-type: none"> 1. Supporting training of AWWs and Supervisors in Information and Communication Technology enabled Real Time Monitoring (ICT-RTM). 2. Monitoring usage of ICT-RTM by AWWs by using CAS Reports and follow-up on low usage. 3. Providing in-person and over-phone troubleshooting support to users facing hardware or software problems with mobiles, tablets and basic issues with CAS application. 4. Logging issues in the Issue Tracker application, which is part of CAS. 5. Training reinforcement to AWWs identified as low performers using CAS Reports. 6. Providing performance feedback to AWWs. 7. Submitting phones to Original Equipment Manufacturer (OEM) for hardware replacement and repair. 8. Escalation of issues to Block/District Coordinator via the Issue Tracker application. Criteria for escalation will be defined in CAS Guidelines. 9. Supporting Block level ICDS officials on usage of CAS system.