TERMS OF REFERENCE

Project Name:	Smart Government II Project, Mongolia
Project Number:	P176631
Terms of Reference:	Consultancy service to spearhead and manage initiatives dedicated to narrowing the digital divide prevalent among seniors in underserved communities nationwide
Reference Number:	3.1.2.3
Date:	

A. BACKGROUND

Through the World Bank's support, The Smart Government II Project aims to improve the usability and efficiency of online public services to citizens and businesses and to increase digital skills and digital-enabled jobs.

The Smart Government II Project has five components that collectively contribute to building a whole-of-government approach for public services and public sector transformation, and the development of Mongolia's digital economy:

Component 1: Enabling Environment for Digital Transformation. To strengthen policiesand regulations for digital transformation, conduct change and stakeholder management for the Project's digital government investment, and promote online engagement of citizens.

Component 2: Transforming Digital Government. To develop a digital service standard for public services and digitize selected public services, implement or enhance strategic digital services e.g., electronic procurement system, upgrade the National and Disaster Recovery Data Centres, and strengthen the Cybersecurity Incidence Response Team and Security of State Registration Data.

Component 3: Growing the Digital Economy. To provide digital skills training for civil servants and citizens, create digital-enabled jobs for 3,000 youths, and support Small and Medium Enterprises to Adopt Digital Solutions.

Component 4: Project Management Support. To provide technical and operational support for project management and coordination, including financial management and disbursement, procurement, environmental and social risk and impact management, grievance redress mechanisms, and monitoring, reporting and evaluation.

Component 5: Contingent Emergency Response. To provision for immediate response to an Eligible Crisis or Emergency, as needed.

The Smart Government II Project will be implemented by the Ministry of Digital Development and Communications (MDDC) as well as identified beneficiary agencies under the Project. The MDDC as lead implementing agency will be responsible for overall implementation, fiduciary, Environment and Social Framework (ESF) compliance for the Project.

Under component 3, Digital literacy for Citizens subcomponent stands for implementing a catalytic digital literacy program to provide basic and needed digital skills for targeted groups of citizens. The Digital Literacy for Seniors initiative as part of subcomponent 3.1 is dedicated to narrowing the digital divide prevalent among seniors in underserved communities nationwide. Highlighting the findings from the UNDP's 2022 study, which identifies senior citizens as the most vulnerable group facing digital disparities, underscores the necessity for tailored interventions to facilitate their access to fundamental digital services. The successful implementation of this vital digital literacy initiative for seniors holds the potential to foster equitable digital development throughout the country.

B. OBJECTIVES OF THE ASSIGNMENT

The Digital Literacy for Senior Citizens subcomponent is seeking qualified consultant to spearhead and manage its initiative dedicated to narrowing the digital divide prevalent among seniors in underserved communities nationwide.

The primary objective of the sub-project is to offer personalized guidance on a one-to-one or one-to-few basis to seniors, empowering them with crucial digital skills. The selected Senior consultant will play a pivotal role in overseeing diverse project aspects, including the recruitment of young volunteers, crafting a comprehensive digital skills curriculum tailored for seniors, conducting training sessions for students, engaging senior participants, orchestrating events, managing junior consultants, and coordinating various project-related activities. The consultant will work in close cooperation with the Coordinating consultant and supervise tasks and outputs of the team members.

C. SCOPE OF WORK

The consultant will be responsible for the following key activities:

Task 1: Design Digital Skills Curriculum Development

1.1. Design a program scope fully encompassing the project's mission and goals.
1.2. Collaborate with digital experts to design a tailored digital skills curriculum to ensure that it addresses the specific needs and challenges faced by seniors in bridging the digital divide.
1.3. Oversee the development of instructional materials, toolkits, and other resources for both students and seniors.

Task 2: Oversee recruitment of 100 tertiary Students to provide digital literacy for 1,000 seniors (above age of 50)

2.1 Supervise development of a recruitment strategy to attract tertiary students and youth interested in volunteering for the sub-project.
2.2 Lead outreach and promotional activities to engage potential student volunteers.
2.3 Oversee the selection and onboarding process of student volunteers.

Task 3: Manage Student Training

3.1 Organize training sessions for student volunteers based on the curriculum with assistance from the project consultants.
3.2 Oversee the monitoring and evaluation of student volunteers as well as elders, and key beneficiaries during training.
3.3 Provide ongoing support and guidance to students to enhance their teaching skills.

Task 4: Event Coordination

4.1 Oversee planning and coordination of events that facilitate 1-to-1 or 1-to-few interactions between students, and seniors.
4.2 Secure event venues, equipment, and necessary resources.
4.3 Ensure that events run smoothly and efficiently.
4.4 Facilitate payment settlements in coordination with the PIU.

Task 5: Seniors' Participation

5.1 Supervise development of marketing and communication strategies to attract seniors and the target group participants to the events.
5.2 Provide assistance and support to seniors during the program.
5.3 Collect feedback from seniors and participants and use it to improve future events.

Task 6: Management and Coordination

  6.1 Provide leadership to other team members during the project management process.
  6.2 Manage logistics such as transportation, catering, mem, and event materials.
  6.3 Coordinate with volunteers and vendors to ensure a seamless experience.

D. DELIVERABLES

Based on the tasks under the assignment and a detailed Work Plan (WP) to be approved by the beneficiary, the consultant is expected to deliver the following:

1. Inception report with a detailed Work Plan.
2. A comprehensive recruitment strategy and plan for student volunteers.
3. A tailored digital skills curriculum for seniors, complete with instructional materials.
4. Report of well-organized and executed events with positive feedback from participants.
5. Mid-term report on student volunteer training outcomes.
6. Final report with detailed project management process, participant feedback, outcomes as well as lessons learned, recommendations.

E. REQUIRED QUALIFICATIONS

Education: A suitable candidate must have master's degree in related fields such as engineering, public policy, business administration, management, sociology, political science, or economics.

Experience: A suitable candidate must have at least 5 years of project management experience, preferably with experience in education or community engagement projects.

- Experience working with international projects will be an advantage.
- Demonstrated ability to recruit and manage volunteers.
- Knowledge of digital skills and an understanding of the digital challenges faced by seniors.
- Proven event planning and logistics management experience.
- An understanding of the importance of inclusivity and accessibility in digital education.

Language skills: Fluency in Mongolian and Proficiency in English.

Other skills:

- Strong organizational, coordination as well as reporting skills.
- Experience working with international projects will be an advantage.
Excellent communication and interpersonal skills to engage both students and seniors effectively.

The consultancy is expected to commence immediately upon selection of the consultant and the duration of the assignment is for 8 months.

H. INSTITUTIONAL ARRANGEMENT

The Coordinating consultant at the beneficiary (MDDC) shall assist the Senior consultant for performing the assignment. The consultant is responsible for ensuring his/her workspace and amenities for the duration of the assignment.

If you possess the above qualifications, please submit the following documents via email to khulan@smart.gov.mn:

1. Cover letter indicating why she/he considers her/himself suitable for the position.

2. Detailed CV highlighting relevant skills/experience.

3. Copy of diplomas or certificates; and,

4. Two (2) reference letters from the previous two employers **no later than 3:00 PM, April 08, 2024.**

The submitted documents will not be returned to the applicants. Please note that incomplete applications will not be considered for evaluation. Only selected candidates will be contacted. Address for submission of Expression of Interest: Ms.Khulan, Procurement Specialist, Smart Government II project, #301, 6th sub-district, Sukhbaatar district, Ulaanbaatar.