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TERMS OF REFERENCE

National Consultant for end-user monitoring and supply support

CONTRACT MODALITY	Individual Consultancy
DUTY STATION	**Tashkent, Uzbekistan & Office Based**
DURATION OF CONTRACT	6 months

Purpose of Assignment

UNICEF Uzbekistan, with the Ministry of Preschool and School Education (MOPSE), has renovated fifty (50) model schools and equipped them with ICT equipment, STEM kits, furniture, solar panel systems and inclusive learning and assistive devices under the ISHONCH 2030 Project (Vision 2030 - Empowering Education in Uzbekistan: Leveraging ICT and Digital Learning for High-Quality and Inclusive Education). The accessibility standards applied in the schools have been incorporated into the national building norm ShNK 2.07.02-24, providing a model for wider replication across the education system.

The purpose of this assignment is to assess and document the post-handover functionality, utilization, accessibility, and sustainability of the investments made under the ISHONCH 2030 Project. Through the specified deliverables, the consultant will examine whether the supplied equipment is operational and effectively used for teaching and learning; whether accessibility features and inclusive infrastructure remain functional, maintained, and accessible to learners; whether outstanding issues related to contractors and suppliers have been resolved; and what institutional, technical, and financial measures are required for MOPSE to sustain, replicate, and scale the model schools approach. The assignment will also generate technical recommendations and supply-related inputs to inform future education sector procurement, concept notes, and project proposals aimed at expanding equitable, inclusive, and technology-enabled learning environments in Uzbekistan. Construction quality, compliance with approved designs and Bills of Quantities and the installation of transferred assets are verified by field engineers during the warranty period and are outside the scope of this assignment

Scope of Work

Under the supervision of the Education Specialist, the consultant will undertake the following tasks:

1. Develop the monitoring methodology and tools, including a school checklist covering supplies and inclusive infrastructure, a baseline sheet per school and a visit schedule.

2. Conduct end-user monitoring of supplies in the 50 schools, verifying that ICT equipment, STEM kits, furniture, solar panel systems and inclusive learning and assistive devices are available, functional, on the school's balance and in use.

3. Monitor the condition and use of inclusive infrastructure after handover, including ramps, handrails, tactile tiles, accessible toilets and access routes, and record any later alterations.

4. Collect feedback from end users, namely school directors, teachers and, where possible, parents of children with disabilities, on use, training gaps and barriers such as connectivity, power supply or maintenance.

5. Track corrective actions to closure, including open snag-list items, supplier warranty claims and observations from earlier monitoring, and report their status with supporting evidence.

6. Prepare a costed standard package for an inclusive school, covering works, equipment and maintenance and based on the actual costs of the 50 schools, to support MOPSE planning and budgeting for scale-up.

7. Prepare a sustainability and handover plan with MOPSE, setting out maintenance responsibilities, asset registers, warranty contacts and maintenance budget needs, together with a practical maintenance guide for school directors.

8. Provide technical support to Education section procurement, preparing specifications or terms of reference, cost estimates, market research, draft solicitation documents, evaluation criteria and technical inputs to bid evaluation. Solicitation issuance, contract awards, signatures and VISION approvals remain with UNICEF staff.

9. Provide supply and infrastructure inputs to concept notes and proposals for new education projects, when requested by the supervisor, including scope, costed lists of works and supplies, procurement strategy, timeline and risks.

10. Prepare consolidated reports and present findings to UNICEF and MOPSE, including lessons learned and recommendations for future projects and specifications.

Duration: The contract is planned from 4 January 2027 to 30 June 2027. If the selected candidate is contracted after the planned start date, the contract period, the delivery deadlines and the travel plan will be moved accordingly.
Location and travel: The assignment is based in Tashkent, with 25 field trips (four to six per month in January–May) to the 50 project schools as per the Travel Plan attached.
Financial offer: Candidates are requested to submit an all-inclusive lump-sum offer in USD showing the consultancy fee and the travel costs separately. The consultant makes own travel arrangements (transport, accommodation and subsistence).
Reporting and payment: The consultant will be supervised by and will report to the Education Specialist. Payments will be processed upon satisfactory completion and acceptance of the agreed deliverables by the supervisor.
Performance indicators: Completion of the tasks specified in the Terms of Reference, compliance with the delivery deadlines and high standards of work.

Work Assignments Overview	Deliverables/Outputs	Delivery deadline to complete the deliverable
1. Inception	Inception package: monitoring methodology, standard school checklist, baseline sheet per school (works scope, supplies delivered, open snag-list and warranty items) and visit schedule.	15 January 2027
2. End-user monitoring of supplies and inclusive infrastructure, batch 1 (17 schools)	School monitoring reports for 17 schools, with a batch summary and action tracker. Each report covers: supplies (availability, functionality, use, recording on the school's balance, warranty issues); condition and use of inclusive infrastructure after handover; feedback from directors, teachers and parents; corrective actions with responsible party and deadline; photographs of facilities and equipment.	26 February 2027
3. Supply support to the Education section – package 1	Technical packages (specifications or terms of reference, cost estimates, market research and evaluation criteria) for the Education procurement cases in the section's supply plan for January – February 2027, with case tracker.	26 February 2027

4. End-user monitoring, batch 2 (17 schools)	School monitoring reports in the same format for 17 schools, with a batch summary and updated action tracker.	31 March 2027
5. End-user monitoring, batch 3 (16 schools)	School monitoring reports in the same format for 16 schools, with a batch summary and updated action tracker.	30 April 2027
6. Costed standard package for an inclusive school	Costed standard package (works, equipment and maintenance) based on the actual costs of the 50 schools, with a planning and budgeting tool for use by MOPSE.	31 May 2027
7. Supply support to the Education section – package 2	Technical packages for the Education procurement cases planned for March – May 2027; technical inputs to the bid evaluation of package 1 cases; updated case tracker.	31 May 2027
8. Sustainability and handover plan	Sustainability and handover plan agreed with MOPSE, and a maintenance guide for school directors (see task 7).	30 June 2027
9. Follow-up of corrective actions	Second monitoring visit to the five schools in Karakalpakstan and follow-up visits to schools with open corrective actions; updated action tracker with the status of corrective actions in all 50 schools, verified with evidence from the schools.	30 June 2027
10. Final consolidated report and presentation	Final consolidated report and presentation to UNICEF and MOPSE (results, lessons learned, recommendations for future projects and specifications); dataset and photo archive.	30 June 2027
11. Supply support to the Education section – package 3	Technical packages for the Education procurement cases planned for June 2027; technical inputs to the bid evaluation of package 2 cases; supply and infrastructure annex (scope, costed list of works and supplies, procurement strategy, timeline and risks) to one new	30 June 2027

	education concept note or project proposal; final case tracker.	

Payment Schedule:
Payment will be made on submission and acceptance of deliverables. UNICEF reserves the right to withhold payment in case the deliverables submitted are not up to the required standard or in case of delays in submitting the deliverables on the part of the consultant.

Important Notes

- Individuals engaged under a consultancy or individual contract will not be considered "staff members" under the Staff Regulations and Rules of the United Nations and UNICEF's policies and procedures and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultants and individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.
- Contracts are conditional upon the selected candidate's willingness to comply with any current or future vaccination requirements that may be established by UNICEF, where applicable. Failure to comply with applicable vaccination requirements, where required and without an approved medical exemption by UNICEF, may result in the withdrawal of the consultancy offer or termination of the contract in accordance with the General Terms and Conditions of Contract.
- UNICEF offers reasonable accommodation for consultants with disabilities. This may include, for example, accessible software, travel assistance for missions or personal attendants. We encourage you to disclose your disability during your application in case you need reasonable accommodation during the selection process and afterwards in your assignment.

QUALIFICATIONS / SPECIALIZED KNOWLEDGE / EXPERIENCE/ COMPETENCIES (CORE/TECHNICAL/FUNCTIONAL) / LANGUAGE SKILLS REQUIRED FOR THE ASSIGNMENT

Minimum requirements:

- **Education:**
  - Bachelor's degree in supply chain management, business administration, economics, public administration or other relevant area.
  - CIPS Level 2 Certification or higher is mandatory
- **Work Experience:**
  - Minimum of seven (7) years of experience in procurement, supply chain or contract management.
- **Language Requirements:**
  - Fluency in written and spoken English, Uzbek and Russian.
- **Knowledge/Expertise/Skills:**
  - Understanding of procurement of education supplies, ICT equipment and school renovation works, and of end-user monitoring.
  - Good writing skills in English, with experience of producing monitoring reports and technical documents.

- Ability to work with school administrations, government counterparts, suppliers and contractors.

- **Desirables:**
  - Experience of working with UN agencies, including UN procurement procedures.

TRAVEL PLAN

The plan covers 25 trips - trips 1 - 21 to all 50 schools in January - April 2027, within the school year, at five to six trips a month, and trips 22 - 25 (second visit to the five schools in Karakalpakstan and follow-up visits to schools with open corrective actions) in May - and is based on a start date of 4 January 2027. If the contract starts later, the months move accordingly. Visits take place on school days, and exact dates are agreed in the inception package. The destinations of trips 23 - 25 are indicative and are used for the financial proposal; the actual destinations are agreed with the supervisor on the basis of the action tracker, within the same number of days. All travel costs are included in the lump-sum offer.

Trip #	Month	Region	Schools	Est. Days	Key Activities
1	January	Tashkent City	No. 266 Sergili; No. 287 Uchtepa	1	Checklist pilot; end-user monitoring
2	January	Tashkent Region	No. 8 Piskent; No. 18 Akkurgan	2	End-user monitoring
3	January	Tashkent Region (1 day) / Syrdarya (1 day)	No. 17 Bekobod (Tashkent Region); No. 17 Boyavut (Syrdarya)	2	End-user monitoring
4	January	Syrdarya	No. 7 Gulistan; No. 1 Syrdaryo	2	End-user monitoring
5	January	Jizzakh	No. 1 Jizzakh City; No. 47 Galla-Aral; No. 18 Zarbdor	3	End-user monitoring
6	February	Samarkand	No. 13 Samarkand City; No. 23 Jomboy; No. 47 Okdarya	3	End-user monitoring
7	February	Navoiy	No. 5 Navoi City; No. 21 Karmana; No. 41 Kiziltepa	3	End-user monitoring
8	February	Bukhara	No. 45 Bukhara City; No. 3 Kogon; No. 1 Romitan	3	End-user monitoring
9	February	Kashkadarya	No. 8 Karshi (city); No. 65 Karshi (district)	2	End-user monitoring
10	February	Kashkadarya	No. 34 Guzor; No. 20 Shahrisabz	2	End-user monitoring
11	March	Surkhandarya	No. 2 Termiz (city); No. 3 Termiz (city); No. 5 Termiz (district)	3	End-user monitoring
12	March	Surkhandarya	No. 24 Angor; No. 36 Shurchi	2	End-user monitoring
13	March	Fergana	No. 44 Besharik; No. 24 Uzbekistan (district); No. 26 Furkat	3	End-user monitoring
14	March	Fergana	No. 34 Dangara; No. 29 Altyaryk	2	End-user monitoring
15	March	Namangan	No. 1 Pap; No. 58 Chust; No. 10 Uchkurgan	3	End-user monitoring
16	March	Andijan	No. 17 Andijan (city); No. 60 Asaka	2	End-user monitoring
17	April	Andijan	No. 3 Bustan; No. 1 Ulugnor	2	End-user monitoring
18	April	Khorezm	No. 16 Urgench (city); No. 2 Urgench (district)	2	End-user monitoring

Trip #	Month	Region	Schools	Est. Days	Key Activities
19	April	Khorezm (2 days) / Karakalpakstan (1 day)	No. 5 Khiva, No. 25 Khazarasp (Khorezm); No. 36 Beruni (Karakalpakstan)	3	End-user monitoring
20	April	Karakalpakstan	No. 8 Nukus City; No. 34 Nukus City	2	End-user monitoring
21	April	Karakalpakstan	No. 5 Takhtakupir; No. 3 Muynak	3	End-user monitoring
22	May	Karakalpakstan	No. 8 Nukus City; No. 34 Nukus City; No. 5 Takhtakupir; No. 3 Muynak; No. 36 Beruni	4	Second visit (corrective actions)
23	May	Republic of Karakalpakstan (indicative)	Schools with open corrective actions	2	Follow-up visit (corrective actions)
24	May	Khorezm (indicative)	Schools with open corrective actions	2	Follow-up visit (corrective actions)
25	May	Surkhandarya (indicative)	Schools with open corrective actions	2	Follow-up visit (corrective actions)
Total	**6 months**	**14 regions**	**50 schools visited once, 5 of them twice, plus follow-up visits**	**60**	**25 trips**