



EU-China Project

“Improving China’s institutional capacity towards universal social protection”

Call for expressions of interest:

Resource person for a learning session on “*New technologies for information, learning and education in social security*”

The ILO Country Office for China and Mongolia is seeking a qualified individual as a resource person to share knowledge and practice on the topic of “*developing a communication and learning initiative to increase participation in social security using serious games*” on 29 June 2022, in the last session of a series of four learning and coaching sessions. The assignment is part of the EU-China Project “[Improving China’s Institutional Capacity towards Universal Social Protection](#) (CHN/18/01/EUR)”.

For further details about the assignment, please see the **Terms of Reference**.

Applicants interested in this consultancy are invited to submit a technical proposal and a financial proposal as per the following details:

1. **Technical proposal** in English or Chinese not exceeding 2 pages:
 - 1) Curriculum Vitae
 - 2) Relevant publications
2. 300-word summary of proposed presentation(s) contents
3. A **financial proposal** specifying daily fee and number of workdays for preparation and delivery of one or several 30-minute presentations, in a 2-3 hour webinar each

Submissions should be sent to frotal@ilo.org no later than 05 May 2022. The ILO will inform the applicants of the selection results no later than 15 May 2022. The events will take place during the month of June 2022.



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Terms of Reference

Presentation on “New technologies for information, learning and education in social security”

29 June 2022

1. Background

Social security organizations are using the potential of data collected from their members and users, and digital technologies, to achieve the policy goal of extension of social security. Data from users such as the youth, the elderly, women, disabled, the unemployed or migrants help to develop more adapted communication strategies, products, and services, tailored to the target groups and to develop more personalized responses to their needs. For example, Services Australia has integrated artificial intelligence tools to collect and respond in personalized ways to a very diversified customer base. The Central Provident Fund Board in Singapore uses gaming technologies to help change the perceptions of youth about social security, improve their engagement with CPF services and to encourage their social security registration. Indonesia’s social security organization uses behavioral insights techniques and digital communication to nudge companies to comply with social security obligations. Finland’s social insurance agency uses tailored messages and digital communication channels to inform diverse groups of people about the protection offered over the life cycle. The development of these novel tools for information, education and people centric services are particularly important in countries, like China, who need to encourage a youthful population of workers in the platform economy, many of whom are migrants and women, to participate in voluntary schemes notably, pensions and medical insurance.

The ILO in partnership with MOHRSS and EU, and with the collaboration with ISSA will develop a series of four learning and coaching sessions, during the month of June, drawing on the expertise and practice in the European Union and internationally, to promote the knowledge about digital enabled solutions for more people centric social security administration and services. This call for expressions of interest seeks to identify international consultants or institutions to contribute to the learning and coaching sessions.

2. Objective

The final objective of this consultancy is to contribute to the learning and coaching sessions aiming at increasing the mutual knowledge of the social security administration in China and EU and international counterparts, about international experiences involving people centric social security services that respond to the needs of diverse workforce in order to extend social security coverage.

3. Content and Methodology



The author(s) will be asked to present her/his knowledge and main findings in one or several sessions at an online webinar of learning and coaching (up to 30 minutes for each 2-3 hour webinar)

4. Expertise, application and selection of applicants

Eligibility

Eligible applicants for this call may be qualified individuals, institutions, or nongovernmental organizations registered as not-for-profit organizations.

Qualifications, experience and competencies

- Advanced degree in computer science, social security, public administration, or relevant social sciences
- Knowledge of the field of human centred and social design, behaviour insights and/or gamification
- Experience in developing practical initiatives on human centred design, using digital insights and communication and learning for behaviour change in public administration
- Proven track record of presenting clearly and concisely
- Command of English

Evaluation criteria

Selection of applicants will be based on the following criteria:

- Technical capacity including specific areas of technical expertise
- Level of relevance and depth of actual technical experience
- Clarity and soundness of proposed methodology
- Readiness of taking assignment and on the date
- Language: proficiency in English
- Cost proposal

Final weighting: technical proposal 70% and financial proposal 30%.

✘ **Only the applicants that pass the technical proposal (at least 60%) will see their financial proposal assessed.**