

## **Terms of Reference**

### **Up-gradation of web-based Management Information System (MIS) RAPID (Responding to Pakistan's Internally Displaced) Fund - III**

[Agreement No: 720FDA18CA000050]

**September 2019**

#### **1. Background:**

Concern Worldwide is a non-governmental, international humanitarian organization dedicated to the reduction of suffering and working towards the ultimate elimination of extreme poverty in the world's poorest countries. Concern has been working in Pakistan since 2001, implementing emergency response, resilience and long-term development programs across the country. Concern is implementing the Responding to Pakistan's Internally Displaced Population (RAPID) Phase-III with the support of the United States Agency for International Development's Office of Foreign Disaster Assistance (USAID-OFDA). RAPID-III is a mechanism that seeks to address the urgent relief and early recovery needs of disaster-affected populations in Pakistan by awarding sub-grants to Non-Governmental Organizations (NGOs) in close coordination with respective authorities and clusters.

To strengthen its Monitoring, Evaluation and Reporting (ME&R) system, RAPID Fund (RF) developed a web-based Management Information System (MIS) by hiring the services of a Software Developer (RF-MIS developer) at the initial stage of RAPID Phase-II. Currently, Concern is implementing RAPID Phase-III and since the design stage till now, there have been many changes in the data and reporting requirements, thereby RAPID team needs to upgrade the existing MIS in accordance with the program's changing requirements. Broadly, these ToRs outline the requirements for MIS data/information entry, compilation, analysis and the program reporting modification requirements, timelines and role and responsibilities of two parties (respective MIS freelancer/consultant and Concern Worldwide).

#### **2. Purpose:**

Concern is looking to recruit a consultant/freelancer for a short-term assignment to support/advice RAPID-III team in upgradation of existing MIS, debugging and to ensure its effective functioning in line with the requirements of RAPID III program data and analysis for internal and external communication.

#### **The basic requirements are:**

- Upgrade the existing RAPID Fund MIS Application and Database. (Annex II Existing and New MIS Modules);
- Develop new additional modules (Annex II - Existing and New MIS Modules, Annex II- Capacity Building Modules requirements);
- Cloud hosting and domain (Domain should remain the same);
- Programming tools for application upgradation will be ASP.NET or SharePoint;
- Database (SQL Server 2016);
- Extensive technical support to RAPID-III technical staff in capacity building (SQL Server, ASP.NET or SharePoint and cloud hosting and management).

#### **3. Methodology/Specific Tasks for Consultant:**

This assignment will be home-based and include virtual communication with Concern RAPID-III team. The Consultant will undertake the following tasks:

- Provide technical support in up-gradation of different features of existing MIS interface as per the changing data and reporting requirements of RAPID program;
- Archive existing (RAPID-II) databases for future use;
- Develop new modules linked with existing modules;
- Debugging of MIS functioning to ensure its efficient operations;



- Support in MIS cloud hosting;
- Technical capacity building of RAPID technical team on MIS up-gradation (SharePoint or C#, databases, ASP.net etc.);
- Support in updating existing data to RF III MIS as per requirements;
- Any other tasks assigned/requested by RAPID team regarding MIS.

**3.1. The main tasks related to maintaining MIS application are:**

- Comprehensive understanding of Concern standards, Code of Conduct (CoC), clauses, logical flow, database structure, administration module and other essential elements in the application;
- Modify and edit the application from time to time as requested by Concern's RAPID team. The application is developed in the following:
  - Database (SQL Server 2016)
  - Programming Language (SharePoint or ASP.Net)
- Identify flow blockades, user interface issues, networking problem and security concerns and resolve and rectify these identified items over time;
- Provide Technical support for smooth running of MIS;
- Training on Cloud web hosting related to RAPID III MIS (Database Backup, Restoration).

**3.2. The main tasks related to upgrading the application are:**

- Identify discrepancies in the application with the help of Concern team;
- Remove these identified discrepancies and revamp the application from structural approach to independent object-oriented approach;
- Provide other regular updates released for the application.

**3.3. The main tasks related to update of Dashboard and Reporting module are:**

- Comprehensively understand and evaluate the reporting module, its programming code and its audience with the help of Concern Worldwide team;
- Develop and modify existing module as requested by Concern's RAPID team from time to time.

**3.4. The other general tasks and responsibilities are as follows:**

- Maintain regular communication with Concern technical team via direct meeting, telephonic and email correspondence for tasks covered in the above-mentioned scope;
- Any revisions required in the TOR is subject to approval of Concern Worldwide;
- Any change in software specification in one component or in complete application required making it more robust and user-friendly is subject to approval of Concern Worldwide;
- Provide timely feedback on all detailed work and instructions provided by the Concern Worldwide team via phone or email;
- To as much extent possible, seek guidance from Concern Worldwide team before troubleshooting any sensitive complex problems that arise during process.

**4. Outputs:**

The main outputs related to maintaining the RAPID III MIS application are:

- Tracking Sub Grantee application from Call for Proposal to Project Approval;
- Archive Grant Documents;
- Track Approved Sub Grantee Targets and Achievements i.e. Create New Project, Major Activities, Indicators (Sector wise, Response wise, Location wise and Beneficiaries Type wise (IDPs, Host and Returnees);

- Archive approved sub grantee documents of all stages based on PRINCE2 documentation system;
- Generate email notification system (Periodic and reminder emails) for all modules;
- Dynamic Dashboard with real-time data summaries and graphs;
- Dynamic Home page with animated images, short videos link and descriptions that can be updated from front end;
- Periodic Reports (Sub Grantee Targets and Achievements i.e. Beneficiaries, Major Activities, Indicators (Sector wise, Response wise, Location wise and Beneficiaries Type wise (IDP, Host and Returnees);
- Dynamic and static reports (Export to excel, Word and PDF easily);
- Timely responding to queries and updated software with respect to emerging needs;
- Creation of Capacity Building modules to cover the RAPID-III capacity-building component.

## **5. Duration:**

The consultant/freelancer will be hired for 3 months initially. The payment will be made after successful completion of the initial MIS up-gradation assignment raised by Concern Team. This assignment will initially contain major requirements (approximately 90%) which are required to be incorporated in the existing MIS, while during the course of up-gradation some very minor/secondary requirements may also be raised (10%). Incumbent upon overall performance and Concern RAPID requirements, a contract may be signed for about 1-2 year to seek services on need-basis as per agreed rates based on nature and type of assignment.

The consultant will work module-wise and is expected to deliver the outputs in a similar manner. Thus, Concern team will be able to raise any requirements after thorough checking and testing of the deliverables. In case any issues are found, the consultant will be updated accordingly so that necessary rectifications/ debugging can be timely done.

It is important to note that the Consultant will ensure the changes are initially made on a test system. Once the changes are finalized by both parties i.e. Concern Worldwide and the Consultant, then the latter will be required to incorporate them in the main web application. The Consultant will be required to ensure that the new requirements work smoothly with the existing system; thus creating no issues with existing modules, functionalities, reports and formats. In such a scenario, it will be the prime responsibility of the Consultant to rectify such issues.

## **6. Line of Communication and Reporting:**

The Program Director RAPID Fund is the overall in-charge of the consultancy. Deputy Director with the support of M&E and MIS Coordinators will supervise the routine tasks.

## **7. Consultant Essential and Desirable Expertise/Experience:**

### **Essential**

- Master or graduation in Computer Science, Computer Engineering, IT or equivalent;
- 5 years post qualification experience in software development with the reputed IT organization;
- 5 year post qualification experience in SharePoint or ASP.net, SQL database is mandatory;
- Demonstrable experience producing similar assignments;
- Strong IT/computer skills including development of graphs and charts.

## **8. Applications:**

Interested individual consultants/institutions should send the following documents in a sealed envelope, clearly marked **“RAPID III Management Information System (MIS) Upgradation – Not to be opened before 15:00Hrs October 16, 2019”** and it should reach **Concern Worldwide Office U-Fone Tower, Plot 55 C, Ground Floor, Jinnah Avenue, Blue Area Islamabad, Pakistan** on or before **15:00 Hrs October 16, 2019**.

- Cover letter/expression of interest detailing the consultant's/institutions suitability for the assignment and current contact information, and submit profile of the firm if applying as a consultancy firm;
- CV(s) of consultant (s) who will mainly carry out the assignment – each CV should at least reflect educational qualification, previous relevant experience of similar services to other organization, current location etc. and should not exceed four (4) pages in **MS Word format – font size Times New Roman 11 – A4 size page – margin one inch all sides – alignment justified**;
- At least five relevant examples of previous similar assignments carried out preferably in Pakistan with international NGOs (Concern will strictly ensure the confidentiality of the baseline reports).

The expression of interest along with the required documents can be submitted through courier/by post or in person and should reach at the specified location, within the specified deadline and in the appropriate format. **The cost proposal/budget is not required at this stage.** Concern will review the expression of interest, CVs/previous experience and only shortlisted consultants will be called for meeting or presentation to clarify the requirements and then final shortlisted consultant will be asked for the submission of financial proposal.

For any questions and queries, you can send an email to [rapid.applications@concern.net](mailto:rapid.applications@concern.net) by **15:00 Hrs October 14, 2019**