



TERMS OF REFERENCE (TOR)

FOOD SECURITY SAFETY NET (FSSN) FCDO YEMEN BRIGHTLY CONSORTIUM CASE MANAGEMENT SYSTEM DEVELOPMENT

Background

By the start of 2023, the majority of Yemen's population are only marginally meeting their food needs. This project aims to reduce these food insecurity and famine risks, whilst contributing to a more effective and efficient food security response.

The BRIGHTLY Consortium is made up of CARE International, Save the Children, Oxfam, Norwegian Refugee Council and the Yemen Family Care Association. It brings together national and international organisations with a common commitment to provide lifesaving humanitarian and early-recovery assistance whilst contributing to systemic improvements in Yemen's social protection systems at multiple levels.

Purpose and Objectives

The consortium seeks applications from suitable consultant(s)/team to develop a **digital case-management system** for the programme, bespoke to this programme. This Beneficiary Data Management System (system) will be used to understand and respond to the acute needs and vulnerabilities across Yemen, with the ability to respond and adapt to various targeting modalities and intake streams including as a part of the rapid response mechanism and designed to work in all areas of Yemen covered by the programme and potentially expand to new areas as the context evolves. The estimated total number of beneficiaries is approximately 275,000. The programme will provide a range of services such as Unconditional Cash Transfers (UCT) and Conditional Cash Transfers (CCT) through Cash-for-Work (CFW), financial inclusion activities, employment and entrepreneurial activities and on farm livelihood development.

The system required will manage data at several levels of the process (allowing proper tracking, log and audit trail) based on the programmatic needs assessments and delivery mechanism.

The system must be designed to allow:

- a coherent, and comprehensive dataflow and workflow to ensure accessibility of multi-stakeholders, segregation of duties, rapid response to scale.
- intake data through main two methods by conducting field assessment (**both paper-based and online** depending on local needs and restrictions) and receive bulk referrals that shall be batch uploaded.
- After the data intake occurs, the data will be registered with a unique identifier that will:
 - i) Carry out duplication checks
 - ii) Identify other family members within the system in receipt of services by the programme
 - iii) Automatically produce a vulnerability scoring and assistance eligibility (according to criteria provided by the Consortium)
 - iv) Automatically generate distribution lists for the different services offered by the Consortium according to the established criteria¹
 - v) Automated randomised sampling for post distribution monitoring or other

¹ Note that eligibility criteria may vary in different areas

- assessments (according to criteria provided by the Consortium)
- vi) Generate regular reporting/data visualisation (according to criteria provided by the Consortium)

Technical Specification

The case management system should have:

- Capacity to provide the tailored and customized service without having secondary contractor
- System capabilities that allow scalability, and adaptability
- The ability to export data in excel format as required
- The ability to export all data collected and modification made for audit and storage purposes.
- The ability to support bulk import data and bulk uploads from the offline modality.
- Grouping/filtering functionality: The system shall allow various methods of grouping based on either: Datasets, Funding, Geographic location, organization etc.
 - vii) The system shall allow dynamic and bulk top ups for beneficiary payments
 - viii) Data hosting as to be agreed with Care International UK
 - ix) Be able to operate in both English and Arabic

Intake and Registration

- The system shall have both online and offline capability
- Allow bulk registration from different form importing xls and csv
- Provide and allow a secure data collection method in the online mode
- Include functionality that will allow a specific level of tools/form design by admin users
- Be sufficiently flexible to accommodate for changes in questionnaire design

Data cleaning and verification

The system shall dynamically check for duplication on multiple fields prior verification and approvals of data:

- Cross-referencing mechanisms to identify duplicate entries for individuals and household, such as comparing date of birth, spouse name, primary phone number etc.
- Last day of assistance received
- Data scoring: the system shall allow dynamic adaptable scoring against the eligibility criteria.
- Data Approval: The system shall allow data approval on the raw data, or the verified data based on the special permissions such as manager or team leader.
- Platform must be able to support a multi-agency approach and identify potential duplicate registrations
- Platform should notify each agency of a potential duplicates or inaccuracies, for them to provide a remedy to identify and de-activate potential duplicate registrations
- The consultant(s)/team should specify the process by which potential duplicate entries will be identified. (The system should utilize alerts, notifications or other appropriate systems to make users aware of a potential match and the means to identify and eliminate verified duplicates.)

Permissions

- The system must have the ability to differentiate users by permissions level and by organization

- Permissions should include one or a combination of the following: write, read, edit, export, administer.
- The consultant(s)/team should indicate how extensively permissions can be configured for specific data points, forms, and reports.
- Proposals must describe the administration of users including addition/modification of user profiles, user groupings based on organization and permissions type

Language:

The system should have the following language inputs:

- The system should be able to display all labels, and text in English or Arabic.

GDPR Compliance:

The system shall:

- To the greatest extent possible, all relevant modules of the system should be compliant with the General Data Protection Regulation (GDPR) of the European Union.
- All data stored should be under the sole ownership of Care UK

Data Security and Data Protection

The system shall have a solid data security protocol in terms of server, data protection, password protection, different administrative access permission.

Audit

The system will need to be able to generate a complete audit trail from beneficiary registration to service(s) received. It will do this via maintaining a persistent ledger; to ensure that the entire system is auditable a persistent ledger will be maintained automatically by the system. This ledger will record all changes to beneficiary data, account numbers, payment amounts, etc. being recorded and it being possible to identify the user who made them.

Reporting and Visualization

- The system should include a module to enable the visualization of data via charts and maps and will have the capability to update daily (or multiple times a day if possible):
- The system should include a dynamic dashboard that will enable direct tracking of programming. This dashboard should only show the data to users based on the restrictions outlined below.
- The system dashboard should be able to update multiple times per day, ideally it would be live but that is not a strict requirement. It should also have capability for automatic synchronization at the point of the connectivity, not to wait to be prompted.
- The system should also be able to create automated reports based on pre-set criteria
- The APIs should be compatible with R, Python, and power BI.
- The system should ideally be compatible with other mobile data collection tools such as Kobo or Ona.
- The system should be sufficiently flexible to allow the creation of additional reports or inclusion of new variables throughout the duration of the programme.

Staff training and ongoing technical support

The consultant(s)/team is also required to provide:

- Ongoing support with resolving issues, adaptations, including new fields, adapting forms and questionnaires, scoring criteria etc. throughout the life of the programme

- Two comprehensive trainings sessions for users (up to 30 users attending)
- A full user manual
- Train up to 5 Consortium staff members (systems administrators) in making custom modification, adaptations, creating reports, adding new fields, modifying scoring criteria etc
- Give remote ongoing support to systems administrators via e-mails or videoconferences when necessary

Deliverables and Time-Frames

	Key Deliverable/milestones	Deadline
1	Questions and answers	
	• Questions on these ToRs to be received by	10 September 2023
	• Answers published by	15 September 2023
	• Applications to be received by	27 September 2023
2	Recruitment	
	• Interviews to be held (online) the week beginning	9 October 2023
	• Successful candidate(s) confirmed no later than	27 October 2023
3	Inception Report	
	• Inception report with proposed methodology, workplan etc to be received	8 November 2023
	• Review and feedback to the inception report to be sent to the successful applicant by the Steering Committee by	17 November 2023
4	Development Phase	
	• First data collection (baseline) to begin	20 January 2023
5	Ongoing Support and Maintenance	Ongoing

Expertise Required

- Implementing experience (evidence of use in similar interagency operational environments and/or with cash transfer programmes); preferably with in a multi-language environment including Arabic
- Experience with deployments at scale (history of at least 10 past projects; any projects in support of government agencies; deployments of over 50 mobile users and/or 200,000 active cases)
- Experience with data handling and security standards, including GDPR Compliance or equivalent; information provided on existing data hosting agreements including physical location of principal and backup servers.
- Experience in startup and ongoing Technical Support to include deployment to project locations for initial rollout and availability of troubleshooting during life of contract
- Experience on-site and remote support: the consultant(s) should have availability to answer questions in different time slot and have set up the software in the field.

Management of the consultancy and logistical support

The principal contacts for this consultancy will be the Brightly Consortium MEAL Steering Committee. CARE UK will be the commissioner. The Brightly Consortium MEAL Steering Committee will provide the initial list of database fields, types of disaggregation and answer categories required and help identify the most appropriate way of structuring the data.

All data gathered will be the property of CARE International UK. The consultant shall ensure at all times the confidentiality of data, respect the privacy of all individuals concerned.

Terms of payment

The following is the term of payment:

- 20% upon receipt of the inception report
- 30% upon deployment of the system for the first data collection.
- 10% upon satisfactory completion of the baseline data collection and processing
- 30% in instalments to be agreed with the contractor during programme implementation
- 10% upon satisfactory completion of the final data collection and processing.

Application process

The deadline for **submission of questions is 15 September 2023**. Questions should be addressed to jjones@careinternational.org with 'Brightly Consortium Case Management System' in the subject line.

A full list of all questions asked and replies will be emailed to all who have notified interest by the 14 of September.

The deadline for full applications **submission of questions is 27 September 2023**. Questions should be addressed to jjones@careinternational.org with 'Brightly Consortium Case Management System' in the subject line.

Fully applications should include:

- Cover letter (maximum 1 page) stating the candidate/team's availability.
- Technical proposal (maximum 5 pages): Which should include (i) brief description of the Consultant(s) previous experience in this kind of work; (ii) profile of the Consultant(s)/team, (iii) Understanding of the TOR and the task to be accomplished, (v) Draft work plan
- Financial proposal (maximum 1 page): covering all costs for all the services described in these terms of reference broken down according to the scope of work and inclusive of licence fees, technical support charges for the duration of the project, and everything necessary for the successful use, maintenance, running and adapting of the system throughout the life of the project.
- Two references from a commissioning organisation

Please indicate "**BRIGHTLY CONSORTIUM BENEFICIARY CASE MANAGEMENT SYSTEM**" as the subject heading.