**QUALITY CONTROL PLAN FOR DATA COLLECTION SOFTWARE SERVICES**

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| **PR/MAR #: G03/2021** | **Tender #: G03/2021** |
| **PR/MAR Description: Provision of data collection software services under global Master Agreement** | |

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| ***The QC Plan details the procedures to inspect and determine the acceptability of the services received.*** |

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| Essential Specifications and Testing Requirements  1. ***List all items/deliverables for data collection and analysis system***   Front end (enumerator facing system for data collection)  Back end (Application building and user management platform)   1. *For each item,* ***identify the ESSENTIAL parameters****,*  * Enables collection and storage of individual program participant data. * Enables offline and online data submissions * Enables authentication of enumerator and program participant identities. * Enables case tracking and management. * Provides a centralized data management platform that enables Mercy Corps to administer data from multiple projects.  1. ***Indicate the procedures for quality control inspections***   A demonstration of the platform will verify that minimum conditions are met.  Periodic reviews of data collection systems built within the platform by Mercy Corps programs will validate that the functionality performs according to the contract. |

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| Contract Testing Requirements The Project personnel in charge of MEL data collection and any other relevant staff from the respective country program with the support of the Monitoring, Evaluation & Learning (MEL) team will be responsible for monitoring service delivery from the service provider. The team will monitor stage by stage of the system to ensure requirements are met as per SoW. |

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| Non-Conformance  * ***In case of non-conformance the following will be followed;***  1. A meeting will be held with service provider to share the non-conforming aspects 2. A resolution will be agreed to by the service provider and Mercy Corps to correct the non-conformities with timelines 3. Mercy Corps will review of the corrections and final product to check for conformance 4. Mercy Corps will communicate its acceptance of the corrections if it meets the requirements of the resolution and SOW, and if not, a communication will be made to the provider on breach of contractual obligations and follow contractual guidelines on termination of task order 5. Payment will not be processed for the rejected product. |