

SCOPE OF WORK

NAME OF PROJECT	Participants Management Platform
GEOGRAPHIC SPREAD	NORTH-EAST AND NORTH-WEST SYRIA
FUND CODE	91528 and 91440

Background

Since May 2014, Northeast Syria (NES) program has been providing emergency food, non-food assistance with prioritization of cash and vouchers to communities affected by the ongoing conflict. Besides addressing the basic humanitarian needs of the newly displaced population, Mercy Corps NES is working also in an early recovery response with the vulnerable communities to strengthen their livelihoods and reduce negative coping strategies through agriculture and livelihoods assistance, improving their shelter conditions and providing WASH assistance. Coordination is one of the additional sectors in NES implemented through the NES Forum.

Summary of Services Required

Mercy Corps North-East Syria seeks to engage a web-based platform to support Program Participants Management, which will help in data sharing, tracking and monitoring of services provided to program participants over time across a number of NGO working within the same hub.

Scope of Work

The contractor's main task is to develop a Participants Management platform that would enable implementing agencies to track and refer participants at different levels across programs over time. Upon successful implementation of the pilot exercise in Hassakeh and Raqqa governorates, the participant management platform will be expanded to other hubs in Syria such as North-West HUB.

The Participants Management Platform should have the capability to:

- Be integrated (API access) with the Unique Identifier (UID) platform (that is already initiated by MC and other agencies), and mobile data collection applications such as ONA, Kobo, and or with any ODK application.
- App Features to include Data collection, multilingual support, multimedia, Complex decision support, lookup tables, user management, custom branding, and profiles.
- to include varied and customizable levels of access/permissions for team members that can be edited by administrators;
- to give access to partners to download entirety of data entered at the end of the contract or whenever Mercy Corps is required to do so;
- to include data retention allowing partners to store and delete information as required by its regulatory requirements (i.e. GDPR), such as retaining for life of contract unless otherwise deleted by client;
- Reporting and analytics: Pre-built report, scheduled email report, excel dashboard linking, case importer, report builder, Management
- Ability to identify de-duplication on the of program participants on the platform.
- to have system security maintained with a secure N-Tier design to allow its own isolated environment; firewalls; Intrusion Prevention systems; encryption with COMODO certificates protecting confidential data;

- User Management: User groups, Case sharing, Based access, Bulk user upload, based case sharing, organizing-based data export, user management restrictions and ability to set up user accounts for mobile users.
- to be a confidential and highly secure system that meets international standards for the European General Data Protection Regulations (GDPR);
- to have a customizable intake form to meet partner's needs, i.e. location, approximate time and date of case creation, beneficiary details, narrative entry for description of the case:
- Offline applicability: The system should be appropriate for insecure environments with weak and intermittent mobile connectivity.
- to have a landing page and intake form that is available in the preferred language of the field staff;
- to be easily configurable at point of initial set up with partners as well as in the future to meet changes in policy and workflow;

The details of each of the above mentioned deliverables will be provided for by the contractor in the Technical and Financial proposal.

For System Support:

- The participant management system will have an accessible customer support team, via email, phone, Skype or WhatsApp for troubleshooting and rapid response to issues with the system;
- The participant management system will have an account management inclusive of sufficient staff to provide assistance with implementation of system, training, and ongoing support.

The proposal will include answers to the following:

- What major system upgrades are upcoming and what will these upgrades achieve?
- What is included in the initial configuration and what is specifically customizable to Mercy Corps?
- How often are enhanced features deployed?
- What is the case management system roadmap?

Below are capabilities that are preferred (though not required) for each function.

- to have automated email ingestion for receipt of new reports from a designated partners email addresses;
- to migrate historical cases into the system, in order to track trends year over year;
- to be able to store a large volume of case files in an organized and indexed format within each report profile in the system;
- to include a highly interactive and adaptive dashboard, with snapshot data dashboard in addition to highlights of reports assigned to team members;

Features of Platform:

The Participants Management Platform will support agencies to organize and query data associated with a single participant or household and link that with a unique code. The platform will help track services provided to program participants over time by creating a list of all Participants registered for support and allowing updates of services provided to each program participant. It should also allow referrals across the agencies and have a layered access control level. It should enable agencies to access any data that was previously saved about a program participant and allow one to update or add to the information about the Program Participant that is saved. Additionally, the platform should allow devices used in collecting program participants to work on and offline and a platform that is able to build longitudinal data for individual participants, as any robust case

management platform would. This would include everything from baseline, to any and all monitoring surveys the team conducts with the participant, linkable by a UID.

Performance Period

The start of the contract is from 20 November, 2021 and ends on 19 November, 2022 unless terminated earlier. The estimated implementation time is 12 months.

Invoicing and payment terms

Upon written acceptance by Mercy Corps of each deliverable, the contractor will submit an invoice in accordance with pricing as will be specified in the contract. Mercy corps will make payment to the contractor for all sums not in dispute within 30 days of receiving invoices from the contractor.