

QUALITY CONTROL PLAN

PR/MAR #: SYR 1509	Tender #: SYR/PR1509/2021/Program/036
PR/MAR Description: Mercy Corps is seeking to contract Service providers for the Participants Management Platform and Unique Identifier platform.	

Essential Specifications and Testing Requirements

- **Essential Specifications – Capacity for Participants Management Platform:**

- A Service provider that has a mobile application, which enables the creation of cases at registration and update of the cases files during follow up visits.
- Ability to integration with third-party mobile data collection applications (ONA, Commcare, Kobo) and UID platform.
- Ability to identify de-duplication on the platform.
- Commitment to data security and program participant's privacy.
- Platform simplicity: The management platform should be intuitive, efficient and easy to use.
- Ability to function either with or without internet connectivity - being appropriate for insecure environments with weak and intermittent mobile connectivity and limited access to electricity.
- Field staff able review case information on their mobile device, even when offline

*Acceptable variation: 0%

Desirable features:

- 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;

*Acceptable variation: 30%

- **Essential Specifications - Capacity for Unique Identifier Platform**

- A blockchain-based platform that brings increased privacy, transparency, and efficiency by utilizing the blockchain's concepts of a Public Ledger, Accounts, Transactions, Consensus, Decentralization and allows the integration of tools and applications into the platform.
- Ability for the system to be integrated with third-party mobile data collection tools and Participants Management Platform.
- Ability to identify de-duplication at both household and individual level on the platform.
- Platform simplicity: The Case Management platform should have be intuitive, efficient and easy to use by program staff.
- Offline applicability: The system should be appropriate for insecure environments with weak and intermittent mobile connectivity.

Desirable features:

- Support in Data Cleaning by correcting all kinds of typos in the words, and make sure that regardless of the way the user writes the name, the system will capture it correctly and thereby increasing the system's ability to capture duplications.

*Acceptable variation: 10%

3. Essential Specifications – Deliverables for Participants Management Platform:

- Develop mobile case management data tools
- Develop an integration framework that is scalable and can be used by multiple partners over multiple programs.
- Set up user accounts for mobile users
- Train mobile users and system managers
- Design a monitoring dashboard for case management
- Develop application features to include Data collection, multilingual support, multimedia, Complex decision support, lookup tables, user management, web-based applications, custom branding, and profiles.
- Reporting and analytics: Pre-built report, scheduled email report, excel dashboard linking, case importer, report builder Management.
- Security: two-factor authentication, de-identified data, security policy control and enforcement, HIPAA compliance assurance
- User Management: User groups, Case sharing, Based access, Bulk user upload, based case sharing, organizing-based data export and user management restrictions
- System integration: Data synchronization, API access, built-in integration with Platform used for the Generation of Participants UID (mobile apps, devices)
- Technical documentation and manual creation of the revised system (User guide).

Essential Specifications – Deliverables for Unique Identifier Platform:

- Develop an integration framework that is scalable and can be used by multiple partners over multiple programs.
- Set up user accounts for mobile users and access to the web portal for two staff from each of the participating NGOs.
- Technical documentation and manual creation of the revised system (User guide).
- Security: two-factor authentication, de-identified data, security policy control and enforcement.
- Develop Capacity building materials for UID deployment
- Online support staff to support throughout hours of operation.
- Collaboration with Dev. Society on the establishment of open API.

PARTICIPANT MANAGEMENT PLATFORM

Parameter	Target Value	Margin of Error (Absolute or Relative) ¹	Testing Method (Lab Test, Visual, Certificate...)	Performed / Reviewed by:
Develop mobile case management data tools	100%	0%	Field testing of tools with reports.	Focal Persons from each Participating organization / Reviewed by Cash and Participants Management Specialist
Develop an integration framework that is scalable and can be used by multiple partners over multiple programs.	100%	0%	Field testing of integration with reports.	Focal Persons from each Participating organization / Reviewed by Cash and Participants Management Specialist
Train mobile users and system managers	100%	0%	Field-testing with reports.	Focal Persons from each Participating organization / Reviewed by Cash and Participants Management Specialist
Design a monitoring dashboard for Participants Management	100%	0%	Verifying and reporting on all the functionalities of the platform	Focal Persons from each Participating organization / Reviewed by Cash and Participants Management Specialist
User Management: User groups, Case sharing, Based access, Bulk user upload, based case sharing, organizing-based data export and user management restrictions	100%	0%	Verifying and reporting on all the functionalities of the platform	Focal Persons from each Participating organization/ Reviewed by Cash and Participants Management Specialist

¹ A relative margin of error will be indicated as a percent (example: +-5%); an absolute margin of error will be indicated as a value (example: +- 5cm)

App Features to include Data collection, multilingual support, multimedia, Complex decision support, lookup tables, user management, web-based applications, custom branding, and profiles. Reporting and analytics: Pre-built report, scheduled email report, excel dashboard linking, case importer, report builder Management.	100%	10%	Verifying and reporting on all the functionalities of the platform	Focal Persons from each Participating organization/ Reviewed by Cash and Participants Management Specialist

UNIQUE IDENTIFIER PLATFORM				
Parameter	Target Value	Margin of Error (Absolute or Relative) ²	Testing Method (Lab Test, Visual, Certificate...)	Performed / Reviewed by:
Develop an integration framework that is scalable and can be used by multiple partners	100%	0%	Field report	Focal Persons from each Participating organization /Reviewed by Cash and Participants Management Specialist

² A relative margin of error will be indicated as a percent (example: +-5%); an absolute margin of error will be indicated as a value (example: +- 5cm)

over multiple programs.				
Set up user accounts for mobile users	100%	0%	Field report	Focal Persons from each Participating organization /Reviewed by Cash and Participants Management Specialist
Technical documentation and manual creation of the revised system (User guide).	100%	0%	Field report	Focal Persons from each Participating organization /Reviewed by Cash and Participants Management Specialist
Security: two-factor authentication, de-identified data, security policy control and enforcement.	100%	0%	Field report	Focal Persons from each Participating organization /Reviewed by Cash and Participants Management Specialist.
Develop Capacity building materials for UID deployment	100%	0%	Share video clips and User guides to MC and other partners	Reviewed by Cash and Participants Management Specialist
Online support to field team	100%	0%	Complaint tracker – Number of resolved complaints	Cash and Participants Management Specialist
Collaboration with Dev. Society on the	90%	10%	Carry out registrations to test integration – Field report	Performed by MC program team/Reviewed by Cash and Participants Management Specialist

establishment of open API.				
Support in Data Cleaning by correcting all kinds of typos in the words, and make sure that regardless of the way the user writes the name, the system will capture it correctly and thereby increasing the system's ability to capture duplications.	80%	20%	Report exported from the platform.	correcting all kinds of typos especially on participants names on the platform

Contract Testing Requirements

Percent of deliverables to be tested.	Frequency	Percent of tested sampling that needs to fail for the entire order to be considered non-conforming - (%)
100%	Monthly	10%

Non-Conformance

→ In cases of non-conformance to agreed quality standards:
Withholding up to 100% of the Service Providers fee for cash transfer.