**Scope of Work (SOW) for Electronic Portal for Cash and Goods Distribution and Tracking**

**Summary**

The platform should have the ability to digital ID (program participant registration) and Distribution paper and e-voucher cash, identification, stock and inventory management, track commodity distributions from point of origin to last mile then to program participants, with the ability to track the individual contents of packages at each point of the package’s journey using barcodes, QR codes, or equivalent.

Qualified Electronic Distribution and inventory management systems should have proved their ability to meet the following requirements:

Program Set-up Requirements

1. The system is interoperable with third parties, including which may range from local vendors and service providers, reporting/data visualization providers, participant management software, and/or hardware (tablets/printers).
2. The system must support partial distribution of In-kind goods to program participants, including the ability to assign diverse types of commodities to program participants based on attributes.
3. The system must support Distribution Cash using E-Voucher, paper voucher or others including through third party technology provider for mobile based cash transfer.
4. **Electronic distribution Portal**

Following each Task Order executed by the Parties under the Agreement, Contractor will provide Mercy Corps a web-based distribution Portal that will allow the person(s) authorized by MC (Mercy Corps) to administer such distribution management Portal.

The system supports the following attributes in the electronic In-kind Goods Distribution and paper and e-voucher cash disbursement:

1. Manage login pages and user access; this page allows the authorized users to login into the portal, also to manage web and mobile users (e.g., reset user’s password using an email account).
2. Manage the project; this section allows authorized users at minimum to define basic project parameters to set up transfer schemes, manage participant ration and update vendor information.
3. Allow program participant information to be entered or uploaded into the portal, either directly by MC team members, uploaded via Excel, or via third party participant management software (e.g., CommCare). Allow MC team members to edit participant information, within the proper user roles and approvals.
4. Allow the ability to disaggregate individual distributions by program and/or by donor, through alpha-numeric codes corresponding to Mercy Corps' award numbers and budget lines.
5. Provide joint view of active projects through an organization dashboard; this page allows authorized users to review active organization Task Orders and the projects under each Task Order.
6. **Project-specific dashboards**

The system should include (provided on a Task Order-by-Task Order basis, on a separate basis from all other Task Orders unless directed otherwise by a specific Task Order):

* 1. Overview dashboard: show information about numbers of participants received the goods aid and location of distribution, type of commodity distributed etc. The dashboard also provides a map of participants’ locations, and interactive charts reflect the distribution.
  2. Commodity dashboard: shows the distribution of each commodity by location with the ability to filter results by selecting multiple commodities or categories (subcategories).
  3. Vendor dashboard: shows the quantity of commodity delivered and the balance staying at the vendor’s warehouse.
  4. Participant dashboard shows the number of program participants who collected their entitlement by location.

1. **Project information:**

This page shows the basic project information including project title, start date, end date, project country and the following information. All project information lists must be able to import and export to/from Excel. All project information lists must be able to add to in three ways: create manually, import from excel, and import from another project or platform.

* 1. A unique identifier field or domain (URL) for each project. Mercy Corps will designate the unique identifier for each project.
  2. Project information: this page adds the basic information including project title, start date, end date, project country and other information.
  3. participants: This page is used to add, delete or edit (active, inactive) participants’ information, including in-kind commodities received (by type) etc. Support virtual participant lists with ability to capture E-signatures or PINs selected by the participant at the time of verification.
  4. Commodity: this page used to add, delete, or edit (active, inactive) commodities’ information, and shows a complete and historical list of commodities.
  5. Commodities category: this page to create, edit (Active, inactive) and delete commodities category that used to organize items in subcategories. This categorizing is on the organization level so it could be used for multiple projects.
  6. Vendors: This page shows all the information about the vendor. The page is used to add, delete or edit (active, inactive) vendor information, assign new commodities, track transactions for each vendor by amount and type of commodity, and records payments to the vendor. MC team members must have the ability to edit vendor information (e.g., add, edit, delete) within the proper user roles and with right approvals.
  7. The management platform, training materials, and customized support must be available in English. More languages are preferred.
  8. The System should have capability for multi- language and illiterate people friendly
  9. The platform must be operable on hardware that is easily accessible in most markets globally, and/or have an option for shipping to Mercy Corps countries.

1. **General Platform Requirements**

Transactions must be logged offline and can be uploaded to the system once connectivity is re-established (auto sync).

* **Program Participant Identification**
* The system capability for Program Participant verification by options such as § Enter the PIN code § E-signature § ID card photo and attach § Biometric.
* The system capability to search for the program participant UID in the project database by scanning the QR code or instant search (optional).
* Match beneficiary’s data with ID document.
* **Commodities management and Monitoring**

* Commodities Dashboard.
* Commodity shipment Tracking.
* Customize Database.
* Commodities Statistics include quantity received, distributed, and remain balance.
* Commodities Picture.
* Stock Monitoring & Management in each warehouse or distribution point.
* **Distribution Auditing**
* The system should be flexible and capable of only approved items could be distributed.
* The system should be capable of only approved quantities could be distributed.
* Only approved and pre-assigned distribution points could operate and distributed.
* The centralized database is fully encrypted and secure, should hosted on Microsoft Azure.
* The connection between all the system components is secure and encrypted using SSL certificates.
* The systems capability of alarming when the goods distribution reaches at the minimum and maximum.
* The systems capability to alert before the goods (food items, pharmaceuticals etc..) reaches its expiration date.
* **Data import with bulk upload capability**

• The system capability for data export in multiple formats.

• Data filtering and grouping.

• Various dynamic reports with exporting capability.

* **Other System Capabilities**
* The systems capability to create a distribution plan.
* The systems flexibility and capability to add more columns for internal purpose.
* The system flexibility and capability of basketing/bundling/kitting different commodities in a full basket.
* Tracking items by QR code for each item in all steps from the supplier until reach to program participants.

**Reporting Requirements**

1. System can provide both raw, unanalyzed data, and structured reports.
2. All reporting should be downloadable in multiple formats including an excel data format that can be sorted and analyzed by Mercy Corps.
3. Reporting can be provided through pre-defined scheduled reports and on demand reports.

Examples of reports include:

a. Project summary report, which includes for the selected report period:

* + Total number of commodities distributed by the project.
  + Total quantity of commodities received at the distribution site.

b. Participant report which will include for the selected report period:

* + Participant name.
  + Participant specific program information
  + Total quantity of commodities the program participant received during the project period.
  + Amount of cash disbursed to program participants disaggregated by sex and age

c. Detailed report by Vendor which includes for the selected report period:

· Vendor name.

· Vendor code.

· Individual transactions including date, time, amount/item, goods purchased.

· Payments to vendor.

· Balance due to vendor.

1. Portal will include a dynamic report tool allowing Mercy Corps to set criteria and create a report based on these criteria
2. Applications should indicate the specific types of reports that are available.

**Mercy Corps Program Management Requirements**

The administrative electronic distribution management system must be accessible by a range of Mercy Corps staff members. Staff members granted access will be assigned a user ID, password and access level based on their approval authority. The system should track and capture Mercy Corps user profile information (including user id) for all system interactions. This information must be able to show which Mercy Corps user completed actions within the system (including both file uploading and direct interaction with the system to upload and edit specific records).

The system must have an audit log that is available only for specific user roles.

User roles reflecting various levels of access and permission settings that enable a segregation of duties for participant and merchant management and transactions is required. Applications should include the user roles and permission settings available. User roles and permission settings must be pre-defined, with the ability to customize. Pre-defined permission settings must include:

* Approval required for the addition or deletion of participant in the system

**Connectivity and Durability Requirements**

The proposed voucher transaction must be able to operate in environments where mobile networks and electricity are available but unreliable. Proposed transactions should not require consistent mobile network availability. The hardware must be durable enough to endure moderate amounts of humidity, heat, and dust.

i. Negative restrictions forbidding use of designated products (i.e., alcohol). Negative restrictions will be handled off-line and will be Mercy Corps’ responsibility to enforce.

**Timeframe / Schedule:** The timeline of this assignment is six months (1st April 2022 to September 30th 2022).

**The Consultant will report to:** Mercy Corsp Ethiopia PaQ (Performance and Quality) Director. **The Consultant will work closely with:** Global Cash and Good T4D advisor

**Evaluation Criteria** include 70% technical (Understanding of ToR-20%, Methodology and Work plan-30% and III. People and Internal System-20%) and 30% financial feasibility/budget).

Those scored below 50 on the technical will not be considered.

**Diversity, Equity & Inclusion**

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world’s most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives.

We recognize that diversity and inclusion is a journey, and we are committed to learning, listening and evolving to become more diverse, equitable and inclusive than we are today.

**Equal Employment Opportunity**

We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

**Safeguarding & Ethics**

Mercy Corps team members are expected to support all efforts toward accountability, specifically to our stakeholders and to international standards guiding international relief and development work, while actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects. Team members are expected to conduct themselves in a professional manner and respect local laws, customs and MC's policies, procedures, and values at all times and in all in-country venues.

**Eligible companies/firms have to submit the following**:

* CV of consultant(s) and company profile
* Statement of interest, proposed methodology and work plan;
* Copies of renewed business registration certificates.
* Financial proposal with a detailed breakdown of costs (including all related costs) in Dollar mentioning the terms of payment.
* Technical and financial proposal should be sent separately and in a sealed envelope; to Mercy Corps Ethiopia head office, P.O.Box: 14319, Addis Ababa or Electronic copy can be sent to [et-tender-questions@mercycorps.org](mailto:et-tender-questions@mercycorps.org)
* Failure to comply with any of the conditions indicated above will result in automatic rejection.
* Application deadline is **30th March 2022 5:00PM** East Africa Time and proposals sent after this date may not be considered.
* Mercy Corps reserves the right to reject the bid fully or par