TERMS OF REFERENCE

DEVELOPING *A WEB-BASED CASE MANAGEMENT & DOCUMENTATION SYSTEM*

Contract no:

Project/mandate name: SIMS

Employer	**HELVETAS Swiss Intercooperation Bangladesh** Road 42/43, House 30 CWN (A) Gulshan 2 – 1212 Dhaka
☎ Email	+880 9609 006007
Consultant	
☎ Email	
Contract duration	from to

1. Background

Helvetas Bangladesh is a non-profit membership association, and part of an international network of independent Helvetas member organisations working in the field of development cooperation. It is present in about 30 countries in Africa, Asia, Latin America, and Eastern Europe. Helvetas which originated from the merger with Intercooperation in 2011 has been active in Bangladesh since 2000. Our **vision** is a just and peaceful world in which all human beings live in a self-determined way in dignity and safety, are able to satisfy their basic needs, have access to indispensable resources and services, and take care of the environment. Working areas and thematic competences of Helvetas in Bangladesh are in particular: Sustainable and Inclusive Economies; Skills Development; Governance and Peace (incl. Migration), Environment and Climate Change. At Helvetas, we support impoverished and disadvantaged people and communities in developing countries who want to actively improve their living conditions. We promote access to resources and services that are indispensable for life, thus contributing to overcome root causes of poverty. Together with our partners, we are committed to the protection, promotion, and execution of social, economic, political and cultural rights.

With the objective of mitigating the negative impacts and risks related to labour migration and maximizing its benefits, **Helvetas implements the Strengthened and Informative Migration System (SIMS) project**. SIMS is a four-year project mandated by the Swiss Agency for

Development and Cooperation (SDC) that seeks to improve the well-being of migrants, particularly marginalized men, and women, through safer migration practices and strengthened service delivery from both public and private actors. The duration of the project is four years (Dec. 2019 – Dec. 2023).

Helvetas together with local partner organizations (both migration related NGO and Legal Aid NGOs) implement interventions focusing on enhanced information and awareness of migrants and their families at home, improved quality, and enhanced outreach of service delivery to migrants and their families and greater resilience of migrants and family members through effective use of remittances. The recent major change in context, COVID19, shall be addressed by including activities related to specific information for migrant workers and their families about services available to them, anti-stigmatization campaigns as well as support alternative livelihoods as and where required. SIMS is implemented in close coordination with the Ministry of Expatriates' Welfare and Overseas Employment (MoEWOE) of the Government of Bangladesh.

2. Objective(s) of the mission (or consultancy)

SIMS aims to develop a web-based case management and documentation system as part of strengthening the case dealing mechanism through familiar redress channel. The system is expected establishing a consolidated structure with detailed information of all agreed case categories including justice seekers and perpetrators information, enabling the internal actors (PNGOs and Helvetas) to efficiently store, access and analyze information and effectively coordinate, preserving relevant evidence/ documentation, monitoring and tracking progress and further input the update till the end. Finally, a key feature should generate a diversified set of evidence based quantitative and qualitative reports (case category, status of case, MW favored result, gender, geography, redress channel, procedural and policy gap etc.), including showing interlinkages between the different topics. This aspired system will act as a comprehensive process map supported by information and efforts from the start of rights violation of migrants to the very end to remedy, based on state of the art data protection. Secondly, it aims to generate evidence-based information and reports for advocacy and recommendations on further initiatives to replicate best practices and as well as address gaps in procedure and policies. Thirdly, it should be able to be linked in future to existing databases of the government, for instance in including the same categories and a similar structure as BMET's online complaint management system, or theoretically allow to export data to that system.

The key objective of the consultancy is:

- To develop a system for timely analysis and coordinated management of cases, ensuring documentation, and generating multi-dimensional report and evidence for advocacy and policy reform.
- To facilitate the process of using the system (incl. initial ToT and continued support to the partners).
- To provide maintenance support for the system through an agreed period.

3. Expected results (or Output)

The following are the expected deliverables from the consultancy firms:

i. Inception Report containing the final methodology, proposal on how to ensure data protection, and work plan.
ii. CMDS development plan based on the meeting with Helvetas including Partner NGOs of SIMS Project, interviewing key stakeholders and review of best practices in national and district (if necessary) level.
iii. Prototype of the CMDS (incl. data protection) deployed, and pilot tested.
iv. The potential users of the system well oriented with sufficient in training practice and the training procedure is well captured in printable version of module.

v.   Final deployment of the SIMS CMDS which is functional web-based and mobile compatible version with cross-browser compatibility along with a user manual both in English and Bengali.

vi.   The CMDS will be handed over to Helvetas with source code, information on its deployment, maintenance, licenses or permits necessary to enable its long term and independent use.

vii.   Availability to provide further training and update the database as and where required.

viii.   Post deployment maintenance support and Report submission.

4.   Main Tasks and Activities of the Assignee (or consultant)

a)   Develop understanding on SIMS access to justice component, case management planning and roles of internal actors (Helvetas and Partner NGOs). Simultaneously, develop understanding on the Migration framework, redress channel (i.e. GMC/ local level ADR, BMET Arbitration Cell, Formal Justice System/ Court Case) functioning process and roles of relevant actors.

b)   Review best practices on Case Management Database in national and regional (Sri Lanka, Nepal, India) level.

c)   Analyze the respective roles and responsibilities of relevant actors and submit subsequent planning with methodology, work plan and requirements to develop the SIMS CMDS.

d)   Develop a web-based case management and documentation system for SIMS Project with pilot testing compatible with both Web version and mobile version.

e)   Develop the data flow chart and delineate Hardware and Software requirements.

f)   Prepare user manual/s and system description manuals.

g)   Carry out TOT trainings for the selected users ensuring successful knowledge transfer on the usage of the newly developed CMDS. Develop a printable training module to continue knowledge sharing among the field level staff in both English and Bengali version.

h)   Maintenance support of the CMDS for a year after the deployment.

5.   Working methodology

The Consultancy firm needs to detail out a methodology for the proposed activities, however, the methodology can be including, but not limited to the following:

- Literature review: SIMS Project Documents, the Case Dealing Matrix of SIMS Project, Stages and Steps of Local Level ADR/ GMC, BMET Arbitration Cell and Criminal/Civil Justice System, Existing case management databases of both GoB and the private sector or any other document or good practices from Bangladesh or from the region as prescribe by Helvetas.
- Primary Information collection from Helvetas including Partner NGOs of SIMS Project, relevant stakeholders for guidance of CMDS development.
- Virtual interaction with regional project teams of Helvetas. (if required)
- A framework plan of the CMDS and validation by Helvetas/ SDC.
- One training of selected user from Helvetas SIMS Project including the partner NGOs staff, and availability to conduct follow up trainings if required.
- Final CMDS development, deployment, and endorsement by Helvetas/ SDC.
- Maintenance support over an agreed period with a specific number of days.

6.   Profile of the consultancy firm

The proposed team from the consultancy firms or the consultants should have following competence.

- The team or lead consultant must be an expert with Information Technology (IT) background.
- Team leader must have previous experience in creating information management systems or database management with front-end and back-end applications.
- Experience in documenting human rights violations is an added value.

- One of team member should have keen knowledge on the Legal Framework of Labour Migration/ Labour Migration Legal Aid Expert.
- Must have experience in working, engaging wide range of stakeholders ranging from government, development partners, and private sector.
- The team or lead consultant must have expertise in report writing and drafting documents for INGOs/ International Organizations.
- Ability to deliver according to a specified timeline while maintaining the quality of the output.

7. Time Frame of the assignment

The development and final deployment of the CMDS and orientation of the users is expected to complete within 120 days beginning from the date of official commencement of the assignment. The budget of the CMDS development will be offered as per proposed activity line linking with person days involved.

Tasks / outputs and suggested timeframe

Task/ Output	Tentative timeframe
a) Sharing ToR	11 May 2021
b) Submission of proposal	30 May 2021
c) Selection of successful consultant/ consulting firm	June 2021
d) Inception meeting with Successful bidder and key documents sharing by Helvetas	June 2021
e) Inception Report submission including the final methodologies and work plan	June 2021
f) Commencement of CMDS Development	1st week of July 2021
g) Prototype of the CMDS deployed, and pilot tested.	1st Week of September 2021
h) Training Module Developed and Training Conducted for potential Users.	3rd Week of September 2021
i) Final deployment of the SIMS CMDS along with a user manual both in English and Bengali.	1st Week of October 2021
j) The CMDS handed over to Helvetas with source code.	2nd Week of October 2021
k) Submission of Post deployment Maintenance Report.	After end of agreed period

8. Responsibilities of the involved parties

Consultancy Firm

- Maintain the assignment task, role and timeline as stipulated in the Contract including the Helvetas Code of Conduct.
- Participate in the meeting/ exchange as agreed/ planned and respond to the communication in timely manner.
- Maintain the respective role division as per team composition stipulated and agreed in the contract.
- Stick to the agreed methodology and work plan and notify the Team Leader SIMS or, assigned focal person and take approval in prior to make any change (if any).
- While designing and developing the web-based keep the feature of the database intact as narrated in the enclosed 'Concept Note on SIMS Web-based CMDS' *(to be exact in Chapter/ Section 2, at Page no. 5)*

HELVETAS

Helvetas SIMS team will provide the consultant/firm with the necessary support to undertake and implement the assignment and execute the objectives of this assignment. Such responsibilities may include the following:

- Provide necessary key background documents on project interventions and thematic issues.
- Provide background information on target beneficiary, users information and stakeholders, project area, etc.
- Arrange primary sharing meetings for the better understanding of the assignment.
- Provide management and expert opinion and support in designing and implementation of the methodology and work plan.
- Linking with stakeholders and users for information collection purpose.
- Linking with partners NGOs to share their experience, respective and collaborative roles in the system.
- Arranging for payment.

9. Reporting / Debriefing

The following deliverables shall be submitted by consultant:

i.   Final deployment of web-based of bi-lingual (English & Bengali) CMDS for SIMS Project with source code and tested compatibility in both Web version and mobile version.

ii.   A User manual/s and system description manuals including data flow chart and delineate Hardware and Software requirements printed both in English and Bengali.

iii.   Printable (illustrated design) electronic/ soft copies of the **User Manual** in pen/ flash drive (portable USB) both in English and Bengali.

iv.   Printable (illustrated design) electronic/ soft copies of the **Training Module** in pen/ flash drive (portable USB) both in English and Bengali.

v.   A computer printed maintenance report in English after the agreed period.

At the end of the contract, a debriefing meeting shall be held between Helvetas and the consultant/ consultancy firm.

10. General Terms and Conditions

- HELVETAS Swiss Intercooperation reserves the right to accept or reject any proposal without giving any verbal and/or written rationale.
- All reports and documents prepared in relation to the assignment will be treated as HELVETAS Swiss Intercooperation Bangladesh property.
- The reports/documents or any part, therefore, cannot be sold, used, and reproduced in any manner without prior written approval of HELVETAS Swiss Intercooperation Bangladesh.
- HEVETAS Swiss Intercooperation Bangladesh reserves the right to accept or reject any proposal without giving any verbal and/or written rationale.
- The selected consultant/consulting firm should implement the work in coordination with the focal person of HELVETAS Swiss Intercooperation. The consultant should prior inform the focal person on the schedule/programme to implement the assigned task.
- HEVETAS Swiss Intercooperation Bangladesh or its representatives reserve the right to monitor the quality and progress of the work during the assignment.
- The Consultant will get the stipulated amount agreed by both the parties through contract. No other cost will be borne by Helvetas Swiss Intercooperation Bangladesh.

- VAT Registration Certificate, TIN and Trade License (if applicable) must be submitted before the agreement is signed.
- The selected consultant/ consulting firm is requested to affix required revenue stamp while submitting the bill.

11. Evaluation Criteria

On receipt of the EOI, a designated team will evaluate the proposals and take a decision about the consultants/ agency for the study. Selection of the consultants/ agency will be based on:

Criteria	Required areas	Score
Technical Evaluation	a. **Organization or consultant Profile, length of Service Experience of Firm /Consultant, Team Composition & Eligibility of Legal Documents ----------------------- 35** b. **Methodology and Work plan --------------------------- 25** c. **Sample of relevant work experience ---------------- 10** (consulting firm /individual should submit at least 2 sample works along with proposal, preferably with GoB or IOs/INGOs)	**70 Marks**
Financial Evaluation	Financial Offer	**30 Marks**
	Total Score	**100 Marks**

12. Application process

The Application/ proposal submission will be in English *(prescribed font – Arial and font size 11)*

Interested and qualified Consultants/ Firms are requested to submit their Proposal (Technical and Financial) to: ***recruitmentbd@helvetas.org***. Please write **"SIMS CMDS Consultancy"** in the subject line. The proposals should be submitted by **5 pm BST on 30 May 2021**. We are only able to consider electronic submissions.

Only shortlisted Consultants/ Firms will be contacted and invited for a technical discussion.

13. Structure of the proposal

Interested Consultant/ Firms must include the following content with the indicated page number for submission of the proposal:

a. **General Part:** The general part must contain the following -
  - A Cover Page with contact detail of the applicant – 1 Page
  - Table of Content - 1 Page
  - Abbreviations and Acronyms - 1 Page
b. **Technical Proposal:** The Technical Proposal consists of following issues -
  - Introduction and understanding of the assignment - maximum 1 Page.
  - Description of relevant thematic and skill related experience and expertise of the Consultants/ Firms for the mandate - maximum 2 Pages
  - Detailed methodology, tools, and work plan along with samples (at least two) of previous work. – maximum 5 Pages.
  - Team Composition and expertise of key members. – maximum 2 pages. Brief CVs of the experts including records on experience in similar assignments and name of the references should be attached as annex.
c. **Financial Proposal:** Listing all costs associated with the assignment with a breakdown. In particular, the financial proposal should itemize the following:

- ▪ Proposal must include professional fees for development and maintenance support of CDMS.
- ▪ Cost related to one training with 25 participants.
- ▪ Variable costs inclusive of transportation costs and meetings with stakeholders

(NB – Payment of consultancy fee is subject to withholding tax unless there is evidence of exemption) (maximum 2 pages)

d. References: Names and contact details of two organizations for which similar work have been conducted in the last five years

14. Documents

Along with properly signed technical and financial proposal the following papers should be included:

   i.   Cover letter (Maximum 1 Page)
   ii.   Company Profile / CV of Consultants (as annex)
   iii. Experience in similar assignment, i.e. submission of two examples of recent related work undertaken by the tendering party/parties in a related field (evidence copy as annex)
   iv.   Copy of consent letters from the key consultants (in case they are not employed in the applying agency) (as annex)
   v.   Copy of VAT Registration Certificate (as annex)
   vi.   Copy of TIN Certificate (as annex)
   vii. Copy of BIN Certificate (as annex)
   viii. Copy of Joint Stock Company Registration Certificate (as annex)
   ix.   Copy of Trade License Certificate (as annex)

15. Annexes

Annex -A: Concept Note on SIMS Web based CMDS.

Place and date: **Dhaka, 10 May 2021.**