

## TERMS OF REFERENCE (Institutional contract)

### Child Protection Information Management System for Mahama Refugee Camp

<b>Position Title:</b>	Web and Mobile Application Developer
<b>Level:</b>	N/A
<b>Location:</b>	Kigali
<b>Duration:</b>	8 Weeks

#### 1. Background

Since April 2014, Rwanda has been experiencing a refugee influx from Burundi as a result of civil unrest linked to Burundi's presidential elections. As of 8 September 2016, there are 81,368 Burundian refugees in Rwanda, 51,419 of which reside in Mahama Camp. 26,590 of these refugees are children; 49% are girls and 51% are boys under 18 years, and 4% of these are unaccompanied or separated (UNHCR-14 November 2016).

The overall emergency response is coordinated by MIDIMAR and UNHCR, with UNICEF supporting on Child Protection. The situation of the Burundian population in Mahama Camp led to some unique and challenging protection concerns. Half of the refugees in Mahama sought asylum independently and are registered as single-headed households. There are currently 1,536 unaccompanied and separated children in the camp (722 unaccompanied, 814 separated). Data shows high rates of psychosocial distress, emotional abuse, physical abuse, and sexual abuse, which is compounded by the inability of parents and caregivers to meet basic needs for their children and themselves. The baseline sexual and gender-based violence (SGBV) assessment, conducted by UNHCR in August 2015, revealed that 97% of parents and caregivers do not have enough resources to live. 88% reported emotional problems due to their inability to provide for their families. 20% of adolescents reported being screamed at very loudly and aggressively by parents and caregivers. 40% of adolescents and 47% of unaccompanied children made confidential reports of sexual violence or abuse in Mahama Camp.

Since the onset of the emergency, UNICEF and partners have been working to establish child protection systems to prevent, monitor, and respond to violence, abuse, and exploitation against children. Systems are also in place to facilitate the reunification of children with families, and to provide care, psychosocial support, and stability to children living without families.

With monitoring systems in place, UNICEF has started to see an increase in the reports of violations against children and the emergence of complex protection issues such as child labour, trafficking, sexual violence, and young children returning to Burundi with the support of family. The growing protection needs in the camp have highlighted new challenges in the current programmes.

From 2015 to 2016, UNICEF provided psychosocial support to over 8,000 children and their families. Approximately 5,000 children visit child-friendly spaces (CFS) on a weekly basis, which have been upgraded to semi-permanent and equipped with adapted play games. The unaccompanied

and separated children have benefited from home visits by community-based para-professional social workers and child protection mobilizers who provide them with basic care, life skills, and support for education. 145 child protection cases were filed since January 2016. Of these, 59 have been closed and 86 are still active. Regular monitoring is sustained and has proved very effective in the identification, assessment, and referral of child protection concerns.

## **2. Problem Statement**

While emergency child protection mechanisms are in place, there remains a need to improve and sustain mechanisms to both prevent and respond to the protection needs of the most vulnerable children. With the high rates of unaccompanied children facing diverse protection concerns such as child labour, sexual exploitation, child trafficking, and frequent movement inside and outside the camp, there is a need for real time data to ensure rapid responses. The current paper-based monitoring system results in significant delays between data collection and response, largely resulting from inaccuracies due to human error. There is a disproportionately high number of unaccompanied minors who are often living on their own. These children and adolescents are at increased risk of harm and abuse, and need care, supervision, and movements monitored to ensure their wellbeing.

To address the inefficiencies caused by having a paper-based monitoring system, UNICEF has identified the need to put in place an online Child Protection Information Management System, allowing consistent and timely updates, to improve the mechanisms for monitoring these cases and in order to sustainably impact the lives of separated children and unaccompanied minors refugee children.

## **3. Results Statement**

The goal of this project is to strengthen and sustain the child protection response in Mahama, ensuring that vulnerable children and adolescents are protected against protection concerns such as child labour, sexual exploitation, child trafficking, and sexual violence; supervised, and monitored in a safe, stable environment through a computerised monitoring system.

To reach the abovementioned goal, UNICEF will design and implement an innovative tablet-based information management system that will allow child protection partners throughout the camp to monitor the movement and protection needs of vulnerable children, ensure a rapid response, support children with diverse protection needs, and provide UNICEF with real-time data analysis that will inform future programming.

## **4. Methodological Approach**

A web based application will be developed, interacting with a mobile application which will be used to collect the information from the camp and directly transfer to the cloud and made available, in real-time, to Child Protection Officers who will follow-up the case of each concerned child, and to authorized intervening parties.

An SMS system will be used to send alert to Child Protections Officers in case of a case that required immediate action and rapid response.

Overall the system will allow:

- Initial registration of all information of separated children and unaccompanied minors among refugee children in Mahama camp;
- Timely registration of cases of identified rights violations that require attention by Child Protection Officers;
- Consistent and timely (daily) updates of cases and situations of children;
- Regular monitoring and follow-up of cases until their referral and/or closure;
- Facilitation of family tracing and reunification;
- Access to customized, timely, and accurate information by different stakeholders involved in the protection of children, via a dashboard;
- Reporting;
- Interaction with existing information management system.

Initial data will be entered by a designated person through a computer connected to the internet. Daily movements will be collected via mobile devices (tablets) by community volunteers and uploaded onto the site via internet. The upload will be done instantly upon data collection. In the event of internet connection problem, data will be saved on the tablets and transferred once reestablishment of the connection.

Each community volunteer will have access only to basic information of specific children assigned to him/her based on which he/she will provide updates.

## 5. Major Tasks, Deliverables and Timeframe

Major Tasks	Deliverables	Timeframe
Requirement gathering, analysis and design	Software architecture	One week
Development (coding) & Implementation	Software release 0	Three weeks
Cloud/Server configuration	Software release 0 running on cloud	One week
Testing and debugging (Initial system trial and adjustment)	Few cases entered and analytical reports produced; Software release 1	Two weeks
Documentation, Training and Deployment	Users trained; User and Administrator documentations; System in use.	One week
Maintenance	Software updated/upgraded	Three months

## 6. End Product

The result of this project will be:

- A software running on the cloud (web application), accessible through several dashboards customized based on users' access levels;
- A mobile application running on Android mobile devices (tablets) to supply information to the web application above;
- Messaging system that sends automatic alert to Child Protection officers for determined cases considered as urgent.

## 7. Qualifications and Requirements

The following qualifications are expected from the software development firm that will be assigned this project:

- At least 2 years of experience in software development, particularly in cloud (web) base applications;
- Proven experience (at least 2 years) in development of Android mobile applications;
- Demonstrated practical knowledge of cloud technology and data security;
- Excellent knowledge of English and French/local language;

Applicants are required to provide a list of applications (with references) developed so far in the domain of cloud (web based) and mobile technology.

## 8. Supervision

The consultancy firm will work under the direct supervision of UNICEF ICT Specialist with technical support from Child Protection Specialist and Child Protection In Emergency, in close consultation with Save the Children, UNHCR and other relevant partners.

## 9. Terms and conditions

- The project will be for 8 weeks starting from November 17th, 2017. After deployment, the consulting firm will remain available for maintenance for 5 months for eventual debugging and upgrading (if required).
- The consultancy firm will be responsible for transport to and from the camp for requirement gathering, application testing and deployment.
- The firm shall submit a technical and financial proposal for the work. The firm will be paid two times as follows:
  - 30% after the successful run of the software release 0 running on the cloud;
  - 50% after successful deployment of the system.
  - 20% after the three months of proving regular software maintenance and update
- UNICEF reserves the right to withhold all or a portion of payment if performance is unsatisfactory, if work/output is incomplete, not delivered or for failure to meet deadlines.
- All materials developed by the consultant (including software source codes) will remain the copyright of UNICEF and UNICEF will be free to adapt and modify them in future.

- The company and their staff will receive basic information on International Code of Conduct for working in emergency refugee setting that they will strictly observe as long as they are having access to refugee camp as they perform their duties.

## 10.Evaluation of the Bids

### Mandatory conditions:

- Rwandan institution (RDB certificate registration must be provided);
- Minimum 2 years of experience in the software development.
- 2 year financial statements ( balance sheet/ profit and loss statement)

### Technical Evaluation:

Item	Technical Evaluation Criteria	Max. Points Obtainable
<b>1</b>	<b>Overall Response</b>	<b>10%</b>
1.1	Completeness of responses	5%
1.2	Understanding of the assignment and alignment of the proposal with the Terms of Reference (Overall concord between RFP requirement and Proposal)	5%
<b>2</b>	<b>Qualifications and Experience</b>	<b>80%</b>
2.1	Range and depth of organizational experience in software development of cloud (web) base applications (at least 2 years) – Provide details of applications developed and clients references	20%
2.2	Range and depth of organizational experience in development of Android mobile applications (at least 2 years) – Provide details of applications developed and clients references	40%
2.3	Key personnel to work on this project – Provide CVs of at least 3 staff: <ul style="list-style-type: none"> <li>• Relevant IT qualifications</li> <li>• Experience in cloud (web) and Android mobile applications development</li> <li>• Knowledge of French/local language</li> </ul>	9% 9% 2%
<b>3</b>	<b>Methodology and Approach</b>	<b>10%</b>
3.1	Proposed methodology for this project	5%
3.2	Proposed work plan to accomplish the project	5%
	<b>TOTAL</b>	<b>100%</b>

Note: Financial evaluation will be considered only if the technical proposal scores 70%.

**Financial Evaluation:**

Evaluation Criteria Formula for Financial Proposal

$$\text{Points Obtained} = \frac{30 * \text{price of lowest bidder}}{\text{Price of proposal being considered}}$$

The financial offer should provide a detailed breakdown of the estimated cost following the Major Tasks, Deliverables and Timeframe detailed at point 5.

Applications will be evaluated based on the cumulative weighted average evaluation model: 70% for technical proposal and 30% for financial proposal.

**11.How to apply?**

Qualified institutions are requested to submit separate proposals for technical and financial to [rwasupply@unicef.org](mailto:rwasupply@unicef.org), not later than 16<sup>th</sup> November 2017 at 5:00pm Kigali Time.