

Re-advertisement

# **Terms of Reference for Development of National Database for Children and Young People Living in Alternative Care Settings in Somaliland**

## 1. Introduction

SOS Somaliland is a Non-Governmental Organization (NGO) that is not for profit, non-sectarian and non-partisan and which has been in existence since 1999. SOS Children's Villages in Somaliland shares vision with SOS Children's Villages International and believes that every child belongs to a family and grows with love, respect and security. To realize this, SOS Children's Villages in Somaliland builds families for children in need, help them shape their own futures and share in the development of their communities.

### 1. About SOS Children's Villages

SOS Children's Villages is the umbrella organization for the global federation of 137 national SOS Children's Villages associations, working in more than 2500 Program locations worldwide. We work together with a single vision: every child belongs to a family and grows with love, respect and security. Uniquely, we provide long-term, family-like care for children who have lost parental care (alternative care service), and we work with vulnerable families and communities to help strengthen them and prevent child abandonment (family strengthening service, FS). SOS alternative care is usually organized in the form of a cluster of SOS families, where each SOS parent cares for small group of children.

SOS Children's Villages in Somaliland is part of SOS Children's Villages International, the umbrella organization to which all SOS Children's Villages including SOS Children's Villages in Somaliland Association is affiliated. SOS Somaliland is a Non-Governmental Organization (NGO) that is not for profit, non-sectarian and non-partisan and which has been in existence since 1999.

SOS Children's Villages in Somaliland shares vision with SOS Children's Villages International and believes that every child belongs to a family and grows with love, respect and security. To realize this, SOS Children's Villages in Somaliland builds families for children in need, help them shape their own futures and share in the development of their communities.

SOS Children's Villages in Somaliland is committed to the welfare of children who lost parental care or at risk of losing parental care – often ensuring that children grow up in a loving family environment, and to strengthening families and communities as a preventive measure in the fight against child abandonment and social neglect, and upholds child protection policy as part of their commitment to the protection of children and youth from abuse.

SOS Children's Villages in Somaliland in 1999, when SOS started its first operations in Sahil region. Currently, SOS Children's Villages in Somaliland implements Projects ranging from child care, child protection, youth empowerment and participation, education and emergency relief interventions. SOS Children's Villages in Somaliland is operational in three regions of Somaliland: Awdal, Maroodijeh and Sahil, and has a relationship with many stakeholders, including government authorities at national, regional and district levels, NGOs, INGOs, local communities, as well as other CSOs who are in and out of the operational area.

SOS Children's Villages in Somaliland is implementing the 'Leave No Youth behind' project. The overall objective of the project is - young people in Somaliland to be resilient and self-reliant to become independent and contributing members of society with a special focus on youth leaving care. This project is to contribute to the realization of a better society where young people are self-reliant and depend on their own powers, resources and abilities to meet their needs and manage their own affairs. The project also aspires to make young people resilient to adversities/challenges in life and capable to withstand and recover quickly from difficult conditions.

The project focuses on 3 major outcomes with their relevant outputs to achieve the above stated goal and focuses on human rights-based approaches and targets duty bearers to demonstrate capacity and commitment to fulfill their responsibility to respect, promote and realize the rights of youth, and Rights Holders (youth leaving care) to have the capacity to exercise and claim their rights, hold duty bearers accountable and understand their corresponding entitlements in relation to specific duty-bearer.

In summary, the project aims to achieve the following outcomes:

**Outcome 1:** Policy Environment: Decision makers put policies/laws in place that strengthen the support for YLC and enable their participation

**Outcome 2:** Strengthening Duty Bearers: Social protection systems respond to the needs and rights of youth leaving care on their journey to independent living

**Outcome 3:** Empowering Right Holders: Young people leaving care in stable and fragile societies claim their rights to healthy lives, care and active participation

To capture information on youth leaving care and children in alternative care settings as a whole, the project will support the Ministry of Employment Social Affairs and Families (MESAF) to develop a **national database**.

The project will address the problems of discrimination, marginalization and stigmatization of young people aged 15–25 who grow up without parental care. Whether they have been placed in residential care facilities, in foster care or other types of care, they are at high-risk suffering from a variety of challenges including poor social networks, mental health problems, unemployment and homelessness. Cultural and gendered norms give young women and men different vulnerabilities as they grow out of care and transition to independent living. Young women are at high risk of gender-based violence, trafficking, early pregnancies and early marriage, and school drop-out while young men are at risk of ending up in hazardous work, living on the streets and in conflict with the law. Consequently, they risk exacerbating intergenerational poverty, and intensifies the risk for young care leavers to be either the drivers of conflict or the victims of conflict. The context of a complex crisis compels sensitivity to the humanitarian, development and peacebuilding nexus in order to contribute to the sustainability of programme outcomes and longer-term resilience and rehabilitation of the communities where we plan to intervene.

The 2019 UN Resolution on the Rights of the Child (hereafter the Resolution) directly urges States Parties to ensure special protection and assistance to adolescents and young people leaving alternative care in preparation for their transition to independent living. This includes support in gaining access to education, training, employment, housing and psychological support, reintegration with their families when that is in their best interest and gaining access to aftercare services. In line with the recommendations from the Committee on the Rights of the Child (CRC), this partnership engagement promotes young care leavers' right to mental health and sexual reproductive health, decent livelihood and active participation.

## 2. Objective of the database

The aim of this assignment for the development of a database is to enable MESAF to establish a platform system to store and effectively manage information on children and young people living in alternative care settings and youth who left care.

## 3. Scope of work

### • 3.1 Functional and Technical Specifications:

Please see the following table, showing the basic specifications of the data management system, the following specifications are not exhaustive and can be increased and modified in the course of the database development if necessary:

- Please indicate your confidence on delivering requirement exactly as it is intended **(from 0 – 100%)**.

| Requirement                                                                                    | Importance     | Confidence Level |
|------------------------------------------------------------------------------------------------|----------------|------------------|
| Specific Features                                                                              |                | 0-100%           |
| The system should be able to show the child progress (e.g., education, health, legal and etc). | Very Important |                  |

|                                                                                                         |                |  |
|---------------------------------------------------------------------------------------------------------|----------------|--|
| The system should have a frontend dashboard, specific for every user (showing specific information).    | Very Important |  |
| Ability to produce reports (ad-hoc and periodic)                                                        | Very Important |  |
| Ability to autosave and auto-back up data.                                                              | Very Important |  |
| Must utilize a mobile friendly, responsive design that is compatible on iOS and Android mobile devices. | Very Important |  |

| Requirement                                                                                                                      | Importance     | Confidence Level |
|----------------------------------------------------------------------------------------------------------------------------------|----------------|------------------|
| <b>General Functionality</b>                                                                                                     |                | <b>0-100%</b>    |
| Must be compatible with Windows 10 or higher and MacOS & Unix                                                                    | Very Important |                  |
| Must be compatible with desktop/laptop with following specifications minimally (Core i3, 64/32-bit, 2.0 GHz processor, 4 GB RAM) | Very Important |                  |
| Must be compatible with all modern web browsers (Edge, Chrome, Firefox, and Internet explorer).                                  | Very Important |                  |
| Must utilize a mobile friendly, responsive design that is compatible on iOS and Android mobile devices.                          | Very Important |                  |
| Admin has full permission to modify or delete a field.                                                                           | Very Important |                  |
| Database admin must be able to configure individual user permissions (user access).                                              | Very Important |                  |
| Cloud-based SaaS system accessible from any internet enabled device                                                              | Very Important |                  |
| Cloud-based storage for back up, with automatic back up (e.g., weekly) and manual back up by the admin only                      | Very Important |                  |
| Ability to provide contextual help for each question on a form.<br>** 24 / 7 support                                             | Important      |                  |
| Admin can create new items (forms) without seeking the consultant's assistance.                                                  | Very Important |                  |

|                                                                                                                                  |                |  |
|----------------------------------------------------------------------------------------------------------------------------------|----------------|--|
| Support for data migration and integration with other systems, such as financial management or electronic health record systems. | Important      |  |
| Form fields can be made required.                                                                                                | Very Important |  |
| Fields can be selectively hidden/shown.                                                                                          | Very Important |  |
| Drop-down field values can be customized.                                                                                        | Very Important |  |
| Users can save their own search track history.                                                                                   | Desirable      |  |

| Requirement                                                                                          | Importance     | Confidence Level |
|------------------------------------------------------------------------------------------------------|----------------|------------------|
| <b>Registration Process</b>                                                                          |                | <b>0 – 100%</b>  |
| Ability to ask the consent of the participants.                                                      | Very Important |                  |
| Ability to register without need or use of the internet.                                             | Very Important |                  |
| Ability to select options from a list e.g., region, type of alternative care setting.                | Very Important |                  |
| Ability to upload documents and media e.g., reports, medical documents, photos or videos             | Very Important |                  |
| Ability to autosave a form without completion (preferably every 30 sec).                             | Very Important |                  |
| Ability to make some fields optional (can be skipped) and some fields mandatory (cannot be skipped). | Very Important |                  |

| Requirement                                                                                                 | Importance     | Confidence Level |
|-------------------------------------------------------------------------------------------------------------|----------------|------------------|
| <b>Participant Information Management</b>                                                                   |                | <b>0 – 100%</b>  |
| Individual is assigned a unique ID                                                                          | Very Important |                  |
| Intuitive search function (smart filter) when creating a new participant/ when searching for a participant  | Very Important |                  |
| View and link to all related records by program/registrant/family.                                          | Very Important |                  |
| Participants can be enrolled in multiple programs, services, etc. simultaneously.                           | Desirable      |                  |
| Add to participant records by uploading documents, such as consent, images, health records, etc.            | Very Important |                  |
| View and record data on mobile devices.                                                                     | Very Important |                  |
| Ability to add/change fields over time.                                                                     | Very Important |                  |
| Ability to show the participants progress                                                                   | Very important |                  |
| Ability to transfer, migrate and move participant data to archive before permanently deleting e.g. 4 years. | Very Important |                  |

| Requirement                                                                                                | Importance     | Confidence Level |
|------------------------------------------------------------------------------------------------------------|----------------|------------------|
| Reporting                                                                                                  |                | 0 – 100%         |
| System has standard reports with the ability to create ad-hoc reports based off all available form fields. | Very Important |                  |
| Users are able to create reports on the fly and save them for later use.                                   | Very Important |                  |
| Export reports in XLS, CSV and PDF formats.                                                                | Very Important |                  |
| Ability to filter reports results interactively at run-time.                                               | Very Important |                  |
| Reports can be created and shared among all users in the system.                                           | Desirable      |                  |
| Ability to track and manage case workers, foster parents and other caregivers.                             | Very Important |                  |
| Ability to show certain data access and reports on the dashboard for different access level users.         | Desirable      |                  |
| Ability to create data visualizations through the use of charts and dashboards.                            | Very Important |                  |
| Fields to track the child's legal status and any court hearings or other legal proceedings.                | Important      |                  |
| Ability to produce monthly reports, showing new entries and updates.                                       | Desirable      |                  |

### • 3.2 Testing

Quality Assurance testing is the responsibility of the consultant. New software will only be deployed and handed over to MESAF after it has passed the consultant's internal QA testing at which point SOS Children's Villages in Somaliland team and MESAF technical team will perform User Acceptance Testing as the final stage of testing before the customization is certified for use.

### • 3.3 Training

The consultant shall provide resources experienced with developing and executing training plans, including content development and delivery, to assist MESAF and SOS CV Somaliland in meeting end-user training needs. Implementation shall occur in phases and knowledge transfer shall be an ongoing process throughout the entire project. The consultant shall provide knowledge transfer both verbally and through written documentation, user manuals (Incl. Training manual) and procedures.

#### **Training Approach/Plan**

- Describe the approach to end-user training. Also, describe what training methods should be deployed and to whom.

#### **Training Content Development**

- Describe your process for developing training materials and identify the tools to be used.
- Describe how training materials will be made available after implementation has been completed (Customer Knowledge Base, etc.).

#### **Training Delivery**

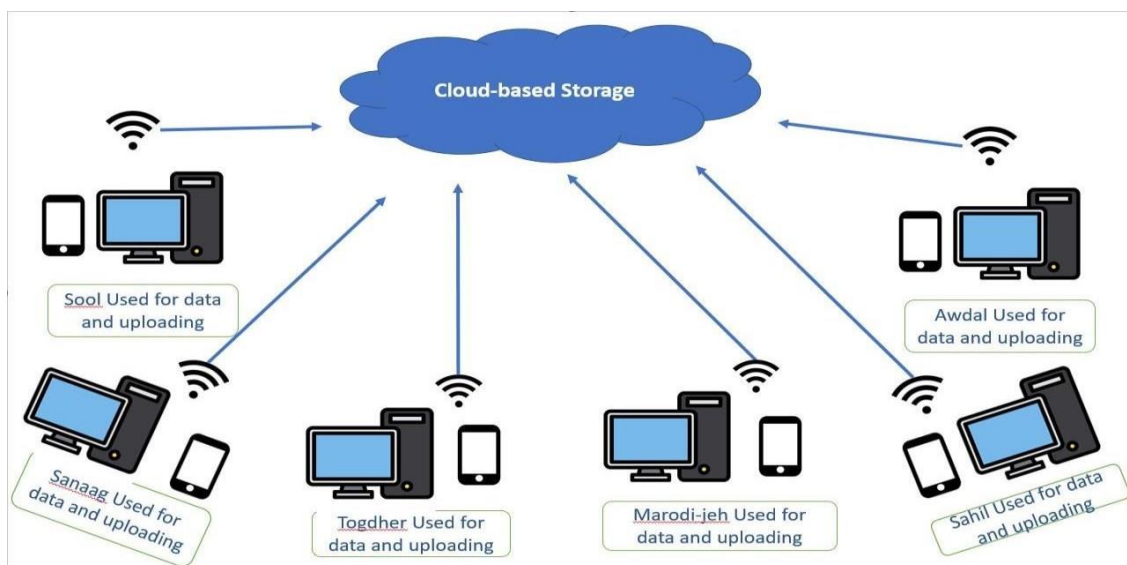
- Describe your training delivery approach, indicating whether it will be instructor led, computer based or some combination thereof.
- Describe what will be the definition for end-user readiness.
- Describe how readiness is defined and measured, including what constitutes the end-user.

### Transition Approach

- Describe the process for knowledge transfer to MESAF throughout the project.
- Describe the continuation of tech support and training to include post-production period.

### 3.4 Database Framework

The database is expected to be a cloud-based database where all the collected data is uploaded to central cloud-based storage. The data can be entered through a tablet or a computer, but can only upload when connected to the internet, all the regions have the same level of access during the data entry and uploading. the picture below shows the framework for the database:



## 4. Deliverables

At the end of the assignment the consultant is expected to deliver the following:

1. **A fully functional cloud-based data management system:** The consultant should deliver a fully functional data management system that meets the ministry's requirements and specifications as outlined in the ToR. The system should be able to handle the data needs of the ministry, and should be scalable to accommodate future growth.
2. **Cloud-based storage:** the consultant is expected to link the database to a cloud-based storage with enough space for backup.
3. **Detailed documentation:** The consultant should provide detailed documentation of the system, including user manuals, technical documentation, developer manual and system architecture diagrams.
4. **Data migration:** The consultant should assist with the migration of data from existing systems and ensure that the data is properly integrated into the new system.
5. **Training:** The consultant should provide a comprehensive training for MESAF staff and Residential Care Centers management on how to use the system,
6. **Support and maintenance:** The consultant should provide ongoing support and maintenance for the system, including addressing any issues or bugs that arise, and providing updates and upgrades as needed.

7. **Compliance and Security:** The consultant should ensure that the system is compliant with relevant regulations and standards, such as HIPAA, and that it meets the ministry's security requirements.
8. **Test Reports:** The consultant should provide test reports that demonstrate the system's functionality and performance, including load testing, stress testing, and security testing.
9. **A warranty period:** The consultant should provide a warranty period (2 years), during which they will fix any issues or bugs that may arise after the system has been deployed.
10. **A Project Timeline:** The consultant should provide a project timeline that shows the progress of the project, deliverables and milestones.

## 5. Timeline

The assignment is expected to be concluded in 3 months starting from the day the contract is signed, the timeline can be broken-down as follows:

| Activity                                                                                                                                                            | No. of Days            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| <b>Planning Stage:</b> prepare the necessary tools, software and submit the database framework design showing the relationship between different fields and tables. | 10                     |
| <b>Build out</b> the system and customize                                                                                                                           | 30                     |
| <b>Testing period:</b> QA testing by the consultant, and User acceptance testing by SOS CV Somaliland                                                               | 10                     |
| <b>Training:</b> end user training needs                                                                                                                            | 15                     |
| <b>Handover</b> to SOS CV Somaliland & MESAF                                                                                                                        | 5                      |
| <b>Contingency/reserve</b>                                                                                                                                          | 10                     |
| <b>Total</b>                                                                                                                                                        | <b>80 working days</b> |

## 6. Qualifications of the consultant(s) and criteria for selection

The consultancy team should comprise of:

A lead consultant with:

- Advanced degree in Software Development, A degree in Computer Science, Information Technology or a related field that demonstrates a strong foundation in the technical aspects of database design and development, as well as a good understanding of the underlying technologies.
- Extensive experience in database development and administration with deep understanding of database design and implementation, as well as experience in working with different database management systems.
- A degree or certification in security, privacy or compliance that demonstrates understanding of the relevant regulations and best practices in data security and compliance.
- A degree or certification in cloud computing or related field that demonstrates that experience working with cloud-based solutions and has a good understanding of how to implement and manage data management systems on a cloud platform.

A Co-lead with:

- Experience in child welfare or social services field: The consultant should have experience working in the child welfare or social services field and should understand the specific requirements for data management systems in this context.

- Experience with reporting and analytics: The consultant should have experience with advanced reporting and analytics capabilities and be able to provide examples of how they have used these capabilities to support their clients.
- Experience in working with similar organizations: The consultant should have experience working with similar organizations that have similar data management needs and be able to provide references from these organizations.
- Experience in providing support and maintenance: The consultant should have experience in providing ongoing support and maintenance for their data management systems, and should be able to demonstrate their track record of providing responsive and effective support.

## 7. Instructions to Bidders

The bidders are welcome to submit their proposal for the development of the system. This bid is open to all national and international consultants (independent consultants or companies) who are legally constituted and can provide the requested services. The bidder shall bear all costs of the bid; costs of proposal cannot be included as direct cost of the assignment. The proposal and all supplementary documents have to be submitted in English. Financial bid needs to be stated in US dollars (USD).

### i. Process of Submission of Bids

To facilitate the submission of proposals, the submission can be done electronically in PDF format and sent to SOS Somaliland HR Department via [hr@sos-somaliland.org](mailto:hr@sos-somaliland.org) on/before **16-March-2023**. The subject of the email should clearly say **'Terms of Reference for Development of National Database for Children and Young People Living in Alternative Care Settings in Somaliland'** for further inquiries please email [Yahye.muse@sos-somaliland.org](mailto:Yahye.muse@sos-somaliland.org) before 13 -03-2023.

## 8. How to apply

### 8.1 Logistical arrangements

SOS Children's Villages in Somaliland is not responsible of the consultant transport, if there is any travel arrangements in the proposal, the consultant shall include it in the financial proposal.

### 8.2 Duration of the contract and terms of payment

Payment will be made only upon SOS Children's Villages Somaliland acceptance of the work performed in accordance with the above-described deliverables. The consultant will be paid by SOS Children's Villages Somaliland as agreed between the consultant and SOS Children's Villages in Somaliland.

### 8.3 Notice of delay

Shall the successful bidder encounter delay in the performance of the contract which may be excusable under unavoidable circumstances; the contractor shall notify SOS Children's Villages in writing about the causes of any such delays within one (1) week from the beginning of the delay. After receipt of the Contractor's notice of delay, SOS Children's Villages shall analyze the facts and extent of delay, and extend time for performance when in its judgment the facts justify such an extension.

### 8.4 Copyright and other proprietary rights

SOS Children's Villages shall be entitled to all intellectual property and other proprietary rights including, but not limited to, copyrights, and trademarks, with regard to products, processes,

inventions, ideas, know-how, or documents and other materials which the Contractor has developed for SOS Children's Villages under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract. The Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for SOS Children's Villages. All materials: plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of SOS Children's Villages and shall be treated as confidential, and shall be delivered only to SOS Children's Villages authorized officials on completion of work under the Contract. The external consultants are obliged to hand over all raw data collected during the assessment to SOS Children's Villages.

### **8.5 Termination**

SOS Children's Villages reserves the right to terminate without cause this Contract at any time upon forty-five (45) days prior written notice to the Consultant, in which case SOS Children's Villages shall reimburse the Consultant for all reasonable costs incurred by the Consultant prior to receipt of the notice of termination. SOS Children's Villages reserves the right to terminate the contract without any financial obligations in case if the contractor is not meeting its obligations without any prior notice including:

- Agreed time schedule
- Withdrawal or replacement of key personal without obtaining written consent from SOS Children's Villages
- The deliverables do not comply with requirements of ToR

- **Annex**

### **9.1 SOS Children's Villages child protection policy and code of conduct**

SOS Children's Villages International has a child protection policy and code of conduct that all consultants will be expected to comply with and will be required to sign a statement of commitment to the policy. This will happen upon signing of contract, together with an orientation of consultants on internal child safeguarding processes and data protection regulations. Before the actual start of data collection, a police check is to be provided, in case any direct contact with Project participants and/or any sensitive data is planned. In addition to the above mentioned, the following key areas for ethical consideration need to be taken into account:

<http://childethics.com/ethical%20guidance/>

Graham, A., Powell, M., Taylor, N., Anderson, D. & Fitzgerald, R. (2013). Ethical Research Involving Children. Florence: UNICEF Office of Research - Innocentia.

The successful bidder is requested to obtain written consent from all participants of the evaluation process and/or their official guardians/representatives (when applicable).

## 9.2 Bid submission / identification form

This bid form must be completed, signed and returned to SOS Children's Villages. Bids have to reflect the instructions described in the Request for Proposal and Terms of Reference. The Undersigned, having read the complete Request for Proposals including all attachments, hereby offers to supply the services specified in the schedule at the price indicated in the Price Schedule Form, in accordance with the Terms of Reference included in this document.

Offering service for: Company/Institution Name/Individual's

1. Name \_\_\_\_\_

2. Address: \_\_\_\_\_ Country: \_\_\_\_\_

3. **Telephone:** \_\_\_\_\_ **Fax** \_\_\_\_\_ **Website** \_\_\_\_\_

4. Date of establishment (for companies): \_\_\_\_\_

5. **Name of Legal Representative (if applicable):** \_\_\_\_\_

6. Contact Person: \_\_\_\_\_ Email: \_\_\_\_\_

7. **Type of Company: Ltd. Other** \_\_\_\_\_

8. Number of Staff: \_\_\_\_\_

### 9. **Subsidiaries in the region:**

Indicate name of subsidiaries and address

a) \_\_\_\_\_

b) \_\_\_\_\_

c) \_\_\_\_\_

Validity of Offer: valid until: \_\_\_\_\_

Date

Signature and stamp

### 9.3 Previous experience form

| Description (services and products provided to the clients relevant to the current RFP) | Client | Contact person/phone, email address | Date of assignment (from/to) |
|-----------------------------------------------------------------------------------------|--------|-------------------------------------|------------------------------|
|                                                                                         |        |                                     |                              |
|                                                                                         |        |                                     |                              |
|                                                                                         |        |                                     |                              |
|                                                                                         |        |                                     |                              |

### 9.4 Price schedule form

The financial proposal needs to include all taxes, in addition to this financial proposal, the consultant can submit their own financial proposal.

|  | Activity               | Staff involved (indicate profile) | Number of people | Number of days | Daily rate | Total price per row | % of total price |
|--|------------------------|-----------------------------------|------------------|----------------|------------|---------------------|------------------|
|  |                        |                                   | A                | B              | C          | $D=A*B*C$           | $E=D/F$          |
|  | Planning and designing |                                   |                  |                |            |                     |                  |
|  | Execution              |                                   |                  |                |            |                     |                  |
|  | Testing                |                                   |                  |                |            |                     |                  |
|  | Training               |                                   |                  |                |            |                     |                  |
|  | Total price            |                                   |                  |                |            |                     | 100%             |

This proposal should be authorized, signed and stamped

\_\_\_\_\_

(Name of Organization)

Name of representative

Address:

Telephone/Fax/Email:

### 9.5 Technical proposal (guideline)

|                                                                  |  |
|------------------------------------------------------------------|--|
| Name of Organization/Firm/Independent Consultant                 |  |
| Name of contact person for this proposal (for organisation/firm) |  |
| Address:                                                         |  |
| Phone/Fax:                                                       |  |
| E-mail:                                                          |  |

The technical bid should be concisely presented and structured in the following order to include, but not necessarily be limited to the following information listed below.

- a. Quality and Relevance of Technical Proposal
  - ✓ Describe all actions related to the designing of the system.
  - ✓ Realistic work plan with time lines in accordance with ToR.
  - ✓ Detailed quality assurance and testing process including data protection and data security.
- b. Qualification and expertise of organization/ consultancy team.
  - ✓ Reputation of firm/organization and staff and individual consultant/s (competence and reliability) in carrying out evaluations.
  - ✓ Recommendation letters for similar assignment from former employers.
  - ✓ Previous reports for similar assignments (incl. testing reports, training documents.
  - ✓ Relevance of: - Specialized knowledge - Proven expertise in carrying out formative evaluations
  - ✓ CVs for key staff