



LEGAL AND HUMAN RIGHTS CENTRE

Justice Lugakingira House, Kijitonyama, P. O. Box 75254, Dar Es Salaam,
TANZANIA

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Website: www.humanrights.or.tz

TERMS OF REFERENCE

FOR

ESTABLISHING AN AUTOMATED MONITORING AND EVALUATION SYSTEM FOR LHRC PROGRAMS

Board of Directors:

Prof. Geoffrey R.V. Mmari - Chairperson, Ms. Anna Aloys Henga (Adv.) Secretary, Ms. Emeline A. Mboya - Member,
Mr. Thaddeo W. Mashera - Member, Dr. James E.M. Jesse (Adv.) - Member, Ms. Rebecca Z. Gyumi - Member,
Ms. Anastazia Rugaba - Member, Ms. Sophia M. Komba - Member

1. INTRODUCTION AND BACKGROUND

The Legal and Human Rights Centre (LHRC) is a private, autonomous, voluntary non-governmental, non-partisan and non-profit sharing organization envisioning a just and equitable society. It has a mission of empowering the people of Tanzania, so as to promote, reinforce and safeguard human rights and good governance in the country. The broad objective is to create legal and human rights awareness among the public and in particular the underprivileged section of society through legal and civic education, advocacy linked with legal aid provision, research and human rights monitoring. LHRC is undoubtedly the leading Civil Society Organization that commands profound recognition, respect and admiration equally by the duty bearers and rights holders.¹

LHRC successfully implemented its six-year strategic plan (SP) of 2013-2018 which was premised on the rights and obligations set forth in international human rights law and the Constitution of the Republic of Tanzania. The overall aim was to strengthen the capacities of rights holders to make their claims and hold accountable the duty bearers while strengthening the duty bearers' capabilities to meet their obligations.

The current Plan(2019/2024) developed strategies to enable the Centre realize its vision of a just and equitable society as well as its mission of empowering the public, promoting, reinforcing and safeguarding human rights and good governance in Tanzania through legal and civic education and information; sound legal research and advice; monitoring and follow up of human rights violations; and advocacy for reforms of policies, laws and practices in conformity to international human rights standards.

LHRC's program activities require enterprise management through a centralized, distributed web-enabled platform from which key personnel and staff can interact, report and conduct key analysis result- based programs.

To achieve these LHRC aims to develop an interactive, user-friendly M&E system for reporting, data management and archiving to enable LHRC improves management of its data and reporting function across all program areas covering the five strategic objectives:

¹ *Evaluation report of the implementation of the Legal and Human Rights Centre (LHRC) strategic plan (2013 - 2018); August 2018*

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2. THE OVERALL PURPOSE

The purpose of this task is to introduce a user-friendly online M&E system to improve data management and timely decision making using an automated standardized and centralized system. M&E team is currently using a range of excel worksheets to plan activities, update progress and report. Manually updating and following up implementation on identified quality gaps and agreed actions with the program team which is a great challenge. Hence, the automation system is expected to have the following advantages.

- a) To improve reporting for better decisions making
- b) To standardize the M&E reporting platforms
- c) Ensure the organization have a smooth workflow process
- d) Ensure accurate responses to audit queries resulting from programmatic revisions

2.1. Specific Objective of the assignment

To develop an effective Monitoring and Evaluation system that will enhance efficiency in data management, data use and timely decision making.

3. SCOPE OF THE WORK/ ASSIGNMENT

In performing the assignment, the consultant shall address the following key issues:

- 3.1.1. Interact with ongoing program monitoring processes, avenues for collecting and processing performance data and review activities across various initiatives to inform baseline and use this to develop an inception plan
- 3.1.2. Develop a web-based automated M&E system with GIS², Impact, Outcome, Output, monitoring indicators for all programs and projects
- 3.1.3. Implement a web-based online portal for each project/program for data input and report generation.
- 3.1.4. Provide the required training and support to LHRC Staff to effectively utilize the system.

² *Geographical information system- is a system designed to capture, store, manipulate, analyze, manage, and present spatial or geographical data.*

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4. FUNCTIONAL AND TECHNICAL REQUIREMENTS

4.1.FUNCTIONAL REQUIREMENT

The end-design should have several functionalities as following but not limited to:-

4.1.1. General Features of the web based M&E system

Implement a web based M&E system with atleast the following features.

- a) Program and Project Dashboard Indicators
- b) Files Management tools for attachment of documents and other files
- c) GIS Analytical tools and integrated workflows
- d) Program/strategy indicators: impact /outcome/output
- e) Inbuilt analysis tools with import and export functionality in various data formats.
- f) Inbuilt templates for dynamic reports generation
- g) Self-service (SS) online & offline portal for each project and program
- h) Automated email notifications for level two analysis, review & approval
- i) Different levels of access at project, program / programme team, MEL & Management
- j) Generate notification emails for approaching & past deadlines of periodic reports, with automatic escalations in case of default
- k) The system should be usable in both online and offline contexts and across platforms
- l) Should have inlet/outlet Apps both Android and IOS

4.1.2. Look and feel

Legal and Human Rights Centre will provide Branding toolkit for various directives, but additionally, the contracted company will be required to adhere to the following

- Each System page must comply with LHRC branding, a branding guide will be provided.
- Should reflect corporate colours of LHRC with dynamic Navigations, contents should be well placed,

4.1.3. Enhanced Search

The System should have a comprehensive and extended search functionality with contextual and filter narrowed search capability.

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4.1.4. Integration with other Inhouse Systems

The system should be able to connect to other Inhouse systems, and when observed to be necessary, a consulting company will work with Legal and human Rights Centre ICT team, and any other consulting company, that their product is being used by LHRC, or currently supporting organization on it in that context.

4.2. TECHNICAL REQUIREMENTS

Design, develop and deploy the system with several following technicalities but not limited to:-

4.2.1. Security

Contracted Company will be required to adhere to LHRC internal standards such as Systems development security control standard and others appropriate.

- a) All System development and deployment stages should comply to LHRC Availability and integrity and Confidentiality policy
- b) System should be equipped with security features to enable applications and other components to not easily be infected by unconstitutional malicious activities/programs.
- c) Web server must be configured with HTTPS to secure traffic to and from the server
- d) Provide secure access to the MEL Digital System and portal through an appropriate authentication and authorization mechanism.
- e) Provide private authoritative access to System Administrators to perform web user management and other web administration management tasks.
- f) System should have capacity of enabling two step authentication.
- g) System must be equipped with input validation, in all login portals and input forms.

4.2.2. Operational features

- a) System must be highly responsive, with modular design, to support fast maintenance and upgrades.
- b) Since System is role based, all functionality should be enabled through roles
- c) Should be very much Optimized for site and portal low bandwidth users
- d) It should be simple and easy to use with an intuitive web interface, following Web 2.0+ trends

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- e) It should be compatible with the current version of web browsers (Mozilla Firefox, internet explorer, Microsoft Edge, Chrome, Safari, Opera)

4.2.3. Application Programming Interface (API)

A restful API that can communicate with the LHRC Systems like Enterprise Content Management, Core Accounting and others

4.2.4. Server Requirements and Hosting

Legal and Human Rights Centre will provide a hosting environment with the following,

- Operating system: Unix/Linux
- Apache webserver
- Database: MySQL
- PHP Version 5.5+
- Enough Storage space
- SSL Certificate

Legal and Human Rights Centre will provide another server for scheduled backups, the Contracted company will be needed to set up different backup schedules, and ensure that all data are backed up and tested as per LHRC data Backup policy

5. SYSTEM MAINTENANCE

System maintenance activities shall include but not limited to;

- a) System updates: the contracted System development company will assist with a update when the changes that have to be made are not possible from the Administrative user interface. It should endeavour so that as many changes as possible be made from the Administrative interface,
- b) The contracted System development will oversee backup procedures in collaboration with the LHRC technical team, through the duration of the contract. The backup will be stored at the client's preferred location
- c) The contracted System Development Company will have an automated testing system that checks for broken hyperlinks on the site.
- d) The contracted System Development Company will follow the terms of the standard SLA provided in the proposal.
- e) The contracted System Development Company will verify regularly that the site is up and running and will revert to the back up whenever necessary.
- f) The contracted System Development Company will give guidance on using the admin interface to Legal and Human Rights Centre Technical Team
- g) Monitor the server logs and generate regular reports when needed.
- h) The company should have an automated issue management ticket system for customer requests and allow clients to access tickets via the web at any time, including the correspondence log.

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- i) The contracted company will provide quarterly detailed reports analyzing progress, trends and areas to be improved.

6. SERVICE LEVEL AGREEMENT (SLA)

- The contracted System Development Company will provide consultancy SLA that shall be part of their proposal also indicating Maintenance scheme after deployment.
- The SLA will include financial penalty clauses should the company break the terms of the agreement.

7. DELIVERABLES

The consultant shall submit the following outputs.

- Inception Report.
- Implementation Plan
- Draft Version/Prototype of the System
- Final Working and hosted Version of the System
- Capacity building
- All Required documentations, e.g user Manuals etc
- Final Project Report

S/N	Deliverable	Activity
1	Inception Report	i. Preliminary review, Preparation and submission of Inception Report. ii. Clearance of Inception Report by LHRC ICT Department
2.	Implementation plan	i. Submission of the plan ii. Consultant discusses with the LHRC ICT Department
3.	Draft/System prototype	i. Submission of the draft Version of the design
4.	Final Working and hosted Version of the MEL Digital System	Submission/presentation of the Final Working and hosted Version of the MEL Digital System -

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5	Capacity building	Training to administrators and LHRC users
6	Documentations	Prepare user Manuals and present to LHRC for approval
7	Final Project Report	Submit final Project Report to LHRC

8. COMPANY PROFILING

a) Competence,

A company should have:-

- Proven experience of System Design and development or offshelf systems customization
- Strong experience in developing well-known and widely used open-source platforms.
- Understanding of End Users needs to match with adequate technical solutions.
- Very Strong track record in Monitoring, Evaluation and Learning Processes and Platforms
- Strong and proven knowledge on data Management and Manipulation
- Proactive verification by the contractor that LHRC, as a client, is satisfied with the service provided.
- **Should prove to have undertaken atleast 3 Similar projects on Monitoring, Evaluation and Learning in the past 7 year.**

b) Company Processes Streamlining.

All companies submitting their proposals will be required to,

- Establish an understanding of the services required and separate activities according to the areas of work listed above;
- Describe how the company engages with its clients: what processes they follow and requirements they have regarding timelines, rates, requests, sign-off and payments;
- Provide a standard SLA

c) Technical team

Include CV of the technical team that will be assigned to this project,

Requirements,

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- Team members should have atleast Bachelor degree in Information Technology or any relevant degree
- Desired project lead should have at least 5 years working experience in M&E and advanced training in M&E;
- Experience with practical field implementation of monitoring system and coordinating projects;
- Facilitation and training experience is also desired;
- Highly developed analytical skills, with the ability to apply creative solutions to complex problems;
- Ability to create effective and efficient systems for gathering and analysing data;
- Ability to manage relationships with third parties in order to meet objectives on complex projects.
- Strong skills in teamwork, facilitation/training, electronic database development, strategic thinking, verbal communication, and writing.
- Good leadership, communication, interpersonal and conflict management skills.
- **Excellent written and oral skills in English and Swahili.**

8. SELECTION CRITERIA

Companies will be Required to submit, their technical and financial proposals, with the budget broken down by activities, After submission shortlisted companies will be invited for presentation to defend their proposals, after which contract will be awarded to finalist.

Final evaluation will be as per criterias below;

1. Company Profile 15%
2. Technical capacity and experience of contracted company and their understanding of the task 45%
3. Accessibility and proximity of the support team 20%
4. Pricing 20%

9. CONFIDENTIALITY

- The consultant shall keep all information acquired in the course of performing the herein referred assignment strictly confidential. Shall not under any circumstances discloses any information or matter relating to LHRC to any person or utilize the same information for any purpose which is or may be

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detrimental to the business, security or image of the LHRC or any purpose other than authorized and instructed.

- In any case where the consultant or its employee or agent discloses any information or matter relating to LHRC to any person or utilize the same information for any purpose which is or may be detrimental to the business, security or image of LHRC and or any purpose other than authorized and instructed by the LHRC, the Consultant shall be liable for any loss, detriment or damage that LHRC shall incur or encounter due to the above referred.

10. CONTRACT

- The Company appointed for the assignment shall be required to enter into a contract with the Client.
- The Company must propose a schedule of payments that will be discussed and finalized at negotiations.
- The Contract between the Client and the selected Company will be signed under the Laws of the United Republic of Tanzania.
- All submitted proposals become the property of the Client. However, only the submissions by the successful Company will be used.
- The decision of the Client regarding the choice of a Company is final and is not subject to appeal.
- For custom made System, All the Work Done, source Codes and System developed will be sole Property of LHRC, and LHRC will hold the Copyrights and Only perpetual Licences will be accepted for Offshelf Solutions.

11. SUBMISSION

Interested Companies will be required to submit their proposals as per this TOR Guidelines to the address below

Executive Director
Legal and Human Rights Centre
Justice Lugakingira House
Kijitonyama, Opp Institute of Social Work
P.o. Box 75254
Tel : +255(0) 222773038/48
Fax : +255(0) 222773037
Email: lhrc@humanrights.or.tz

Attn: Procurement Officer.

The deadline for submissions is 22nd June , 2020.

Inquiries should be directed to itsupport@humanrights.or.tz with a subject “MEL Digital System Development Proposal”.

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