CONSULTANCY ANNOUNCEMENT

Location: Kigali

Title: Terms of Reference for Consultancy Services to Design and Develop Gender Management Information System (GMIS)

Project: Advancing and Sustaining Gender Equality Gains in Rwanda

Duration of contract: Four Months (4 Months)

Deadline application date: 24/11/2017

Expected Starting Date: 1/12/2017
1. Background and Justification

The Government of Rwanda recognizes the importance of promoting gender equality and women’s empowerment both as an end goal in itself as well as an effective pathway for combating poverty and for stimulating sustainable development. To achieve this commitment, the Government of Rwanda has put in place National Gender Machineries [the Ministry of Gender and Family Promotion (MIGEPROF), Gender Monitoring Office (GMO), National Women’s Council (NWC)) and Rwanda Women Parliamentary Forum (FFRP)] to ensure effective promotion of gender equality per the mission and core function for each institution.

Gender Monitoring Office is mandated to effectively monitor gender mainstreaming and the fight against Gender Based Violence in public, private, civil society and religious institutions to achieve gender equality in Rwanda, and to be an icon observatory for gender equality that promotes accountability for sustainable development in Rwanda. Gender Monitoring Office also serve as a national reference for information and data on gender equality and accountability for effective decision making and planning.

However, planning for gender mainstreaming and empowerment of women should be evidence based. There is need for clear facts and information on the presence or absence of inequality between men and women, boys and girls to inspire and inform decision making.

One of the gap noticed in the promotion of gender equality is a serious lack of adequate gender disaggregated data in some sectors indicating how men and women, boys and girls participate in and or benefit from the country’s development process, resulting into either gender neutral or gender blind policy and programs interventions.

It was also observed that there is limited suitable means to capture, process and disseminate sex disaggregated data and information on key sector interventions to aid gender sensitive policy interventions apart from statistics captured by the National institute of Statistics (NISR) in its various surveys. Further, the lack of a “self-contained” system of capturing gender related indicators makes it difficult to have a comprehensive view of the state of gender equality across sectors and timely reporting.

It is in this line that the Gender Monitoring Office within the framework of the Joint Programme on Advancing and Sustaining Gender Equality Gains in Rwanda is developing a Gender Management Information System (GMIS). The system will be a web-based online portal to capture, store and retrieve gender related data in Rwanda for information and reporting purposes.
The system is expected to strengthen coordination, data storing, dissemination and feedback amongst members of the Gender Machinery Institutions and other stakeholders.

To support this initiative, UN Women in collaboration with Gender Monitoring Office would like to hire a consultant firm to develop the above GMIS.

2. Objectives

a. Overall Objective

The overarching objective of the project is for selected firm to develop a Gender Management Information System to capture, store and retrieve gender related data in Rwanda for information and reporting purposes. The system is expected to strengthen coordination, data storing, dissemination and feedback amongst members of the Gender Machinery Institutions and other stakeholders.

b. Specific Objectives

The following are specific objectives of the consultancy:

1. Develop web based system to enable GMO users to

   o Capture, store and retrieve gender related data and enable them to populate the system with clusters of indicators and their corresponding data;
   o Store gender related data and their dissemination to relevant key stakeholders;
   o Provide different users with different content based on their levels as specified during analysis phase;
   o To collect sex disaggregated data from various sources (initially central and districts) and access dashboard for data analysis
   o Generate gender parametric reports including both graphical and tabular reports which can be exported either in pdf, excel, etc.
   o Ensure systematic data sharing between Gender Machinery Institutions and other specified stakeholders;
   o To manipulate stored indicators and data in the system through editing, adding and deleting indicators/data and/or sets of indicators/data;

2. The consulting firm must organize capacity building training for the system’s administrators and other users;

3. The consulting firm must test and operationalize the system before its handover.
3. **Scope of Work**

This assignment will include deep analysis, detailed design (physical design), development, and operationalization of Gender Management Information System as a web based platform that will allow GMO to capture, store and retrieve gender related data in Rwanda for information and reporting purposes. The system is expected to strengthen coordination, data storing, dissemination and feedback amongst members of the Gender Machinery Institutions and other stakeholders.

In order to understand better the needed system, the consultant will need to consult different GMO selected users and key stakeholders during the analysis phase.

4. **Key deliverables**

The consultant assigned to develop the Gender Management Information System is duty bound to deliver on the following:

- Inception Report
- Project Plan
- System Requirement Specification Document
- Functional System Design Document including mockup
- System architecture
- Source code
- System documentation and user guide
- Training Plan + Training Materials
- Operational and tested GMIS system
- Data Collection Module that allows different users to record gender related data
- Module that allows to track different indicators
- Reporting Module that allows users to generate different reports (graphical reports, pdf reports, excel based reports, etc.)
- Dashboard Module that provides key statistics for key managers and stakeholders
- Administration Module that allows the administrator to manager users and their roles
- Integration Module that provides the needed web services to be used for integration
- Citizen Gender/GBV Reporting and information sharing Module that allows public to send gender /GBV related information to the system either anonymously or after registration.

5. **Management arrangement**

- The consultancy firm will work under the overall guidance and supervision of the GMO ES and work in close collaboration with a GMIS technical of team.

- A quality assurance committee will be established and composed of UNWOMEN Representative, MIGEPROF representative, GMO nominated team and any other resource person.
• The consulting firm should report on weekly basis the progress and organize subsequent presentations with GMO staff (technical and managers) to gather their inputs and avoid any deviation.
• Monthly progress report should be submitted every last Friday for each month
• Report should be approved by technical focal points and submitted to the GMO ES who will get approval from the High Monitoring Office.
• User acceptance report should be provided at the end of the implementation and user testing
• Final report and system should be handed to the High Monitoring Office.

6. Qualification and competencies

The following qualifications and competencies are required from the consulting firm:

• The interested firm must have valuable experience in developing MIS for Government institutions, Development partners and big organizations. The firm should possess the proof document of at least 3 similar MIS projects carried out in the past of the same size.
• The Firm shall have a minimum of at least 5 years’ experience and capabilities in the field of software development.
• The interested firm must have well qualified and experienced staff with at least ‘bachelor’s degree in IT related field.
• Individual members of the consulting firm should have at least 5 years of experience in software development
• The Firm shall have a minimum of 3 certificates of completed work of similar nature and size especially in government and partners at national or at regional level.

   a. Team qualifications

The assignment will be undertaken by four consultants: Project Manager, Software Architect, Software developers (2) and Testing engineer. All consultants should have IT degrees and with great experience and professional qualification.

All consultants shall provide CVs indicating their qualification and evidence of previous experiences for similar assignments.

7. Technical specifications
   a. General

• The system must allow GMO staff and key stakeholders to capture gender related data. The data to be captured needs to be determined, discussed and agreed upon during the inception report.
• The system must analyze the supplied data and generate some insights from the analysis to guide the decision making
The system must provide a dashboard for senior managers to show key statistics and monitor key indicators. Indicators to be monitored to be discussed and agreed upon during the inception report.

The system must provide the reporting module to allow users to access different reports related to gender equality and GBV data.

The system must provide strong administration module to manage all users, their access roles

The system must be platform independent and can be deployed in any OS

The system must be accessible by different users from different geographical locations at any given point in time;

Data Access (Insert, Update, and Delete) should be restricted based on user and organization hierarchy;

The system must allow all the authorized stakeholders to access the system based on their roles and responsibilities;

The system must be accessible to all users using different devices (smart mobile phones, laptops, desktops, iPad, etc.) and all the functions should still work as expected;

The system must be tested in commonly used browsers for both small devices and computers. Mainly Mozilla Firefox, Google Chrome, Safari, Opera, Dolphin, Mercury, etc.;

The system must provide pagination with option for user to select the number of items to be displayed for each web page;

The system must provide application search level and each web page must show to the user the search with different criteria.

b. System Architecture

This section describes how the System shall be physically and logically configured to meet its operations

- The System must provide roles and responsibility based security framework
- The architecture of the system must show how the scalability of the system
- The architecture of the system must support portability.
- The system can run on any database management system with limited customization which can be done only through the settings file.
- The system must be deployed on any platform (Windows, Linux/Unix, etc...)
- The overall architecture must show how the system will be expanded to accept data from users in rural area (with no internet, no smart devices, no computer) using USSD.
- The system will be deployed in National Data Center
• The Application and Database can reside in separate virtual servers

c. Security

This subsection summarizes the security requirements:

• The System shall require all actors to uniquely identify and authenticate themselves before enabling them to use System capabilities.

• System shall notify IT Manager if any user repeatedly fails to authentication. The account should be locked if the user attempts to login 3 times without success. The system shall restrict users to view the information of other users. The system must have robust backup, restore and archiving capabilities

• The system must use another layer of authentication on top of normal username and password.

• The password for all users must be strong enough. The system must request the user to change the password after a fixed period that can be configured by IT Manager.

• The system must provide logs (audit trial) of all transactions in the system. Capturing user, date, time, and data modified in the system.

• The system must support the attachments of the following formats only: pdf, .doc, .xls, jpeg, and .png. All other attachment must be restricted.

d. Deployment

• The system should be able to deployed in a short time (maximum 3 hours)

• The minimum requirements for hardware, software and configuration must be provided to IT Manager

e. Performance

• The user should be able to search and get reply within few seconds.

• The typical user shall be able to freely, and quickly navigate between relevant ages and still maintain the same look and feel.

• The System shall support an unlimited number of simultaneous data entry users.

• The System shall support an unlimited number of simultaneous interactions.

• All System responses should be as close to real time as possible

f. Support and Maintenance

• The consulting firm must be able to provide the continuous support while maintaining the solution. The annual maintenance fees must be provided in financial proposal.

• The typical user shall be able to freely, and quickly navigate between relevant ages and still maintain the same look and feel.
g. Integration

- The system must provide all the required data by different stakeholders through the provision of web-services.
- The stakeholders to consider will include NISR, RNP, NWC, NCC, MIGEPROF, and others that will be identified after detailed analysis. The system must provide json based data web services.
- The government is planning to deploy enterprise service bus to easy integration between institutions; the system must be able to accommodate future integration needs for the government.

h. Reporting

- The system must generate key graphical reports needed to monitor different indicators. All key reports must be specified and agreed upon by both parties before inception report
- The system must allow the users to export data in other formats mainly excel format for statistician for further analysis and reports generation
- All the statistics displayed on dashboard must have option of printing if user needs to

i. Validation

- All inputs data must be validated instantly from the client side
- The server-side validation of input data must be restricted only to the data that cannot be validated by the client-side validations.

8. Duration

- The assignment will last for 4 months.
- Technical support of 1 year from the date of acceptance of the system developed.

9. Selection procedure

This is a Quality Based Selection tender. The firm with the best technical proposal will be invited for financial negotiation. If negotiations are not successful, the next company will be invited until the agreement is reached.

10. Submission procedure

The interested firm must submit the following documents:

- **Technical proposal**, showing clearly the followings: Consultants Organization and Experience, certificates/ proofs of similar works, Methodology and Approach to the assignment, detailed work plan, architecture of the proposed solutions, exhaustive list of all features of the system, scalability approach for future needs, one year of free support warranty, maintenance plan, CVs of key professionals that will work on this project, their degrees/certificates and their roles.
- **Financial proposal**, showing the total cost associated to this project. The detailed breakdown must be shown including labor cost, any other expenses.
• Detailed **breakdown of maintenance cost** after 12 months must be submitted as separate document.

• **Tax clearance certificate** and **valid business registration certificate** must be submitted.

The applications must be addressed to UN Women Operations Manager and can be submitted via email to **rwanda.offers@unwomen.org** copy to **izabiriza.brigitte@gmo.gov.rw** or in hard copies to UN Women’s office in Kiyovu, 4KN 67th Kigali-Rwanda by 24th November 2017 at 1:00 p.m.