

## **CATHOLIC RELIEF SERVICES (CRS)**

### **TERMS OF REFERENCE FOR ICT 4DCONSULTANTS FOR IMPROVED ALERTS MANAGEMENT INFORMATION SYSTEM**

This Terms of Reference (TOR) provides the description and work to be done in setting up, testing, and handing over the Improved Alert project's Management Information System.

#### **About CRS**

Catholic Relief Services is the official international humanitarian agency of the Catholic community in the United States. CRS works to save, protect, and transform lives in need in more than 100 countries, without regard to race, religion or nationality. CRS' relief and development work are accomplished through programs of emergency response, HIV, health, agriculture, education, microfinance, and peacebuilding.

#### **About CRS Nigeria**

CRS has been supporting program activities In Nigeria for over 30 years and has long-standing relationships with Church and non-Church partners and communities throughout the country. The Nigeria country program has a diverse funding base with health, nutrition, food security and agricultural livelihoods, microfinance (SILC), emergency response and peace building projects. CRS/Nigeria currently has over 210 national and 8 international staff. With an FY22 annual budget of over USD \$100 million, coupled with strong donor interest in supporting CRS' work in the country, significant growth opportunities exist for the CP. The CP has, been supporting emergency activities in the NE. states since 2015 with offices in Damaturu, Maiduguri and Yola,

#### **About Improved Alert**

The Improved Access to Lifesaving Emergency Response, Recovery and Timely Support Project (IMPROVED ALERTS) project, funded by United States Agency for International Development's (USAID) under the Bureau for Humanitarian Assistance (BHA), commenced in Borno State on October 2,2023,and will be ending on September 30, 2024, The project

targets to reach 63,457 individuals: 41,918 females, 22,567 males for all the four sectors (Food Assistance, Nutrition, Agriculture, and WaSH) in three LGAs -Gubio, Kaga, and Magumeri.

## **Summary and Purpose of the Consultancy**

As part of the operationalization of the IMPROVED ALERTS MEAL system, the project requires an integrated database system that allows for longitudinal tracking of services (across the 3 sectors and 1 sub sector) and status of beneficiaries over the course of program implementation. The database system will comprise of system for managing distribution-based interventions (on Red Rose) and service- based interventions (CommCare) and a linkage of these two on interactive dashboards that showcases the progress on key data points that meet the project information requirements.

The purpose of the consultancy is to plan, design, test and deliver a database system that tracks IMPROVED ALERTS services provided to beneficiaries (using the case management functionality) as well as train MEAL team on operational, refreshing, rebuild, review and/or maintenance of the database and dashboard as part of system hand-over processes. S/He will be responsible for providing the overarching architecture of the entire database, including working closely with IMPROVED ALERTS partners to ensure data collection forms for the sectors/activities not directly implemented by CRS are adequately integrated into the database design.

## **Objectives of the Consultancy**

- To design the overall database architecture for service (interventions) across 3sectors - WASH, Nutrition Food Assistance and Agric.
- To integrate the two data sources (RedRose and CommCare) ensure a proper data combination, transforming, formatting, and loading to a dedicated SQL data base using an ETL tool.
- To ensure proper data storage in a dedicated database allowing automatic connection with Power Bi for data cleaning (Delete, correct, join, merge, and Indicators calculation,

etc.).

- To build sector-specific live dashboards that visualize prioritized food Assistance, WASH, Nutrition and Agric sectors' indicators on Power Bi, drawing from data from the Integrated database (fed by CommCare and RedRose).
- To Train MEAL staff to refresh, rebuild and/or maintain the database and dashboards as part of the decommissioning process.

### **Main Tasks/Deliverables**

- (1) Hold an inception meeting with IMPROVED ALERTS MEAL and programs team to fully understand the Project's vision for the Database.
- (2) A detailed timeline for the implementation of the mission.
- (3) Design a general architecture of the project database (in conjunction with IMPROVED ALERTS partners) on CommCare to accommodate 4 sectors - Food Assistance, Agric, WASH, Nutrition and two cross cutting activities (FCRM and Protection mainstreaming)
- (4) Digitize (on CommCare) the registration, service monitoring and follow up tracking forms across 4 sectors including Nutrition WASH, Food Assistance and Agric. These forms should be on boarded on the database in a case-management style, allowing for follow-up services to be tracked per beneficiary from registration to case closure/project close out. Also, provisions should be made to ensure the linkage between project participants benefiting from distribution-based Interventions and from service-based interventions.
- (5) Design, set-up, test and deploy, in coordination with CRS Emergency MEAL Coordinator, MEAL Manager, ICT4D officer a comprehensive integrated database for the IMPROVED ALERTS project.
- (6) Develop sector-specific live dashboards and connect data from CommCare and RedRose via the developed database on PBI dashboards for the 4 sectors (Nutrition, WASH, Food Assistance and Agric) in line with project information and reporting needs.

- (7) Draw up an automatic database backup script
- (8) Train, and support the IMPROVED ALERTS project MEAL team for 1 week to operationalize, refresh, rebuild, review and/or maintain the database and dashboard as part of system hand-over processes. The training should cover the following among other things:
  - (a) Building interactive dashboards Power Bi
  - (b) Using Power Query for data cleaning and merges datasets from similar and different data sources
  - (c) Basic DAX Calculations
  - (d) Mastering the procedure for backing up and restoring the database in the event of an incident
  - (e) Other necessary contents needed for seamless operationalization of the database system
- (9) Draw up comprehensive documentation that includes database and dashboard user guides, data management protocols, and technical orientations for system maintenance.

### **Consultant(s) Profile**

The ideal consultant(s) for this assignment should have the following:

- Expertise in information systems design and data analysis.
- Demonstrated track record of accomplishment in data management system design and operationalization.
- Excellent command of electronic data collection, data analysis, data integration, data storage and data visualization solutions. A knowledge of-but not limited - to CommCare, RedRose, Advance Excel, ETL solutions, SQL Database, Power Bi, etc. would be an asset.

- Previous experience in conducting technical training courses for groups with knowledge of adult training techniques
- Experience in conducting similar assignments with NGOs or international organizations would be an asset.
- Good verbal and written communication skills.
- Ability to work under pressure, to address feedback and to provide appropriate solutions/response within a short time frame.

It is up to the bidder, according to his methodological approach, to propose the constitution of his team and to suggest the involvement and working time of each member (if more than one).

### Cost components

S/N	Description	Quantity	Duration (Days)	Cost Amount
<b>Deliverables</b>				
1	Mission reception and Need assessment			
2	Database architecture design			
3	Digitalization and Case management			
4	Data integration and Database development			
5	Data cleaning process dashboard development and data visualization			
6	System (Database and dashboard) user guide development			
7	Training of project team			
	Sub-Total			
<b>LOGISTICS</b>				
8	Airfare to and from the project location			
9	Accommodation costs (per night)			
10	Airport Shuttle			

11	Intercity transport
	Sub-Total
	<b>Total</b>

### **Mode of Reporting**

The ICT4D Consultant will report to the Emergency MEAL Coordinator with the support of the MEAL Manager CRII, and ICT4D Officer, Sector Leads and Program Manager. The final responsibility for the overall coordination and technical oversight is held by the CRS Emergency MEAL Coordinator

### **Key Working Relationships**

Emergency Coordinator, MEAL Coordinator, MEAL Manager, MEAL officers, ICT4D/CAT Officers and program leads.

### **Assignment Duration**

This is an output-based consultancy; however, a maximum of 3 weeks duration is preferred.

### **Method of Application**

Interested and qualified bidders should submit a brief Approach paper (maximum of 3 pages) outlining how they understand the TOR and proposed methodology & their Profile / CV highlighting key areas of expertise and experience matching the required skills specified in these terms of reference to: [tenders.ngr@crs.org](mailto:tenders.ngr@crs.org) using

**“RFQNG13110” Application Design CR II Performance Dashboard on Power BI” as the subject of the mail. Submission dateline is 25 December, 2023 by 5pm.**