South Sudan Red Cross

Terms of Reference for Volunteer Management Information System Consultancy 25 June – 25 July 2019

1. Context

South Sudan Red Cross Society depended much on its volunteers for day to day running of its activities. SSRC has 17 Branches in the country. South Sudan Red Cross has about 12901 volunteers country wide, the volunteers are in **Torit, Yambio, Juba, Rumbek, Wau, Aweil, Kuajok, Malakal, Bor, Bentiu, Meiwut, Mundri, Terekeka, Pibor, Raja, Yirol and Maridi Branches.** There is great challenges in record keeping of volunteers because there is no unified database system to safely store the data of the above mentioned number of volunteers in the country and during violence it became hard to track the where about of the volunteers who left for other countries. Therefore, this database when developed will help in keeping proper records of the volunteers' country wide. Hence, SSRC seek qualified firm to develop proper volunteer management information system for its volunteer Management.

2. Purpose and intended use of the database

The project aims to develop a Volunteer Management System. The Volunteer Management Information System is intended to facilitate the deployment and management of the volunteers coordinated by the South Sudan Red Cross through online registration, request and validation by its program partners. It organizes data and generates reports on the status of volunteer assignments in South Sudan. In the future, the new system will be integrated with a component system for tracking South Sudan Red Cross volunteers who are assigned in different countries. Specifically, the project intends to:

- Develop a user friendly system that can be accessed anywhere and generate reports on the progress and accomplishments of the volunteers at any given period;
- Improve the processing of complex data for statistics analysis and evaluation to improve volunteer program management;
- Make the process of registration and placement of volunteers efficient
- Strengthen coordination and feedback mechanisms among stakeholders by making information and reporting systems online.

Responsibilities and lines of communication

In order to gauge the scope and to aid in the design and development of the system, the Firm contracted would be expected to adopt the following key principles in the development of the Volunteer management System for South Sudan Red Cross.

The volunteer management system is a web-enabled system that will be used by different users, with different access levels, in SSRC.

The company may build a new system using any appropriate programming language or software or may customize available database management systems being provided by third party vendors based on the SSRC's requirements.

Information needs and indicators to capture information for the database, the format and presentation style of the web page are to be identified in consultation with the SSRC IT

The system can be used and accessed by SSRC both in a networked (Internet Server) and off-line (LAN Server) mode. Both databases within SSRC and in the server can be synchronized automatically or manually. This would also serve as a database backup and a safety measure in case of internet connectivity or server problems.

The database needs to be structured intelligently and appropriately to ensure data integrity, ease of entry, quality management, and access control. Error-trapping should be implemented to reduce data redundancy and inconsistencies.

Can generate detailed and customizable reports and statistics with the use of various visualizations to help better understand the data like colors, graphics, charts, maps or photographs. The system should be in easy-to-understand layouts to facilitate status reporting and decision-making and includes tools and functions like sorting, batch processing, export and import and etc.

The system interface must be user friendly and patterned after the SSRC's volunteer management processes and procedures. Modern design principles and basic functions (using JavaScript or similar technologies) for content management systems should be applied to ensure effective presentation and management of data. The potential users of information should understand the utility of Volunteer management system and their role in collection, recording, transmission and use of information. Input screens and reports generation must be streamlined but flexible and can easily be modified.

Appropriate measures would be taken to ensure security and minimize vulnerability to hacking/viruses/Trojans, etc. The IT Contractor should provide arrangements for data backup, access levels and other security concerns.

Develop test procedures for the developed Volunteer Management System. The system should be fully tested for all functionality before its acceptance by SSRC. The testing should ensure that the linkages between the external users and the SSRC work correctly.

Prepare documentation including a comprehensive technical manual that will be used for the maintenance of the system. The documentation will also be used as technical reference manual for IT staffs and other future developers that may work with the system. Develop user guides and built-in help functions to go with the system covering all the processes and functions in all user levels.

Database programming will be conducted by skilful experienced firm, upon completion; first draft will be shared with SSRC management for comments. Then finally, the document will be send to SG for approval

3. Methodology

The firm to be contracted is to develop Volunteer management Information System software that can provide both online and offline Volunteer Management information System for all South Sudan Red Cross Volunteers in its 17 Branches.

Duration of the consultancy, start date and work plan

Development of the database will take two month after which draft will be shared with management.

Modalities of administration

SSRC Responsibility

1. Facilitating final payment upon successful completion of the assignment
2. SSRC will monitor to ensure quality database is developed to include all units and sub branches of the SSRC Branches.

Consultant Responsibility

The consultant is responsible for his transport, lunch and other requirements

Present quality work

Develop good volunteer database for 17 branches and design reporting template for branches and HQ.

Structure of the Report:

4. Planning

Deliverable	Description	Timing(from signing contract)
Inception Report	Inception report (detailing schedule of work, key staff deployment, methodology, etc.) and Inception Workshop to discuss with SSRC.	
Systems Requirement Study	All key aspects of design (structure, indicators, report formats, information flow, website structure and hosting arrangements, additional hardware/software/data/ connectivity requirements, institutional arrangements, etc.)	
Volunteer Deployment and Management Information System	System developed with most functions working.	
Project Management and Monitoring	Piloting Stage: software testing, full data entry and roll-out with selected participants. Full Roll-out Stage: deployment of system online for full functionality. Post Roll-out: handholding support, bug fixes & updates till end of assignment	
Documentation and Training	Volunteer Management System documentation (design, use, and training manuals, organizational roles, etc.), workshops and trainings	
Website Integration	Integrated and linked Volunteer Management system to the SSRC Website.	

Final Report	Final overview of activities, review of Volunteer Management system use, issues, suggestions for improvement and sustainability.	

Qualifications

The company should have prior experience in designing, developing and supporting implementation of a computerized and web-enabled systems. The company must have considerable experience in design and operationalization of systems in similar projects.

Terms and Conditions

1. The payment modality will be 100% upon completion of work to through account number
2. The consultant will be bound by the SSRC code of ethics during the period
3. The consultant will not be permitted to publish or disseminate contents of the report as they will remain the property of SSRC

4. How to apply

Interested applicants are expected to submit their detailed CVs showing previous similar experiences and a detailed technical narrative and financial proposal of not more than 10 pages (excluding annexes and past performance references), illustrating their competencies and clearly articulating the strategies they would use. Proposals should also demonstrate a clear link between these strategies and quality project delivery. *Including bio data of the core team members and evidence of similar work undertaken recently. Submit via email to vacancy@ssdredcross.org. Please include the name and telephone number of the contact person for the Application.*

Applications will be reviewed on a rolling basis.

Application Deadline: 18 June 2019, at 5:pm