TERMS OF REFERENCE
Development of a Protection Management Database
DRC South Sudan Protection Programme
October to December 2018

1. CONTEXT AND BACKGROUND TO THE PROJECT

DRC South Sudan Protection Programme is driven by the needs of populations affected by displacement and conflict across South Sudan, with the aim to protect their rights and empower them towards a better future. DRC provides assistance to refugee populations, internally displaced persons (IDPs), and host communities in different locations in Northern South Sudan. DRC also operates several mobile protection teams, which assess and respond to protection concerns of emerging displacements and populations affected by the conflict. These activities are implemented by dedicated protection teams, in Unity State, Upper Nile State, and the mobile team covering the entire country.

DRC Protection teams require a robust but simple and practical electronic database and management system that will allow for protection data management—including data collection/encoding, data processing, report generation, 'dashboard' reporting interface, as well as capability to track progress of protection cases and services including, but not limited to, key protection indicators used by DRC's Protection Team. The aim is to have a centralized system for secure protection data and case management. The system should allow for easy online and offline data entry, as well as generate data overviews and reports, and the case files should be safely accessible and manageable by the relevant protection staff in field locations.

2. OBJECTIVES OF THE CONSULTANCY

This consultancy has two main objectives:
- Develop a protection database system for protection response activities (case management, support to beneficiaries), in collaboration with DRC protection team, i.e. undertaking design workshops to understand the Programme Team's business process; wireframing and storyboarding including designing visual user interfaces—both online and offline interfaces for both data collection/encoding and reporting; development of back-end databases; usability testing and bug-fixing.
- Roll out the Protection Database and Management System through a comprehensive capacity building plan that includes formal trainings as well as coaching, supervision and on-demand helpline, to ensure all staff are familiar and able to use the system, while improving the system by addressing feedback and comments.

The protection team should be adequately trained on how to use and adjust the database during the roll out phase, and learn how to manage the data safely and easily.

3. METHODOLOGY

The methodology of the assignment will follow as per minimum requirement the following steps:
- The consultant will identify the needs of the DRC protection team through a design workshop with key protection staff, and draft a detailed proposal for an easily accessible protection data management system, taking into account the different requirements of the protection team. The proposal should contain details including software programmes and/or languages that are most appropriate based on the consultant's analysis of DRC's requirement. An open source and IPR-free system is preferred.

- The consultant will receive an in-depth induction on DRC's protection programme, activities and data management needs. Forms will be shared with the consultant, to ensure accurate data entry points, and understanding of protection activities.
- Based on the requirements, the consultant shall propose a cloud-based system that will be available and accessible to all users granted access, implementing well defined access control. The system should offer offline functionality, ensuring data integrity and accessibility in different field locations, as well as incorporate a strong data protection system.
- Once the consultant and protection team have agreed on the proposed protection database, the green light will be provided to the consultant to proceed with the programming/development of the database, in close collaboration with the protection coordinator and other protection and IT focal points.
- Once the database is developed, in close collaboration with the Protection Coordinator and Protection Managers, the consultant will start rolling out the system in different locations, installing the system on computers, and instructing protection staff on how to use the database system. Feedback collected during this rollout phase will be immediately addressed, to ensure modifications in the system are created immediately. The consultant will strive to train several data clerks, and information management staff of DRC, for sustainability and maintenance of the database system.
- The consultant will also prepare instructions for all staff on how to enter data, edit data entries, use the database for case management, and generate reports. The consultant will also train the IT staff and information management staff on how to manage the system in case questions or challenges arise.

4. DELIVERABLES

The consultant will be expected to deliver by the end of the assignment:

1. Fully functioning and practical protection database system for DRC protection team, based on the requirements and needs indicated by the team;
2. At least five trainings to DRC protection staff, information management staff and data clerks, as well as M&E officers and IT staff, on how to use and manage the database, enter data, edit data, generate reports, and provide quick data analysis;
3. Training for IT focal persons who will run a help desk for on-demand queries about the system;
4. Provide user manual/guide and handover instructions to DRC Protection Coordinator and Managers, and other staff, on how to manage and use the protection database, ensuring data protection protocols and data management are explained in clear and concise steps. Ensure DRC IT and information management staff are trained on dealing with system issues and failures;
5. A one-year warranty for fixing bugs identified after the contract period.

5. INTENDED USE OF THE PROTECTION DATABASE

The intended use of the protection database includes the following purposes:
PROGRAMMATIC PURPOSES

- Protection staff will enter data of protection beneficiaries into a centralized system, which will enhance reporting and beneficiary overview
- Protection staff will be able to manage protection cases through a system that will allow them to follow up more regularly, and ensure the beneficiaries' needs are met
- Protection staff will ensure each beneficiary is receiving the correct assistance, based on the need identified and linked to the protection response in the system (i.e. case management, IPA, PSN support).
- Protection staff will be able to open, follow-up, and close protection cases, including PSN support and IPA, by entering data into the system (similar to the intake form), ensuring each case is linked to a protection officer or case worker, and working through the database system to ensure all cases are managed.
- Protection staff will easily be able to write reports, and identify protection trends by analyzing aggregated data from the system. The reports provided should facilitate interaction with the data on various variables.

- Protection staff should be able to access a general and active dashboard where they can easily access case files, and receive an overview of open cases, cases that need follow-up and closed cases, and prioritization process of cases.

TECHNICAL FUNCTIONALITY

- Data Clerks, IT staff, and M&E staff will be able to quickly receive anonymized data and information on the number of persons assisted, including disaggregated data of beneficiaries, related to age, sex, gender, etc.
- User classes, characteristics, and levels of access for specific users, will be discussed and agreed upon at the start of the assignment.
- The protection database should be accessed both online and offline, assuming limited access to internet in some locations.
- The protection database should be designed so that DRC can modify or adapt the database once deployed without requiring ongoing subscriptions to third-party providers.

6. PRACTICAL IMPLEMENTATION OF THE CONSULTANCY

Consultant's Roles and Responsibilities

- Establish working contacts with all relevant stakeholders, including protection managers, protection officers, information management staff, and M&E staff.
- Ensure the system is tailored to the protection team's needs and capacities to work online and offline, and to manage the data safely.
- Work in close collaboration with the protection team focal points that will be identified, and ensure that all challenges and steps are timely and properly communicated to the protection coordinator and other focal points.
- Prepare and submit a proposal that indicates the timeframe, workplan, methodology, type of database software and time requirements to meet the intended objectives and complete the assignment (expenses to be included in the proposal are costs for accommodation, tickets and internal movement, and insurance).
- Design training schedule and methodology to ensure all relevant staff are properly trained on how to use the protection database system
- Ensure the protection database is practical, user-friendly, stores data safely (ensuring data protection measures are in place), and does not create additional work for protection staff (other than the initial learning curve).
- Provide well-documented end user manual that will act as reference material on the functionalities of the system to the intended users.
- Ensure a detailed technical system document that documents all technical functional areas and database design.
- Ensure all deliverables are finalized and handed over to the Protection Coordinator and relevant team members before the end of the assignment.
- Ensure proactiveness and flexibility to allow for changes to the system based on the feedback from the protection team.
- Ensure the system is non-costly, easily maintained and accessible for protection staff both online and offline. The system must guarantee security of stored data and the system users.

DRC Responsibilities

- Provide the consultant with all necessary documents, including protection beneficiary forms, explanation of protection work and objectives, explanation of data protection mechanisms, etc.
- Pay the required consultancy fee as indicated in the signed contract.

- Where necessary, facilitate the making of appointments with all relevant staff, and support with scheduling of meetings and field missions. Ensure communication with staff is clear and teams are well informed and updated about progress and events regarding the protection database.
- Provide necessary support in facilitating admin and logistical requirements, if necessary, while the consultant takes responsibility for all related expenses.

The terms and conditions of service will follow DRC/DDG terms of consultancies. Payment will be done according to the finance procedures of DRC/DDG.

7. REPORTING ARRANGEMENTS

For day-to-day operations the consultant will report to DRC South Sudan Protection Coordinator, and Head of Programs or their appointed delegate. The consultant will be required to provide updates weekly on progress and challenges encountered or when requested by the aforementioned.

8. EXPECTED PROFILE OF CONSULTANT OR CONSULTANCY FIRM

- Advanced degree in IT, engineering or computer science with specific skill expertise in cloud-based systems development, database design and administration, application security, and project management;
- Significant experience in working with non-governmental organisations, in setting up and developing beneficiary databases, and training of humanitarian workers on the data entry, management and data interfaces;
- Strong IT skills, as well as understanding of humanitarian operations, sensitive data management, data protection mechanisms, and activities related to database development and rollout;
- Ability and willingness to work and travel in South Sudan, visiting different DRC field locations;
- Demonstrated experience and understanding of quantitative and qualitative data collection and data analysis techniques, and well as understanding of the use of data in humanitarian contexts;
- Experience, knowledge and clear understanding of South Sudan's humanitarian context;
- Good interpersonal skills and understanding of cultural sensitivities;
- Knowledge and previous experience in South Sudan will be highly considered.

9. TERMS & CONDITIONS

The consultant should be willing to work in the target areas of South Sudan where security allows. The consultant will be required to be in-country all throughout the consultancy period. The consultant may have his/her own team to work with and then they will entirely be under the jurisdiction of the consultant and at no time will DRC/DDG be held responsible for them.

10. GENERAL
DRC/DDG has a Humanitarian Accountability Framework, outlining its global accountability commitments. All staff are required to contribute to the achievement of this framework (http://www.DRC/DDG.dk/HAF.4265.0.html).

11. APPLICATION PROCESS

Interested applicants who meet the required profile and methodology are invited to submit an expression of interest and a preliminary proposal that includes:

- A suitability statement including CV of participating consultants with details of qualifications and experience.
- Technical proposal that summarizes understanding of the TOR, methodology and tools to be used.

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- Work-plan clearly indicating the activity schedule.
- Financial proposal providing cost estimates and consultancy fees.
- Contacts of three organizations that have recently contracted you to carry out similar assignment, ideally with sample works or links to online works done

Interested parties should forward the expression of interest, in English on this link: http://www.drc.dk under vacancies no later than **10 October 2018.**

If you have questions or are facing problems with the online application process, please contact job@drc.dk