



Terms of Reference (ToR)

DEVELOPMENT OF LSF COMPUTER-BASED ONLINE SYSTEM A WEB-ENABLED MONITORING AND RESULT SYSTEM

1. Introduction

The LSF has been operational since September 2011 and was registered as a non-profit company limited by guarantee in October 2013, and its first phase of implementation ended in 2015. It is a basket fund created to channel funding on equal opportunity basis to organizations which are providing legal aid and paralegal services in Tanzania mainland and Zanzibar. These services assist individuals to claim their rights, redress grievances and protect their fundamental human rights.

The LSF aims to promote and protect human rights for all, particularly for poor women, children, men and the vulnerable, including people living with HIV/AIDS. It works closely with the government at all levels, development partners, organizations involved in the provision of legal aid, including paralegal services, and other stakeholders.

The LSF works toward achieving enhanced legal aid and paralegal services both in quantity and quality, and is presently funding basic legal aid in all districts of the country. It strives towards the Government assuming its responsibility for regulating legal aid provision, including paralegals which will be formalized through legislation and institutionalized. In order to cope with many challenges in the provision of legal aid, the LSF promotes and supports promising innovative approaches to legal aid. Capacity development of legal aid providers and improvement of e.g. advocacy and legal skills is another contribution the fund makes. Lastly, the LSF contributes to enhancing awareness about the role and importance of legal aid and paralegal services amongst public and private legal sector stakeholders.

In 2016, LSF launched its new strategic plan 2016-2020 with aim of *increasing access to justice for all, in particular for women in Tanzania*. To realise this overall goal of the organization, LSF requires good system in place of data management and reporting to improve the result-based management for four key result areas articulated in the theory of change and result framework of LSF.

2. Background

In 2015, LSF contracted a consultant to support organization on development of organizational result framework for new strategic plan. One of the roles was to look onto existing computer-based reporting system and advise the best way to improve it. The recommendation fueled the re-thinking of improving the online reporting system with associate monitoring and result frameworks and tools. Two attempts were made which included revamping the existing web based system to accommodate the recommendations,

firstly, piloting a new system besides old system and secondly, piloting mobile data system. The later was an attempt to innovative approach in legal aid sector through applying mobile phones for data collection and reporting. Therefore, data entries are currently done using three systems, which is technically complex in nature and not user-friendly approach for real time data analysis and reporting.

These complications have impelled to design and create a new web-based system with capacity of not only manage large content of data from around the country, but to also in terms of accommodating integration of reporting options and provision of additional functions and tools that will make it more user-friendly system, relevant and able to provide access to information more easily and in real-time to paralegals, grantees, LSF, donors, government and public at large. The sizeable legal aid programme supported by LSF in Tanzania creates more demand for large amount of data to be tracked, captured and analyzed for ensuring learning and informed decision making on access to justice for all in Tanzania.

In respond to such demand the LSF secretariat requires to have a new web-based system that can accommodate the needs of the programme. LSF is looking for a competent and professional firm to develop a functional compute-based reporting system for data management and easy tracking of programme performance. The system and database need to be structured intelligently and appropriately to ensure ease of entry, quality management, access control, processing, visualization, and reporting.

3. Objective (s)

The overall objective of this project is to develop a computer-based information data management system to improve the existing monitoring and results system of Legal aid programme in Tanzania, through designing and developing of an integrated online Monitoring and Result Information System. An integrated system because the design / development shall take into account to capacity of integrating data flowing from various inputs, namely: (i) normal web-enabled system and (i) mobile phone data system (both USSD and android systems) or any other devices as needed onto one system.

Specific objectives:

- i. To develop an online system accessible to different users with varying levels of access and requirements (of paralegals (implementers), RMO (and LSF), to enhance the ability of LSF to monitor results continuously;
- ii. To design and develop a web-based system as a common tool for reporting and assessing performance (of LSF's theory of change from Impact, Outcome, to Output indicators) and results of legal aid programme in Tanzania with **automated GIS M&E** system;
- iii. To build the capacity of the relevant staff to manage the system on a sustainable basis through specific training, developing of guiding documents and video tutorials.

4. Scope of work

This assignment is expected to complete and be functional within 90 working days after signing of the contract. The Supplier will have to review all the existing reporting systems and procedures that have been developed to better define the idea behind, and requirements of, for the new system. The Supplier will

need to meet with LSF team in particular closely working with Monitoring and result unit to fully understand the requirements of the Online Reporting system, and translate that into the technical language.

The Supplier will work under the overall supervision of LSF's Senior data analyst officer and Monitoring and Result manager. The terms outlined in this ToR are bit generalized description. The LSF has prepared some pre-defined detailed requirements to be follow but this does not limit the role of the Supplier to propose the specific and comprehensive low-level technical requirements for each of the components of the assignment as needed or required.

4.1. Specific Tasks:

- i. Review the background materials about the purpose and intended functionality of the system available at LSF.
- ii. Discuss with LSF team as needed to get additional information about the system requirements.
- iii. Develop the required system as agreed with specifications provided by LSF.
- iv. All steps to be done in close collaboration and supervision of Monitoring and Result unit.

5.0. Required Deliverables:

At the end of this project; the supplier is expected to hand over the functional online system, however, in the process the supplier is required to deliver the following:

- i. **Prototype model and report** – the supplier should present a report determining the requirements to the system and a prototype model. The supplier will be responsible for defining the requirements of the desired system in consultation with all key stakeholders for more feedback and comments from the other parties.
- ii. **Phased Deployment:** The system will be piloted in limited regions and paralegal units upon showing desired success it will be then scaled-up and deployed to all regional mentors organizations (RMOs) in the country for the full functionality envisaged.
- iii. **Completion Report** – upon completion of the assignment, the supplier shall submit a completion report. The report should outline all work undertaken, including characteristics of the system developed. Any follow-ups and/or recommendations should also be included in the report.

5.1. Special features of the system to be developed:

The online System to be developed is expected to include not limited to the following features:

- System should provide dashboards tool to showcase the trends of indicators with graph, charts, etc, for quick and effective overviews and feedback leading to greater accountability. Separate Dashboards would need to be developed for specific users or type of information. The Dashboard shall allow for some real-time manipulation of data by time and/or selection/de-selection of variables.
- The system should be able to integrate and synchronise both web based data reporting tool with mobile data collection tool (USSD and android) onto one system
- Allow for the easy generation of standardized information as input for key reporting

- requirements to LSF Semi-annual and annual reports.
- On reporting the system should generate notification emails for approaching & past deadlines of periodic quarterly reports, with automatic escalations in case of default.
 - Allow for the generation of specific predesigned reports in PDF format, information in Excel and word formats based on parameters defined by the user.
 - Provide relevant import / export capabilities to pre-designed templates or databases;
 - It should allow for uploading documents associated with specific data or information.
 - Simplify the input of data by the users, (i.e. paralegals and grantees) through a more user-friendly interface.
 - Allows for grantees and paralegals to input data as per the reporting template with a combination drop down menus (add, update, edit, search, delete, save, print, etc) and clickable lists in a clear and simple format that is easy to use.
 - Provide an online database for Case Studies, success stories and Good Practices as advised by LSF and ability to attachment of documents.
 - An appropriate links to simple GIS/mapping systems to provide an additional spatial perspective to the project status data.
 - Show the user where they are in the flow of the reporting process; save as they progress; skip pages and come back to them later and; provide a final overview of what has been completed and reminders to what has yet to be completed.
 - Provide partners' profiles including paralegal units
 - The system should allow to work offline and online
 - The system should allow connection of all legal aid clinics in the country, with same or different platform
 - The system should accommodate financial transaction i.e. total amount granted per organisation, total budget in a year or quarter, total amount spent and variances.
 - To integrate the system with knowledge management platform, which will serve as a place where M&E focal points across partners can share and manage files, calendars, media etc. More specifically, the Knowledge Management System should include (i). Capacity to create groups, portals etc; (ii). Hosting of various "shared" areas where users can upload, edit and share files; (iii). System administrators with the capacity to manage groups, areas etc; and (iv). Flexible architecture which allows for the adding/removing of pages, sections etc. Ideally, LSF wants to be a learning organisation through facilitating a better communication across partners.

6. Timeframe and location

It is estimated that the supplier will require 90 working days for the assignment. A work plan on how the 90 days will be utilized will be developed by the supplier. This project is expected to commence on September 2017 and the final report should be presented not later than November 2017.

7. Management and Arrangement

The supplier will report to the Monitoring and result Manager and the different technical levels from the LSF team will provide further guidance on the assignment when needed. The selection of the best proposal

will be based on, among other factors, the quality of the technical proposal, the qualifications of the personnel (including CVs of all key personnel in the submission), and the cost-effectiveness of the proposed budget for the exercise as provided in the tender documentation.

8. Terms of Payment

The terms of payment will be 30% of the total agreed costs on signing of the contract, 20% upon acceptance of the final inception report, 20% upon delivery of the first version of M&E system with draft report, and 30% upon delivery and acceptance of the Final version of functioning M&E system and all required documents as provided in this ToR and or contract.

9. Maximum available budget

An overall fee for carrying out this assignment could be negotiated further with the successful bidder.

10. Profile of the Candidate / firm

Interested firm supplier should hold:

- At least 5 years' experience in developing IT solutions and providing IT support and maintenance services with emphasis on technical documentation.
- University degree or higher in Technical Communications, Information Technology or related field.
- Proven professional experience in web technologies, including their development and deployment, and development of web-based information systems i.e. Online reporting systems and technical writing
- Good understanding of development results and Results Based Management Concepts Analytical capability to evaluate information and data.
- Proven professional experience in developing and managing databases within the non-profit sector and in legal aid will be an added advantage
- The M&E system that will be designed **should run on Windows 7/windows 8 and windows 10 or higher version workstations, whereas the server version must reside on Windows OS server, 2008R2, 2012R2 or higher version, latest version of UnixWare or SCO Open server platforms**
- Provide a high security and cost effective online portal.
- The supplier will provide proper documentation for all the modules installed.
- Outstanding verbal, written communication and organizational skills.
- Provide a good example of M&E web-based system developed from reputable organisation