

TERMS OF REFERENCE

Digital Data and Reporting Solution for Friends-International

INTRODUCTION

Friends-International (Friends) is an award-winning NGO founded in Cambodia in 1994 to save lives and build futures for the most vulnerable children and families. Today, Friends works in Cambodia, Indonesia, Laos, Myanmar and Thailand, and with a network of partners around the world, to provide comprehensive services to marginalized urban children, youth and their families, reaching over 50,000 beneficiaries in 2020 alone. Since the onset of the Covid-19 crisis, we have rapidly adapted our services to meet the evolving needs of the most vulnerable, including emergency food support for street children and families, emergency relief packages for families and education support for out-of-school children.

OBJECTIVE

The objective of this assignment is for the contractor to develop and support the implementation of a solution to enhance and streamline Friends-International's programs' data collection, management and reporting systems in Cambodia.

SCOPE OF WORK

The consultant or firm will work closely with the MEL HQ team at Friends-International and key program MEL staff to conduct a problem analysis and jointly select the best solution/approach to answer to as many of the following aims as possible: (1) cleaned and streamlined system for data collection and management with linkages between and ability to follow clients through multiple service areas; (2) improvements to reporting capacity through report generation capability; (3) enable high-level access to program data by management team, through the generation of a dashboard with multiple levels of access permissions; (4) other recommendations as may be identified through the problem analysis and agreed together.

The system must be user friendly and flexible to adapt to changing strategies and reporting requirements. It should be able to be utilized on multiple operating systems/devices.

It is expected that training will be provided to key members of staff who will support the adoption of the new system, to ensure sustainability of the solution and the further rollout to Friends' programs in Indonesia, Thailand, Laos and Myanmar.

DELIVERABLES

Deliverables should be enumerated in the proposal and agreed on by Friends and the selected contractor.

TIMEFRAME

The work is expected to be carried out over the first quarter of 2022. The precise timeframe may be agreed upon through discussion.

APPLICATION PROCESS

Interested candidates should submit a CV with a cover letter and an initial quotation for this work to hr@friends-international.org. Companies are also welcome to submit their offers that should include an initial quotation.

We will be reviewing applications on an ongoing basis and we encourage you to submit your application as soon as possible, ideally before 28th December 2021.

All applicants will undergo an extensive background check in compliance with our Child/Beneficiary Protection Policy and Protection against Sexual Exploitation and Abuse policy.