TERMS OF REFERENCE (TOR)

UN Women Burindi’s Programme Digitalization Project

**Background**

UN Women's mandate is to support UN Member States in implementing global standards to achieve gender equality. In Burundi, the UN Women office focuses on three themes, 1) Women’s Leadership and Participation in Peace and Decision-making , 2) Ending Violence Against Women and Girls/Human Rights, 3) Economic Empowerment of Women and ensuring that men, boys, women and girls enjoy their human rights.

To do so, it relies on a competent internal team and strengthens the capacities of communities to achieve the objectives. Thus, among other interventions in favor of women and girls, UN Women supports the initiative of the Network of Women Actors for Peace and Dialogue (RFAPD) – “Abakanguriramahoro” since 2014 representing the main entry point for all UN Women community-based activities in Burundi. This Network of Women Actors for Peace and Dialogue (RFAPD “Women Mediators”), composed of 16,000 women mediators scattered all over the hills of Burundi (about 2,950) including 518 communal mediators (129 rural communes and 13 urban areas of Bujumbura) and 18 provincial focal point mediators is competent in the implementation of resolution 1325 on women, peace and security.

The Women Mediators focus on conflict resolution, leadership, and participation, strengthening livelihoods and the economic recovery, and combating SGBV. They support and supervise more than 2,500 women's income generating groups (39,000 members 80% women and 20% Men) around the entire country, constituting essential entry points for CO’s programmes and a comparative advantage over most other partners. Members of the network have registered more than 25,000 conflicts (with 65% of success, 21% of Mi-success and 14% of Failure) dealt with and the organization of more than 26,000 dialogue sessions with about 1,560,000 participants with 80% of women and 20% of men.

UN Women intends to support the institutionalization of this network as a model of implementing Security Council resolution 1325 at the community-level including through digitalizing the network's work to allow better communication, monitoring, and sharing of information

It is therefore essential to adopt practical and modern measures in anticipation, including the use of new information and communication technologies to ensure better continuity and monitoring of activities within communities for the benefit of women, girls, men and boys.

It is in this context that the CO is seeking to engage a service provider to digitalize its programme delivery, monitoring and evaluation.

**Objective**

Creation and implementation of the software: a collaborative virtual platform for exchange between UN Women, partners, women's associations/groups and all stakeholders in order to facilitate real-time information exchange and rapid decision-making.

**Result**

UN WOMEN has an innovative platform that will facilitate and accelerate programme delivery; information collection and sharing; monitoring and evaluation and allow young girls and boy to make online trade.

**Methodology**

The Implementing Partner or Service Provider engaged will provide the following: develop a software whose parameters will allow the above-mentioned results to be achieved, train the users of the software, provide engineering services and install the software in the users' smartphone. The partner Association Burundais des Radiodiffuseurs who is implementing the same project (TRAC2) on change social norms in Ruyigi through media will provide 28 Smartphone to young girls and boys beneficiaries that Madiabox will train and coach on coding to monitor and collect data in Ruyigi. The consortium should be in touch with ABR to discuss how to make synergy and collaboration for the good use of these beneficiaries to benefit from all the training as, they will be the ones to collect and monitor data. In addition to the 1000 young girls and boys to be strengthened on digital skills, Mediabox will provide 10 smartphones to VLSA set up by partners Kaz’o’zah and terra Renaissance in Bujumbura rural to be the second pilote area, they will be trained and coached for the data collection in Bujumbura) 1 follow-up computers at the UN Women office), server hosting (cloud), install large model TV Wall (1 monitoring screen) at the UN Women office, cabling if applicable, installation, ensure annual curative and evolutionary technical maintenance services of the hosting infrastructure, curative and evolutionary application maintenance; annual operational maintenance of the remote server (cloud).

1. **Service requested:**

Design and installation of an IT application consisting of software to enable UN-Women to connect/network with UN-Women partners.

1. **Technical specifications of the software:**

* Be designed in a result-oriented programming language
* Be multi-user. The system must be able to manage several users at the same time, each one having access only to the menus and data to which s/he is entitled, thanks to a login and a password;
* Be multi-platform. The system should run on different operating systems;
* Be able to operate on a network and connect to a remote server;
* The software required is a web application using new technologies.
* To offer a total security in the management of access to the system and data;
* Operate in real time and offer the possibility of instantaneous online updating of information;
* Guarantee the physical and logical security of the data;
* Offer a graphical interface;
* Be flexible and modular in design. The modules of the system are designed separately but are highly integrated;
* Allowing the flexibility to add modules to the system progressively as needed, and to interface with other inter-administrative applications;
* It must include a help option;
* The software will be delivered with the source codes
* The software will be shared between the different users;
* The software will allow individual access to many requested features
* The software will also be equipped with the necessary parameters to record electronic signatures, etc. in the files.

1. **Main features of the software solution**

The software must allow:

* The creation and management by categories of user accounts;
* The creation and management of partner data;
* The automatic integration of other parameters,
* Allow scanning and storage of documents;
* The management of a file from its creation to its closure (its various transmissions and reports);
* The integration of the electronic management of the various manual documents, Scanning and electronic storage in PDF format of the various documents as well as the possibility of listing and viewing the scanned documents;
* The possibility of exporting and importing data from and to the database. This will allow data from all partners (updates) to be integrated into the UN Women database;
* Possibility of electronic archiving and backup of data on a backup server or external support;
* The edition of reports and documents for current use and which are directly linked to the processing of a file according to the forms in force;
* The control of the data by the realization of requests with various criteria, for example:
* Statistics of processed files:
* By locality, province, etc.
* over a given period.
* Dashboard:
* Current file,
* Comparative statistics by year,
* Number of files by type.
* Integrate a search module based on identification elements such as ID card number, ...;
* Management of the agenda and work assignments.

1. **Type of interface and security**

The application must be accessible on the network with access rights per profile, with individual login and password that allow subsequent traceability of each user's interventions. The system must keep the traceability of any file created and any person registered. Each user must be able to change his password whenever he wishes without the need for a third party. He must also be able to retrieve his connection parameters in case he forgets them.

1. **Authorization**

UN Women will submit a list of who has access and what kind of access they will have. A centrally administrable hierarchical authorization system (with user profile management) should allow users to grant or deny access to different processing operations and consultations.

The system must have the security mechanisms to detect and prevent in good time any attempt by intruders to gain access to or violate the system by interfacing or integrating authentication solutions:

* Shared database designed with a powerful, robust, and optimally secure relational database management system,
* Access right per option, per user with assured level on all data associated with each user,
* Temporary sleep/locking of the application by the user,
* Traceability of the information provided: username, date of modification, options used, etc.
* Usage profiles according to the degree of responsibility,
* Electronic data archiving and password-protected viewing.

1. **Privacy**

The system must also ensure the confidentiality of the data exchanged over the network.

1. **Backup**

In addition to the backup procedures that the system administrator can undertake according to his needs, the system must have procedures that are systematically triggered according to events previously parameterized in the system.

**The supplier will also be required to perform the following tasks:**

1. **Training:**

* Provide training to the users concerned with the application respectively on the use of the application and on the detection and repair of minor problems;
* The trainers will have to demonstrate a thorough knowledge of the modules they will have to deliver.
* Training of beneficiaries on coding and others ICT skills

1. **In addition, the Provider shall provide the following services**:

* Installation and configuration of the software with the full collaboration of the people who will administer it;
* Installation of the software at UN-Women partners and database updates,
* The software proposed must be subjected to tests and performance criteria by means of a demonstration;
* Training and assistance of the application managers for a good handling;
* A training session for a few designated UN Women employees on the use of the software;
* Provide the documents resulting from the analysis and design of the system to be implemented;
* Determine a support, maintenance and after-sales service period of three months without charge;
* Preparation of user manuals for the users. The manuals will be in French;
* If engaged service provider proposes to subcontract essential elements of supplies or services, they shall include in its bid detailed information as to the names and nationality of the proposed subcontractor, including suppliers, for each of these elements and shall be responsible for ensuring that any proposed subcontractor meets the recommended criteria;
* Service provider will provide a one-year warranty during which it will assist UN Women in the operation and maintenance of the software;
* Service Provider must explicitly state in its bid the terms and conditions for the assignment of source code, transfer of intellectual property.
* Service provider must provide a technical specification of its solution in relation to the above-mentioned main functionalities on the one hand and to the constraints and advantages on the other hand.

1. **The supplier of the software will have to provide in addition:**

* All peripherals running with the software;
* A user license that frees UN Women from any dependency on the manufacturer;
* The technical specifications of the equipment to be used;
* A one (1) year warranty on each piece of equipment.

1. **Phased Implementation**

The project will be implemented in phases:

* Phase 1 will consist of software: after installation, configuration, parameter settings and tests;
* Phase 2 will consist of training, which will be sanctioned by a report from the beneficiaries of the training;
* Phase 3 will consist of maintenance (on-going) according the ToRs above