



FAWE Forum for African Women Educationalists
Forum des éducatrices africaines

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Off Wood Avenue, Kilimani
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TERMS OF REFERENCE FOR THE DEVELOPMENT OF FAWE M&E INFORMATION MANAGEMENT SYSTEM

DEADLINE: 6th NOVEMBER 2024 AT 6.00PM (EAT)

Background

The Forum for African Women Educationalists (FAWE) is a membership-based Pan-African non-governmental organization, led by African women working for equality and equity in education across the continent. FAWE works through 34 national chapters, spread across 33 countries with a mission to promote gender responsive policies, practices, and attitudes towards in education to enhance equal opportunities for African girls and women. FAWE has its Headquarter in Nairobi.

The FAWE's Strategic Plan 2024 – 2028 seeks to enhance provision and access to quality education and training opportunities for girls and young women in Africa; to enhance the generation and utilisation of research evidence to inform education policy and practice to strengthen institutional capacity and enhance operational effectiveness of the FAWE network.

FAWE is seeking Expression of Interest (EOI) from eligible consultants/firms to develop a robust information management system to deliver on its vision and mission. This will involve effectively and efficiently tracking of progress and results for sustainable impact of intervention in education, accountability and facilitate timely data-informed decision-making for continuous improvement and strategic alignment.

Purpose of the assignment

FAWE is seeking to leverage technology by transitioning into an integrated online information management system that will collect, manage and link all the results of its National Chapters. The system is expected to automate the project monitoring and evaluation process and facilitate strategic decision-making process at all levels as well as integrate with other data management platforms at FAWE such as Microsoft Dynamics 365 Business Central, Microsoft Excel, Microsoft access, among others and allows for multiple users' access. The system is expected to streamline business processes, improve efficiency, and create an intelligent ecosystem of FAWE's reporting e.g. scholarship program several national chapters to review onboarding process, implementations and follow up of scholars as well as assure maximum data quality, management and visualization for meaningful and informed decision making.

The consultant will be expected to collaborate with FAWE's internal teams to understand specific business requirements and tailor the solution, transition and enhance processes. The consultant will prioritize user training and change management to ensure a smooth adoption and seamless integration of the system into existing workflows, while minimizing disruptions.

Objectives of the assignment

FAWE is seeking to recruit a firm with the capacity and experience to provide a solution that meets the following objectives, to:

- a) Review monitoring and evaluation processes for FAWE and its chapters to inform client centered system based on need identified for the organization.

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- b) Automate the monitoring and evaluation process for FAWE and its 33 chapters in facilitating data collection, management, visualization, data utilization and timely reporting that is data driven decision making.
- c) Develop system user manual for capacity building of key RS and chapters' staff on the utilization of the system and implement enhancements and customizations.

Scope of the Work/Assignment

In performing the assignment, the consultant will be expected to:

- a) Interact with ongoing program monitoring processes, avenues for collecting and processing data and review knowledge products across various projects to inform baseline and use this to develop an inception plan.
- b) Conduct a desk review of the existing data collection tools and templates to ensure harmonization and consistent data collection, analysis, and reporting across the organization. This includes reviewing the current registration/application forms, data collection tools, and storage systems for the scholars Program, the Organizational Capacity Assessment (OCA) tool, the alumni database, and other relevant resources.
- c) Work with the Knowledge Management (KM) Unit to ensure integration of key performance indicators and milestones as well as alignment with the overall organization strategic goals for measurable impact, GPS enabled tracking of output from multiple projects/programs and budgets monitoring while linking national chapters to FAWE RS.
- d) Ensure proper set up, licensing, development of manuals and migration of requisite data. This will also include training of end users to ensure a smooth transition to the new system and develop comprehensive documentation to support both admin and user navigation.
- e) Outline mechanisms for backup and secondary data restoration for viewing purposes only (non-real-time data viewing).
- f) Implement robust security measures to protect data and mitigate potential system/data breaches.
- g) Review of existing systems and migrating relevant existing data into the new system e.g. scholar's data from ETOS-MIS, Alumni database, OCA reports etc.
- h) Integrate with Microsoft power platforms such as O365, D365, Power BI, Power Apps & Power Automate to support advanced reporting, analytics capabilities, custom app development and integration as well as workflow automation.
- i) Set up and configure FAWE National chapters to report, manage and facilitate decision making at their level.
- j) The System should have Inbuilt communication tools and analysis with import and export functionality, generate notification emails or SMS (including bulk SMS features) for approaching & past deadlines of periodic reports, with automatic escalations in case of default. Including helpdesk with chat option, FAQ's, training and learning manuals etc.
- k) Different levels of access and approval at project and program level e.g. access control, with self-service (SS) online, offline portal and mobile application for each project and program, incorporating GPS and other analytical tools.
- l) A detailed migration plan with clear working timelines, tangible milestones, resources, dependencies, and any other essential project details.



- m) Set up and configuration of the FAWE National chapters, while ensuring seamless integration and optimizing license costs.
- n) Implementation of robust security measures to ensure data protection and mitigate system breaches.
- o) The system should have the ability to integrate both English and French languages in the system.

Deliverables

The consultant/consulting firm will be expected to deliver the following:

- a. A detailed assessment report on the current environment, explicitly outlining any identified gaps, issues, customization needs, and requirements. It should also contain realistic and achievable recommendations on how to address the gaps identified.
- b. Risk management plan outlining how the consultant/firm will handle data security risks, integration risks, operational risks, compliance risks, user adoption risks and customization risks
- c. A fully functional and licensed system (cloud-based) that integrates with applications on Microsoft 365, leveraging SharePoint, OneDrive, power apps, power bi for intelligent reporting and accessible via mobile and desktop applications.
- d. A robust backup and disaster recovery plan for data protection and business continuity.
- e. Comprehensive user-friendly manuals for both end-users and system administrators.
- f. A post-launch support plan outlining the support mechanisms for addressing issues, concerns, and optimization needs and training staff on (a) using the system and (b) management and maintenance of the system.

Timeline and Management:

The estimated duration of the consultancy is three months (90 calendar days) from the date of sign off to provide a high security and cost-effective online portal. The consultant will provide at least six months free post implementation support to FAWE program team.

Supervision/ ICT support to the Consultant

The Consultant will work closely with the FAWE's Project Management Team (PMT) and report to the Senior Knowledge Management Officer under overall supervision of the Deputy Executive Director and Head of Programmes.

Qualifications and Experience

FAWE will select a consultant/consulting firm to undertake the assignment, based on the following qualification and experience:

- a) In-depth expertise in cloud-based, M&E information management system and software development.
- b) Proficiency in integrating cloud solutions, with a focus on seamless integrations with Microsoft 365 tenant applications i.e., SharePoint for document management, Visio for organizational charts, Power Apps such as Power BI, Power Automate for intelligent reports and workflows.
- c) Demonstrated ability to develop and execute detailed migration plans, including setting timelines, defining milestones, and managing resources effectively.



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- d) Experience in implementing robust security measures for cloud-based systems to ensure data protection and mitigate potential breaches
- e) Strong communication skills and the ability to collaborate effectively with internal IT teams and other stakeholders.
- f) Expertise in designing and implementing backup and disaster recovery plans for cloud-based systems.
- g) A demonstration of bilingual (English and French) will be added advantage.

Evaluation Criteria

The proposals will be evaluated based on the following criteria:

- a) Demonstrated expertise in cloud-based, M&E information management system and software development, as well as capacity to integrate with Microsoft 365 tenant applications.
- b) Demonstrated capacity for implementing robust security measures for cloud-based systems to ensure data protection and mitigate potential breaches
- c) Expertise in designing and implementing backup and disaster recovery plans for cloud-based systems.
- d) Team composition – a blend of various skills sets and knowledge relevant to this assignment.
- e) Clear understanding of the project objectives and requirements, proposed methodology, work plan and a clear budget proposal.
- f) Providing a detailed budget with breakdown of costs associated with the system development, migration of existing data e.g., software costs, Licenses, Business Ready Enhancement Plan (BREP), professional fees and any other fees that might be associated with maintenance fees post implementation and hand holding period.
- g) References from at least three (3) previous clients who have undergone similar migration and/or customization projects; Company documents i.e. registration certificates, compliance certificates, CR12 etc. including partnership status with Microsoft.
- h) Any other value addition services

Note: *FAWE is a non-profit organization hence licenses provided/quoted for should be for non-profit. All fees should also be clearly broken down and not lumped together.*

Proposal Submission

Interested consultants should submit their detailed implementation and budget proposals, including CV's of their proposed team, three samples of relevant past work samples and References (minimum 3) to FAWE Africa Executive Director emailed to procurement@fawe.org received on or before **Wednesday 6th November 2024 6:00pm (EAT)** with the subject line **"Forum for African Women Educationalists (FAWE) M&E Information Management System"**. Please send a PDF Version. Only email applications will be accepted. Incomplete and/or applications received after the deadline shall be disqualified.

NB: For any questions and/or clarifications, please send a via email to procurement@fawe.org final date for feedback is Thursday 31st October 2024.