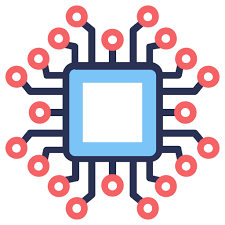
**PROPOSAL FOR THE DEVELOPMENT AND DEPLOYMENT OF A MEAL SOFTWARE SYSTEM**

**Project Title:** Supporting Displacement-Affected Communities in Kenya with Entrepreneurship Development (SDACKED)



**Client:** Danish Refugee Council (DRC)

**Date:** 20/05/2025

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# **TECHNICAL PROPOSAL**

SECTION 1: COVER LETTER

**To: The Danish Refugee Council (DRC)**

**Date: 20/05/2025**

**Dear DRC Team,**

AWM Solutions LTD is honored to present this proposal for the development of a customized MEAL software system tailored to the needs of your SDACKED program. With years of experience in building context-sensitive, scalable digital systems and a strong track record in supporting humanitarian and development programs, we are confident in our capacity to deliver an impactful solution that enhances your monitoring, evaluation, accountability, and learning efforts.

We appreciate the opportunity to collaborate and we are committed to work closely with DRC to ensure that the final product aligns with your strategic goals and operational realities. We look forward to your consideration.

**Sincerely yours,**

**Norman Kemboi**

**Managing Director**

**AWM Solutions LTD**

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**Executive Summary**

The Danish Refugee Council (DRC), in partnership with implementing organizations, is spearheading the *Supporting Displacement-Affected Communities in Kenya with Entrepreneurship Development (SDACKED)* program. The initiative aims to foster economic inclusion and resilience among displacement-affected populations through targeted entrepreneurship support. To enhance the effectiveness, accountability, and impact of this initiative, this proposal outlines the development and deployment of a tailored Monitoring, Evaluation, Accountability, and Learning (MEAL) software system. The proposed digital MEAL platform will enable real-time data collection, analysis, visualization, and beneficiary feedback—supporting evidence-based decision-making and continuous learning. Designed with a user-centric and context-responsive approach, the system will be fully aligned with DRC’s Accountability Framework, the Sphere Standards, and General Data Protection Regulation (GDPR) principles, ensuring data integrity, confidentiality, and ethical use. Key features will include customizable dashboards, mobile compatibility, integration with tools such as KoboToolbox and Power BI, and multilingual support to serve diverse user groups. In addition to system development, the consultancy will include the delivery of user training, technical documentation, and three months of post-deployment support to ensure sustainability and user adoption. The project will be executed by a cross-functional team of experts in software engineering, MEAL systems, data analytics, and humanitarian programming. It will be completed over a 60-day implementation period, with an indicative total budget of USD 17,000. This budget covers consultancy fees, infrastructure, licensing, training logistics, and operational costs. By introducing a robust MEAL software solution, DRC seeks to institutionalize a culture of adaptive management, accountability, and continuous improvement—ultimately enhancing the effectiveness of entrepreneurship interventions for displacement-affected communities in Kenya.

# **SECTION 2: AWM SOLUTIONS LTD ORGANIZATION PROFILE**

## **Introduction and Background**

AWM Solutions LTD proposes to design and deploy a customized Monitoring, Evaluation, Accountability, and Learning (MEAL) software system tailored to the needs of displacement-affected communities benefiting from the SDACKED project. The system will enhance the collection, analysis, and reporting of entrepreneurship development metrics such as training outcomes, business creation, income trends, and access to financial services.

Our solution directly supports SDACKED’s mission to improve socio-economic resilience among displacement-affected populations by ensuring that key indicators of success are tracked in real-time and with high accuracy. Through targeted dashboards and automated reporting tools, project staff and stakeholders will be able to identify trends, inform adaptive programming, and ensure that interventions are inclusive, efficient, and responsive to community needs.

Monitoring, Evaluation, Accountability, and Learning (MEAL) systems play a critical role in enhancing the effectiveness and transparency of development programs. In the context of displacement-affected communities, a robust MEAL system is vital for tracking progress, identifying challenges, and informing evidence-based decision-making that directly improves livelihoods and resilience outcomes.

The Supporting Displacement-Affected Communities in Kenya with Entrepreneurship Development (SDACKED) project seeks to empower vulnerable populations by equipping them with entrepreneurial skills, resources, and support systems. To support the success of this initiative, AWM Solutions LTD proposes the development and deployment of a tailored MEAL software platform that will capture, analyze, and visualize program data in real time.

This software solution will streamline data collection and reporting across the project lifecycle—from needs assessments to outcome monitoring—ensuring timely and accurate insights. The system will be user-friendly, accessible across devices (web and mobile), and designed with scalability and data security at its core.

Our approach is grounded in user-centred design, local accessibility, and capacity building, ensuring sustainability and high adoption among project implementers and stakeholders. The system will be flexible to evolve with project dynamics and will support continuous learning and program adjustment. Our proposal outlines the technical approach, implementation timeline, resource plan, and relevant organizational experience that position AWM Solutions LTD as an ideal partner for this important digital transformation initiative.

## **AWM Solutions LTD Organizational Profile**

AWM Solutions LTD is a dynamic and forward-thinking technology and consultancy firm dedicated to providing cutting-edge digital solutions that drive efficiency, transparency, and innovation. Founded on the principles of technological advancement and customer-centric service delivery, AWM Solutions LTD has positioned itself as a trusted partner for organizations seeking robust enterprise software development, ICT consultancy, and digital transformation solutions.

With a team of highly skilled professionals and strategic collaborations with key industry players, AWM Solutions LTD delivers tailor-made technology solutions that address the evolving needs of businesses, NGOs, and governmental institutions. Our expertise spans various domains, including cybersecurity, artificial intelligence, cloud computing, and telemedicine, ensuring that our clients stay ahead in an increasingly digital world.

By integrating innovative technologies with industry best practices, we empower organizations to optimize their operations, enhance revenue streams, and create sustainable digital ecosystems. Our commitment to excellence and continuous improvement drives us to develop scalable, secure, and efficient solutions that meet the highest industry standards.

#### ****Vision Statement****

To be a leader in innovative digital transformation solutions, empowering organizations through cutting-edge technology and strategic consultancy.

#### ****Mission Statement****

To provide robust, scalable, and customized digital solutions that enhance operational efficiency, optimize revenue streams, and ensure seamless service delivery for our clients.

## **Project Relevance to SDACKED**

The Supporting Displacement-Affected Communities in Kenya with Entrepreneurship Development (SDACKED) project aims to empower displaced and vulnerable populations by fostering entrepreneurship and economic resilience. Central to the success of this initiative is the ability to accurately capture, analyze, and utilize data on program performance and beneficiary outcomes to inform adaptive management and maximize impact.

AWM Solutions LTD proposes the development and deployment of a customized Monitoring, Evaluation, Accountability, and Learning (MEAL) software system explicitly designed to meet the unique needs of the SDACKED program. This system will provide a comprehensive, integrated platform for real-time data collection, monitoring, and reporting across all program components, including training delivery, business development support, and financial inclusion efforts.

The proposed MEAL tool will:

* **Enhance Data Accuracy and Timeliness:** Automate and streamline data gathering processes from dispersed field teams, ensuring reliable and up-to-date information that reflects actual program progress and challenges.
* **Enable Evidence-Based Decision Making:** Deliver actionable insights through intuitive dashboards and reports, empowering program managers and stakeholders to adjust strategies rapidly and allocate resources efficiently.
* **Improve Accountability and Transparency:** Facilitate systematic beneficiary feedback mechanisms and compliance monitoring, strengthening trust among displaced communities, donors, and implementing partners.
* **Support Capacity Building:** Provide end-users with accessible interfaces, training resources, and ongoing technical support, thereby fostering local ownership and long-term sustainability of the MEAL system.
* **Ensure Scalability and Adaptability:** Designed with modular architecture to allow future expansion, integration with other digital platforms, and customization in response to evolving project needs and donor requirements.

By integrating advanced technology with the SDACKED project’s objectives, this MEAL software system will play a pivotal role in driving measurable improvements in entrepreneurship development among displacement-affected communities in Kenya. It will not only support effective program management but also enhance learning, accountability, and impact across the project lifecycle.

## **Past Relevant Experience**

AWM Solutions LTD brings extensive experience in designing, developing, and deploying digital solutions tailored to complex program monitoring, evaluation, and management needs. Our proven track record in Kenya and the broader East African region demonstrates our ability to deliver robust, user-friendly, and secure software systems that enhance organizational effectiveness and data-driven decision-making.

**Selected Relevant Projects:**

* **Music Copyright Society of Kenya (MCSK):** Developed and implemented a comprehensive Human Resource Management Information System (HRMIS) and Enterprise Resource Planning (ERP) solutions. We successfully integrated the iRAM platform to streamline royalty collection and distribution, improving transparency and operational efficiency for the society. This project involved sophisticated data integration and reporting functionalities, similar to the requirements for MEAL systems.
* **HIPZ (Zanzibar) – Humanitarian Digital Solutions:** Provided strategic and ICT consultancy services to support humanitarian programs in refugee settlements, including digital MEAL system development. The platform enabled real-time monitoring of program activities, beneficiary tracking, and outcome measurement in challenging contexts, reflecting our capacity to work effectively in displacement-affected settings.
* **Moi Teaching and Referral Hospital (MTRH):** Implemented telemedicine infrastructure and AI-powered health solutions aimed at improving service delivery and patient monitoring. This experience highlights our technical expertise in developing secure, scalable health data platforms, with strict compliance to data privacy protocols.
* **Kenyan Public Sector ICT Consulting:** Delivered tailored enterprise solutions for various government agencies, enhancing data management, reporting accuracy, and service delivery. These engagements have equipped us with a deep understanding of public sector workflows and compliance needs, essential for MEAL systems in donor-funded projects.
* **Digital Music Platform: MCSKWAVE MUSIC:** Developed a digital content monetization platform empowering local artists with tools for content management, analytics, and revenue generation. The platform’s user-centric design and scalable architecture demonstrate our capacity to create innovative digital ecosystems that support sustainable development objectives.

AWM Solutions LTD combines technical proficiency with contextual insight, enabling us to deliver MEAL software solutions that not only meet technical specifications but also align with programmatic goals and stakeholder needs. Our multidisciplinary team, including software developers, data analysts, and training specialists, ensures end-to-end delivery—from system design through capacity building and post-deployment support.

## **Target Communities**

AWM Solutions LTD is committed to serving diverse communities across Kenya and the East African region, with a focus on leveraging technology to empower vulnerable and underserved populations. For the development and deployment of the MEAL software system, our target communities include:

* **Displacement-Affected Communities:** Refugees, internally displaced persons (IDPs), and returnees residing in camps and urban areas throughout Kenya. These groups face significant socio-economic challenges that require targeted entrepreneurship and livelihood support, which our MEAL system will help monitor and enhance.
* **Vulnerable and Marginalized Groups:** Women, youth, and persons with disabilities who often encounter barriers to economic participation. The software will facilitate tracking of inclusion and equitable access to program benefits, ensuring these groups receive adequate support.
* **Local Non-Governmental Organizations (NGOs) and Community-Based Organizations (CBOs):** Key partners implementing development and humanitarian programs. Our MEAL platform will strengthen their capacity to collect reliable data, manage projects efficiently, and demonstrate impact to donors.
* **Public Sector and Government Agencies:** Entities involved in displacement management, social protection, and entrepreneurship development. We support these stakeholders with integrated ICT solutions to improve transparency, accountability, and service delivery.
* **Private Sector and Entrepreneurs:** Small and medium enterprises (SMEs) and entrepreneurs supported through development initiatives. The platform will help track business development activities and outcomes, contributing to economic growth and sustainability.

By focusing on these communities, AWM Solutions LTD ensures that the MEAL software system is tailored to meet the needs of those at the heart of displacement-affected entrepreneurship programs, promoting inclusive development and impactful program management.

## **Consultants Team Commitments**

AWM Solutions LTD is well-positioned to deliver a high-quality, scalable, and secure MEAL system aligned with the goals of the SDACKED initiative. AWM Consultants team experience, commitment to excellence, and context-driven approach will ensure that the proposed system supports evidence-based decision-making and sustainable impact for displacement-affected entrepreneurs in Kenya.

The system will be designed flexibly, allowing for customization and expansion as project needs evolve. Whether it's integrating new indicators, modules, or workflows, the platform will be adaptable to changing program requirements without the need for costly overhauls.

AWM Solutions LTD will provide robust post-deployment support, including routine maintenance, technical troubleshooting, and periodic system updates. Our helpdesk and technical support unit will be available to ensure smooth system operation, quick resolution of issues, and ongoing user capacity building. This commitment to continuous improvement and user support ensures long-term usability and effectiveness of the MEAL platform.

## **Key Personnel and Technical Expertise**

The implementation of the MEAL software system for the SDACKED initiative requires a high-performing, interdisciplinary team with demonstrated experience in digital solutions for humanitarian settings. Our proposed consultancy team comprises experts with strong track records in software development, MEAL design, data analytics, stakeholder engagement, and capacity-building. AWM Solutions LTD brings together a dynamic and experienced team of consultants with cross-functional expertise in digital systems development, data analytics, training, and project management. Each team member brings a depth of technical expertise and contextual understanding aligned with the project’s goals of supporting displacement-affected communities in Kenya through entrepreneurship development.

**Mr. Jacob Bore** – Project Lead and Quality Assurance Manager

Bore will provide overall leadership, coordination, and quality assurance throughout the consultancy. He will serve as the primary point of contact with DRC and key stakeholders, ensure timely delivery of outputs, and oversee risk management and compliance with donor expectations. Bore has over 12 years of experience managing complex digital and humanitarian projects in East Africa, including the design and rollout of MEAL systems for USAID- and ECHO-funded programs. He holds a Master’s degree in Information Systems and certifications in Project Management. His understanding of cross-sectoral humanitarian interventions ensures the software will align with contextual priorities, data protection laws, and organizational accountability frameworks like CHS and DRC’s Core MEAL Standards.

**Ms. Abigael Tarus** – Lead Software Developer (Back-End Systems Architect)

Abigael will be responsible for designing and developing the system's architecture, database schema, security layers, and integration points with existing platforms or third-party APIs. With over 8 years of experience in full-stack software engineering, Abigael specializes in humanitarian technology systems that are scalable, secure, and user-centered. She is proficient in PHP (Laravel), PostgreSQL, MySQL, and API integration (REST & GraphQL). Her recent work includes custom MEAL platforms for Save the Children and CARE International in Kenya and South Sudan.

**Mr. Norman Kemboi** – Data Analyst, UI/UX Engineer and Front-End Developer

Kemboi will lead the user interface design, mobile responsiveness, and front-end development of the MEAL software, ensuring the platform is intuitive, accessible, and responsive across devices and for users with varying digital literacy. He brings over 6 years of experience in building user-centric humanitarian applications, using frameworks like Vue.js and React. His portfolio includes gender-sensitive and low-bandwidth-optimized platforms for refugee response programs, ensuring inclusive access to digital tools.Kemboi will design the dashboard logic, support back-end data architecture, and ensure real-time, user-friendly reporting tools are embedded within the system.

**Elizaphan Nuguti** – MEAL Expert and Framework Advisor

Nuguti will develop and validate the MEAL framework, logical results chains, indicators (output, outcome, and impact level), and ensure system alignment with Sphere Standards, DRC’s Accountability Framework, and Core Humanitarian Standards. A veteran MEAL specialist with over 15 years of experience in East Africa, Nuguti has advised on MEAL systems for UNHCR, UNICEF, and Oxfam. He holds a Master and bachelor degrees in project planning and a postgraduate diploma in Monitoring & Evaluation. He will ensure that indicators are aligned with SDACKED’s focus on entrepreneurship development for displacement-affected populations, and that the system supports real-time tracking, learning, and adaptive management.

**Dr. John Momanyi Ongubo (PhD)**– Training & Capacity Building Specialist

Dr. Ongubo will lead in the design and delivery of training materials, including interactive user manuals, video tutorials, and structured in-person and virtual training sessions. He will also oversee post-deployment user support and feedback loops. He seasoned training consultant with a background in instructional design and adult learning. Dr. Momanyi has led implementation assignments with UNHCR and UNICEF through Qatar Charity in the refugee setups and currently he coordinates 5 universities (from Somalia, Kenya, Poland, and Turkey) the ERASMUS projects co-funded by EU to develop digital modules for training in-service teachers in the immigrant communities of Dadaab and Kakuma in Kenya, Somalia. He is experienced trainer with over 15 years University teaching inclusive of digital pedagogy, and brings a unique ability to simplify complex systems for users at all levels—from grassroots CSO staff to program officers.

**Cross-Cutting Expertise Across the Team**

**Humanitarian Context Awareness:** All team members have prior experience in displacement, livelihood, and resilience-building projects in East Africa, with a strong understanding of working in fragile and conflict-affected contexts.

**Compliance and Data Security:** The team collectively upholds the principles of GDPR, DRC’s Accountability Framework, and international data protection standards to ensure ethical data handling, informed consent, and data minimization.

**Gender and Inclusion:** With a gender-balanced team and inclusive design principles, the team is well-positioned to ensure the system is accessible, equitable, and responsive to the unique needs of women, youth, and marginalized groups within displacement-affected communities.

# **SECTION 3: TECHNICAL APPROACH AND METHODOLOGY**

### ****Context and Understanding of the Assignment****

The **Supporting Displacement-Affected Communities in Kenya with Entrepreneurship Development (SDACKED)** initiative aims to enhance the socio-economic resilience of vulnerable populations through entrepreneurship skills development, financial inclusion, and access to markets. As part of this effort, the project implementers have identified the need for a robust, responsive, and user-friendly Monitoring, Evaluation, Accountability, and Learning (MEAL) system to track performance, generate insights, and improve adaptive programming.

AWM Solutions LTD understands that the MEAL system must be tailored to the complex realities and evolving needs of displacement-affected communities. These communities often face challenges such as mobility, lack of documentation, limited digital access, and systemic marginalization. Therefore, the system must be intuitive, multilingual, accessible offline, and capable of integrating both quantitative and qualitative data to ensure comprehensive monitoring.

The assignment entails designing, developing, and deploying a digital MEAL solution that enables stakeholders to:

* Monitor entrepreneurship training delivery and completion rates
* Track the establishment and growth of small businesses
* Assess income generation and access to financial services
* Analyze beneficiary feedback and community accountability trends
* Support adaptive learning and evidence-based decision-making

Our understanding is that the MEAL platform must serve both operational and strategic functions, offering real-time data visibility, automated reporting, and actionable analytics to project staff, implementing partners, and donors. The system should also foster transparency, inclusiveness, and ownership among stakeholders through participatory design, capacity-building, and ongoing support.

AWM Solutions LTD is committed to delivering a MEAL system that is not only technically robust but also socially responsive, scalable, and sustainable—contributing to the long-term success and impact of the SDACKED initiative.

### ****Objectives of the Assignment****

The primary objective of this assignment is to design, develop, and deploy a user-friendly, scalable, and context-appropriate MEAL software system to support DRC in effectively monitoring and evaluating the SDACKED project.

* + 1. **Specific Objectives**

**Integrated Tracking:** which will involve comprehensive monitoring of beneficiary demographics, financial progress, and training outcomes. this will include assessing the effectiveness of lending practices, tracking repayment rates, evaluating the utilization of funds, and measuring increases in income.

**Civil Documentation & Advocacy:** which will involve the systematic collection of data regarding beneficiaries' civil identification, including refugee IDs and KRA PINs. Additionally, it is essential to monitor the outcomes of advocacy efforts and communication strategies to assess their effectiveness and impact.

**Data Review and Testing:** which will include assessing and refreshing the current project data to guide the development of the system. This will include conducting a pilot test with real-world data which will ensure the system's functionality and effectiveness.

**Create Real-Time Dashboards:** which will create crucial information for AGDM-compliant reporting and analysis, providing immediate access to critical data. This will enable users to monitor performance and make informed decisions quickly, enhancing operational efficiency and responsiveness to changing conditions.

**Database & Tracker Integration:** which will enable storage and management of IPTTs, databases, and trackers.

**Training and Capacity Building:** training will target DRC staff on the effective use of the system, including SRI and impact-level reporting, is essential which will equip personnel with the skills needed to utilize the system efficiently and report outcomes accurately.

### ****Scope of Work****

The AWM Solutions LTD will be responsible for designing and implementing a robust monitoring and evaluation system aligned with DRC’s financial inclusion interventions. The system will include dashboards for real-time data visualization, performance tracking, and reporting. The AWM Solutions LTD will analyze MEAL requirements, identify data sources and indicators, ensure compliance with data protection laws, and create a flexible tool that meets current and future needs. The development and deployment of the MEAL software solution for DRC will follow a structured six-phase implementation approach to ensure high-quality outputs, participatory processes, and sustainability. Each phase is designed to systematically address DRC’s functional and operational requirements and to ensure full alignment with DRC’s SDACKED project goals.

**Phase 1: Inception (Days 1–5)**

The inception phase sets the foundation for project success through early alignment of goals, expectations, and deliverables.

* **Kickoff Workshop**: A joint planning session involving DRC HQ and field teams, the service provider, and key stakeholders to align objectives, review deliverables, confirm scope, and finalize communication protocols.
* **Inception Report**: Submission of a comprehensive inception report outlining project milestones, risk mitigation strategies, stakeholder engagement plans, roles and responsibilities, escalation pathways, and a detailed Gantt chart.

**Phase 2: Needs Assessment (Days 6–13)**

This phase is crucial for contextualizing the technical design with on-the-ground realities.

* **System Review**: Evaluate existing MEAL tools and data processes in DRC’s Kenya operations. Identify gaps and opportunities for system improvement and integration.
* **Stakeholder Consultations**: Conduct interviews and FGDs with MEAL staff, IMS teams, CSLA representatives, and community-based facilitators to gather functional needs and contextual nuances.
* **Process Mapping**: Document key workflows, reporting flows, data collection routines, and indicator frameworks to inform system design. This will guide the formulation of logical data pathways and back-end automation.

**Phase 3: System Design & Development (Days 14–35)**

This phase focuses on translating business and user requirements into technical components.

* **System Architecture**: Develop detailed system architecture, including database schema, backend logic, and API flow diagrams.
* **UI/UX Mockups**: Share interactive wireframes and design prototypes for stakeholder feedback.
* **Core Development**: Code modules for:
  + **User Management** (tiered access for admins, MEAL staff, and field agents),
  + **Form Builder and Data Collection**,
  + **Analytics & Visual Dashboards**,
  + **Automated Reporting Engine**.
* **Advanced Features**: Integrate offline data capture (Progressive Web App architecture), multilingual interfaces (Swahili, Somali, English), and data encryption protocols.

**Phase 4: Testing & Piloting (Days 36–47)**

Before final deployment, the system undergoes rigorous testing and real-world trials.

* **Internal Testing**: Perform functional, regression, and security tests.
* **User Acceptance Testing (UAT)**: MEAL officers and field users simulate tasks to ensure usability and performance.
* **Pilot Rollout**: Deploy pilot in Nairobi (HQ level) and Mandera (field level). Monitor usage, capture user feedback, and fix bugs or usability issues before final launch.

**Phase 5: Training & Documentation (Days 48–55)**

Equipping users with adequate knowledge is key to adoption and sustainability.

* **Training Materials**: Prepare multilingual user manuals, quick-start guides, and video walkthroughs.
* **Capacity Building Workshops**: Deliver tailored training for:
  + Admin & Developers (System Admin Console),
  + MEAL Officers (Analytics, Form Building),
  + Field Staff (Data Entry, Offline Sync),
  + CBFs (Survey Tools & Mobile Use).
* **Feedback Loops**: Integrate post-training feedback into system refinement where applicable.

**Phase 6: Final Deployment & Handover (Days 56–67)**

The solution is finalized and officially rolled out across all targeted regions.

* **Production Release**: Deploy fully-tested version on cloud infrastructure with user accounts created and data migration performed if necessary.
* **Source Code Handover**: Deliver the full source code, system documentation, and admin credentials to DRC for future scalability.
* **Post-Deployment Support**: Provide 14 days of bug-fixing, technical support, and system adjustments to ensure a seamless transition.
  + 1. **Functional Requirements**

The proposed MEAL (Monitoring, Evaluation, Accountability, and Learning) system will incorporate key functional modules to meet DRC’s operational, data, and security needs. These features are tailored to ensure scalability, usability across diverse user groups, and real-time access to actionable data.

1. **User Roles & Security Management**

The system will support a robust **role-based access control (RBAC)** framework to ensure data integrity, confidentiality, and accountability.

* **User Tiers**: Roles include System Admins, M&E Officers, Project Managers, Field Agents, and Enumerators, each with unique access privileges.
* **Authentication**: Secure login with two-factor authentication (2FA) for critical user roles.
* **Audit Trails**: All system actions (e.g., data entry, updates, deletions) will be logged, timestamped, and traceable by user.
* **Session Management**: Auto time-out and restricted concurrent logins for sensitive roles to prevent misuse.

1. **Dynamic Data Collection Forms**

Customizable data collection tools will support flexible survey and data entry workflows.

* **Form Builder**: Drag-and-drop interface for designing forms to collect data on profiling, project tracking, event logging, and beneficiary feedback.
* **Smart Logic**: Conditional display of fields, validation rules, and calculated indicators for real-time decision-making.
* **Media Capture**: Integrated photo, voice note, and GPS tagging capabilities within forms to enrich datasets.

1. **Interactive Dashboards & Analytics**

Real-time visualization tools will allow users to explore trends and metrics across different projects and geographies.

* **Indicator Dashboards**: Drill-down dashboards by location, demographic, and reporting period.
* **Visualization Tools**: Line graphs, pie charts, heatmaps, and trend analysis for both qualitative and quantitative indicators.
* **Export Options**: PDF, Excel, and PNG exports for use in donor reporting, internal review, and presentations.

1. **Automated Reporting Engine**

The system will allow stakeholders to schedule and automatically disseminate key reports.

* **Templates**: Pre-configured report templates aligned with project logframes and donor requirements.
* **Report Scheduler**: Define frequency (daily, weekly, monthly) for report generation.
* **Email Distribution**: Automated sending of reports to designated recipients in PDF and CSV formats.

1. **Offline Functionality & Synchronization**

Recognizing limited connectivity in field locations, the platform will support offline data operations.

* **Offline Mode**: Users can collect, view, and update data without internet access.
* **Auto-Sync**: Once connected, data will automatically synchronize with the cloud server while resolving conflicts intelligently.
* **Progressive Web App (PWA)**: Mobile-optimized with offline storage capability using secure local caching.

1. **Centralized Document & Media Repository**

A secure and searchable file repository will support document management and media storage.

* **Storage Formats**: Supports PDFs, Excel files, Word documents, images, audio, and video files.
* **Metadata & Tagging**: Documents can be tagged by project, date, type, and location to aid retrieval.
* **Access Control**: Role-based permissions on folders/files to limit access to sensitive information.
  + 1. **Non-Functional Requirements**

To ensure the long-term success and adaptability of the MEAL system, the following non-functional requirements will be prioritized. These specifications define how the system will perform under operational conditions, supporting DRC’s dynamic field operations across challenging and resource-constrained environments.

1. **User Experience (UX) Design**

The platform will feature an intuitive and responsive interface, designed to maximize usability across different user groups, including those with limited digital literacy.

* **Mobile Optimization**: Interface designed using responsive design principles to work seamlessly on smartphones, tablets, and desktops.
* **Accessibility**: Clear iconography, contextual tooltips, multilingual interface support, and offline form accessibility.
* **Minimal Clicks**: Optimized user flows to reduce data entry steps and navigation complexity.

1. **System Performance**

Performance is critical in ensuring quick and efficient access to data, particularly in high-volume usage scenarios.

* **Fast Load Times**: System and dashboard components will load within 3 seconds, even under peak usage.
* **Optimized Queries**: Back-end databases will be indexed and optimized to handle large datasets with minimal latency.
* **Resource Efficiency**: Lightweight front-end built with performance-optimized libraries and frameworks.

1. **System Availability & Reliability**

The platform will be engineered to remain available and operational under all conditions.

* **High Uptime**: Guaranteed 99.9% system availability, supported by cloud hosting with redundancy and load balancing.
* **Disaster Recovery**: Regular backups, automated recovery scripts, and geographically redundant storage to mitigate data loss.
* **Failover Mechanism**: Automatic rerouting to backup systems during outages.

1. **Maintainability**

Designed with the future in mind, the system will employ a modular architecture that supports iterative development and ease of troubleshooting.

* **Codebase Structure**: Clean, reusable, and well-documented code modules, following industry-standard design patterns.
* **Version Control**: Full Git-based versioning and CI/CD pipelines for tracking changes and ensuring seamless deployments.
* **Customizability**: Well-documented APIs and configuration settings for easy adaptation to new project requirements.

1. **System Security**

Security will be embedded at every layer of the system to protect sensitive data and ensure compliance with global data protection standards.

* **Authentication**: Role-based login with two-factor authentication for privileged accounts.
* **Data Encryption**: AES-256 encryption for data at rest; SSL/TLS protocols for data in transit.
* **Secure APIs**: All integrations will use tokenized, rate-limited APIs with IP whitelisting and role restrictions.
* **Compliance**: Aligned with GDPR and other applicable data privacy regulations.

1. **Scalability & Extensibility**

The system will be built to scale both vertically (increased users, data volume) and horizontally (across new projects, regions, or countries).

* **Multi-Tenant Architecture**: Ability to support multiple projects or partners with isolated datasets and reporting.
* **Elastic Infrastructure**: Cloud-native deployment to support auto-scaling based on load.
* **Plugin Support**: Framework to allow integration of future tools and analytics modules without core system overhaul.

### ****Stakeholder Roles and Responsibilities****

The success of the MEAL digital platform hinges on active collaboration and clearly defined responsibilities among key stakeholders. Below is a breakdown of roles and their associated responsibilities to ensure alignment, transparency, and accountability throughout the project lifecycle.

1. **DRC Leads**

**Primary Role:** Project Ownership & Strategic Oversight

* Approve key deliverables, including the inception report, system design, pilot results, and final deployment.
* Provide timely and actionable feedback to guide development decisions.
* Facilitate access to field sites, staff, and relevant documentation.
* Act as a bridge between the implementing partner and internal DRC teams to ensure alignment with organizational objectives.
* Provide access to project documentation and data
* Offer logistical support for training/workshops
* Promote implementation and utilization of the tool

1. **Development Team (Implementing Partner)**

**Primary Role:** Technical Design, Implementation & Support

|  |  |  |
| --- | --- | --- |
|  |  |  |
|  | Preliminary Assessments & Planning | * Conduct a detailed needs assessment with relevant stakeholders. |
| * Analyze similar platforms to identify best practices and gaps. |
| * Document findings to inform the software design process. |
|  | System Design | * Design the software architecture and data models aligned with MEAL requirements. |
| * Ensure that the design supports scalability, security, interoperability, and user-friendliness. |
| * Develop detailed mockups and wireframes for client validation. |
|  | Software Development | * Build the MEAL software/tool based on approved specifications and designs. |
| * Implement all necessary software components and integrate required functionalities. |
| * Ensure software accessibility across platforms (web, mobile, offline access where needed). |
| * Implement robust data security protocols to protect sensitive information. |
|  | Testing & Iteration | * Provide regular progress updates and conduct demo sessions at agreed milestones. |
| * Perform iterative testing and debugging with stakeholder feedback. |
| * Document technical components and changes at each phase. |
|  | Capacity Building & Deployment | * Develop comprehensive training materials including user manuals and video tutorials. |
| * Conduct virtual and in-person training sessions for end users and administrators. |
| * Offer continuous technical support during deployment and stabilization. |
|  | Handover & Finalization | * Provide ongoing maintenance and troubleshooting support. |
| * Submit a final report outlining the development process, challenges, lessons learned, and recommendations. |
| * Ensure full transfer of source code, documentation, and admin credentials. |

1. **MEAL Staff**

**Primary Role:** Technical Validation & Use-Case Definition

* Define and validate indicators, data sources, and reporting requirements.
* Participate in the co-design of data collection tools, workflow mapping, and dashboard structures.
* Test system modules for usability, logic accuracy, and data integrity.
* Ensure that the solution aligns with DRC’s strategic MEAL framework and donor compliance standards.

1. **Field Agents (Incentive Staff & Enumerators)**

**Primary Role:** System End Users & Feedback Providers

* Actively use the platform to input data collected in the field—surveys, observations, event logs, etc.
* Participate in user testing during the pilot phase and provide practical feedback for enhancements.
* Flag usability issues, discrepancies in form logic, or sync errors experienced in real-world settings.

1. **Beneficiaries & Community Stakeholders**

**Primary Role:** Participation & Accountability Feedback

* Engage in data collection exercises such as surveys, focus group discussions, and rapid assessments.
* Provide qualitative and quantitative feedback on the effectiveness of services, as captured through the feedback loops embedded within the system.
* Support continuous improvement of the MEAL process through structured participation in accountability mechanisms.

### ****Target Communities****

The MEAL software system is specifically designed to support the **Supporting Displacement-Affected Communities in Kenya with Entrepreneurship Development (SDACKED)** initiative. The primary target communities include:

* **Displacement-Affected Populations:** Refugees, internally displaced persons (IDPs), and returnees living in camps and urban settings across Kenya, who face unique challenges in accessing livelihood opportunities and sustainable economic development.
* **Vulnerable Host Communities:** Local populations in areas hosting displaced communities, often facing resource constraints and competition for economic opportunities, where inclusive entrepreneurship can foster social cohesion and mutual resilience.
* **Women and Youth Entrepreneurs:** Given their disproportionate vulnerability and untapped potential, the system will support programs focused on empowering women and youth with skills, financial literacy, and business development support.
* **Community-Based Organizations (CBOs) and Local NGOs:** These actors work closely with displacement-affected groups and require streamlined MEAL tools to track program implementation, beneficiary engagement, and impact assessment.
* **Program Implementers and Partners:** Field officers, trainers, and project managers who need reliable, real-time data to make informed decisions, adapt interventions, and report progress to donors and stakeholders.

By focusing on these diverse but interconnected groups, the MEAL software system will enable comprehensive data capture, monitoring, and learning that reflects the complex realities of displacement-affected communities and supports targeted, effective entrepreneurship development interventions.

### ****Methodology and Approach****

To achieve the objectives of this project, the consultant will adopt a systematic and participatory methodology that encompasses the following phases:

1. **Preliminary Assessments & Planning**

* Conduct a detailed needs assessment with relevant stakeholders.
* Analyze similar platforms to identify best practices and gaps.
* Document findings to inform the software design process.
* Identify key performance indicators (KPIs) relevant to strategic goals.

1. **System Design**

* Design the software architecture and data models aligned with MEAL requirements.
* Ensure that the design supports scalability, security, interoperability, and user-friendliness.
* Develop detailed mockups and wireframes for client validation.

1. **Software Development**

* Build the MEAL software/tool based on approved specifications and designs.
* Implement all necessary software components and integrate required functionalities.
* Ensure software accessibility across platforms (web, mobile, offline access where needed).
* Implement robust data security protocols to protect sensitive information.

1. **Testing & Iteration**

* Provide regular progress updates and conduct demo sessions at agreed milestones.
* Perform iterative testing and debugging with stakeholder feedback.
* Document technical components and changes at each phase.

1. **Capacity Building & Deployment**

* Develop comprehensive training materials including user manuals and video tutorials.
* Conduct virtual and in-person training sessions for end users and administrators.
* Offer continuous technical support during deployment and stabilization.

1. **Handover & Finalization**

* Provide ongoing maintenance and troubleshooting support.
* Submit a final report outlining the development process, challenges, lessons learned, and recommendations.
* Ensure full transfer of source code, documentation, and admin credentials.

### ****Key Deliverables****

AWM Solutions LTD will result in the delivery of the following key outputs, each designed to ensure that the MEAL software system is robust, user-friendly, and aligned with DRC’s operational needs:

1. **Inception Report**

A detailed report outlining the methodology, work plan, timelines, tools, and understanding of the assignment, including stakeholder engagement and proposed system structure.

1. **MEAL Tracking System**

A fully functional MEAL software solution, including:

* Digital data collection forms.
* Dashboards for real-time data visualization.
* Integrated IPTTs, databases, and trackers.
* Modules for civil documentation, training, and financial inclusion indicators.

1. **Training and Capacity Building**

* Development of a user manual and training materials.
* Delivery of hands-on training sessions to MEAL staff, program teams, and CSLA leaders.
* Post-training support to ensure smooth system uptake and utilization.

1. **Pilot Testing and Refinement**

* Conduct system testing with real project data.
* Collect feedback from DRC and refine the tool accordingly.

1. **Final System and Documentation**

* Submission of the final, refined MEAL system.
* Delivery of all technical documentation, including architecture, source code (if applicable), and maintenance guidelines.

1. **Presentation and Feedback Integration**

* A final presentation to DRC project teams and relevant stakeholders.
* Integration of feedback from the presentation into the final version of the system.

### ****Implementation Timeline and Process****

* + 1. **Milestone Calendar**

|  |  |  |  |
| --- | --- | --- | --- |
| **Milestone** | **Description** | **Due Date (Day)** | **Deliverable** |
| M1: Needs Assessment Complete | Completion of detailed needs assessment with stakeholders | Day 8 | Needs assessment report |
| M2: Platform Analysis Report | Documentation of analysis of similar platforms | Day 8 | Platform analysis document |
| M3: Software Architecture & Data Models Finalized | Approved software design and data model | Day 20 | Design document and wireframes |
| M4: Mockups & Wireframes Approved | Client validation and sign-off on UI/UX designs | Day 20 | Approved wireframes |
| M5: Functional Prototype Developed | Core software modules developed and integrated | Day 40 | Functional prototype demo |
| M6: Security Protocols Implemented | Data security features implemented | Day 40 | Security implementation report |
| M7: Testing & Bug Fixing Completed | Completion of testing cycles and bug resolution | Day 52 | Test reports and demo session outputs |
| M8: Training Materials Completed | User manuals, video tutorials, and training docs ready | Day 60 | Training materials |
| M9: User Training Completed | Completion of virtual and in-person training sessions | Day 60 | Training session reports |
| M10: Final Report & Handover | Submission of final report and transfer of deliverables | Day 67 | Final report and software handover |

* + 1. **Resource Allocation Plan**

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Responsibilities** | **Allocated Period** | **FTE (Full-Time Equivalent)** |
| Project Lead | Overall project management, coordination, stakeholder communication, ensuring milestones are met | Days 1 – 67 | 0.5 |
| Data Analyst | Conduct needs assessment, analyze data, develop dashboard metrics, support testing and validation | Days 1 – 52 | 1.0 |
| Software Developer | Design and develop dashboards and software components, implement security, perform bug fixes | Days 9 – 52 | 1.5 |
| Training Specialist | Prepare training materials, conduct training sessions (virtual & in-person), provide user support | Days 50 – 67 | 1.0 |

* + 1. **Timeline Overview with Roles**

|  |  |  |
| --- | --- | --- |
| **Phase** | **Key Roles Active** | **Duration (Days)** |
| Preliminary Assessments & Planning | Project Lead, Data Analyst | 1 – 8 |
| System Design | Project Lead, Data Analyst, Software Developer | 9 – 20 |
| Software Development | Project Lead, Software Developer, Data Analyst | 21 – 40 |
| Testing & Iteration | Project Lead, Software Developer, Data Analyst | 41 – 52 |
| Capacity Building & Deployment | Project Lead, Training Specialist | 53 – 60 |
| Handover & Finalization | Project Lead, Training Specialist | 61 – 67 |

The Consultant will provide documentation by email to the SDACKED Project Manager and the IMS Specialist while copying all relevant project staff.

### ****Monitoring, Evaluation, Accountability, and Learning (MEAL)****

The MEAL component of this assignment is both a deliverable and a cross-cutting element central to the project’s success. The proposed MEAL system will enable real-time data collection, adaptive learning, transparency, and accountability to all stakeholders, particularly displacement-affected communities. The approach aligns with DRC’s MEAL Framework, Core Humanitarian Standards (CHS), and global best practices.

#### ****1. Monitoring****

* A performance monitoring plan will be developed at the outset, outlining key indicators, data sources, frequency of data collection, and responsible parties.
* The MEAL software will support real-time monitoring by enabling digital data entry, integration with mobile tools, and dashboard visualization for decision-making.
* Progress will be tracked against agreed outputs and milestones, including system development, pilot testing, user training, and deployment.

#### ****2. Evaluation****

* The assignment will incorporate both formative (process) and summative (outcome) evaluation methodologies.
* Baseline and endline assessments may be conducted where necessary to assess change in data use, accountability practices, or system performance.
* Evaluation tools will be built into the software, allowing DRC and partners to conduct periodic reviews, performance appraisals, and outcome tracking.

#### ****3. Accountability****

* The MEAL system will operationalize DRC’s **Accountability Framework** by embedding community feedback mechanisms, complaints and response features, and reporting transparency tools.
* Beneficiaries and stakeholders will be consulted throughout the project cycle—from needs assessment to post-deployment—ensuring their voice informs design and implementation.
* Feedback loops will be established via user surveys, suggestion tools, and integration of accountability indicators into performance dashboards.

#### ****4. Learning****

* An adaptive learning approach will be used to refine the system based on user feedback, usability testing, and evolving program needs.
* Learning reviews and reflection sessions will be conducted after key milestones (e.g., system pilot, first deployment, post-training).
* The project will generate knowledge products such as user guides, technical documentation, FAQs, and “lessons learned” briefs, all of which will be shared with DRC and relevant partners to enhance replication and scale-up.

#### ****5. Capacity Strengthening****

* Training sessions will be conducted for DRC staff, partners, and community-based organizations (CBOs) on MEAL system usage, data analysis, and ethical data handling.
* Ongoing technical support and mentorship will be provided for at least three months post-deployment to reinforce institutional capacity and ensure system sustainability.

#### ****6. Integration with Existing MEAL Structures****

* The new MEAL software will be designed to complement and enhance existing DRC MEAL tools and systems rather than replace them.
* Compatibility with DRC’s global indicator framework, standard reporting templates, and existing data repositories will be prioritized.
* Where feasible, the system will support integration with mobile data collection platforms (e.g., KoboToolbox), dashboards (e.g., Power BI), and donor reporting tools.

### ****Ethical Considerations****

The development and deployment of the MEAL software system for the SDACKED project will strictly adhere to international ethical norms, national legislation, and institutional standards. All activities will be guided by the Sphere Humanitarian Charter and Minimum Standards, the EU General Data Protection Regulation (GDPR), Kenya’s Data Protection Act (2019), and DRC’s Accountability Framework. These principles ensure that all stakeholders, particularly displacement-affected communities, are protected, respected, and meaningfully engaged.

#### ****Informed Consent and Voluntary Participation****

* Participants will be fully informed about the purpose, benefits, risks, and use of any data collected or processed throughout the project lifecycle.
* Informed consent will be obtained in an accessible, language-appropriate manner (e.g., Swahili, Somali) and in formats suitable for varying literacy levels.
* Participation will be voluntary, with no coercion or penalties for non-participation.

#### ****Data Protection, Privacy, and Confidentiality****

* The project will align with GDPR, Kenya’s Data Protection Act, and DRC’s Data Protection Policy, ensuring robust safeguarding of all personal and sensitive data.
* Personally Identifiable Information (PII) will be encrypted, anonymized, and securely stored with controlled access.
* The MEAL software will be designed with **privacy-by-design** features, including user authentication, tiered access levels, and automated audit logs.

#### ****Do No Harm Principle****

* Following the **Sphere Standards**, all project activities will uphold the safety, dignity, and rights of affected populations.
* Potential risks—including digital security threats, re-traumatization, or stigmatization—will be assessed and mitigated during planning and implementation.
* Specific attention will be given to the protection of vulnerable groups, including women, children, persons with disabilities, and minority communities.

#### ****Inclusion, Equity, and Non-Discrimination****

* The project will promote equitable access to MEAL tools and training opportunities, with deliberate inclusion of underrepresented groups such as women-led enterprises and youth in informal settlements.
* Gender, age, and disability inclusion principles will be applied throughout the software design, content development, and training processes.
* Language and digital accessibility standards will be observed to ensure inclusive participation.

#### ****Transparency and Accountability****

* The assignment will operate in alignment with **DRC’s Accountability Framework**, ensuring that stakeholders have access to timely, relevant, and clear information.
* A feedback and complaints mechanism will be established to enable users and community members to raise concerns or suggestions confidentially and without fear of reprisal.
* Findings, system usage data, and progress updates will be shared with stakeholders at agreed intervals.

#### ****Conflict of Interest Management****

* All consultants and personnel will declare any actual or perceived conflicts of interest and comply with DRC’s ethical and professional standards.
* Decisions related to procurement, hiring, or content development will be guided by objectivity, fairness, and transparency.

#### ****Respect for Intellectual Property and Open Access****

* Intellectual property generated during the assignment including code, documentation, and training materials will remain the property of DRC, unless otherwise agreed.
* Any third-party tools or content used will comply with relevant licensing requirements, with preference given to open-source and ethically sourced platforms.

### ****Sustainability and Scalability****

The assignment will adopt a sustainability and scalability-focused approach to ensure long-term impact, ownership, and adaptability of the developed solutions beyond the assignment period. The following key strategies will be applied:

#### ****1. Capacity Building and Knowledge Transfer****

* The assignment will include training sessions, user manuals, and video tutorials to equip stakeholders and system users with the necessary skills to operate, maintain, and update the solution independently.
* A Training-of-Trainers (ToT) model will be adopted where feasible, enabling local staff to cascade knowledge to others within their organizations.

#### ****2. User-Centered and Modular Design****

* The system will be developed using a modular architecture, allowing for future upgrades or feature additions without disrupting core functionalities.
* Interfaces will be user-friendly and tailored to the technological capacities of end-users to promote usability and reduce dependency on external technical support.

#### ****3. Open-Source and Cost-Efficient Technologies****

* Where appropriate, open-source technologies will be leveraged to avoid ongoing licensing fees and ensure easier customization by future developers.
* Hosting and system operations will be designed to minimize long-term operational costs.

#### ****4. Local Ownership and Governance****

* Stakeholders will be engaged throughout the assignment lifecycle to foster ownership, ensure alignment with local needs, and embed sustainability from the start.
* Governance guidelines or Standard Operating Procedures (SOPs) will be documented to guide long-term system administration.

#### ****5. Scalability Strategy****

* The system and training materials will be designed to accommodate scaling to other regions, CSOs, or sectors without significant redevelopment.
* Feedback loops and usage analytics will be embedded to inform future enhancements and identify scalability opportunities.

#### ****6. Post-Deployment Support and Handover****

* A 3-month post-deployment support window is built into the assignment to provide ongoing technical assistance, address bugs, and monitor early system performance.
* All source codes, documentation, and admin credentials will be formally handed over to the client at project close to ensure full control and continuity.

# **FINANCIAL PROPOSAL**

## **Detailed Budget**

The following table presents a cost-effective budget plan that ensures the successful delivery of the MEAL software system within the SDACKED initiative’s financial ceiling of **USD 17,000**.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **Item Description** | **Unit Cost (USD)** | **Quantity** | **Total (USD)** |
| Consultancy Fees and Taxes | Project Lead – Coordination & QA (30 days) | 120/day | 30 | 3,600 |
| Software Developer – (Core Dev – 25 days) | 120/day | 25 | 3,000 |
| Software Developer – (UI/UX – 20 days) | 100/day | 20 | 2,000 |
| MEAL Expert – (Framework Design – 10 days) | 150/day | 10 | 1,500 |
| Data Analyst – (Dashboard & Reports – 10 days) | 100/day | 10 | 1,000 |
| Training Specialist – (Manuals & Training – 5 days) | 100/day | 5 | 500 |
| Travel and Accommodation | Stakeholder Engagement & Training Logistics | Lump Sum | — | 1,200 |
| Internet and Communication | Data, remote collaboration tools | Lump Sum | — | 200 |
| Software Licensing (if applicable) | Hosting, SSL, Domain (12 months) | Lump Sum | — | 500 |
| Third-Party APIs & Add-ons (flat rate) | Lump Sum | — | 300 |
| Design & Production of Training Materials | Printed guides, digital assets | Lump Sum | — | 400 |
| Training Session Logistics | Venue, refreshments, and other logistics | Lump Sum | — | 300 |
| Office Supplies & Miscellaneous | Support items and contingency buffer (approx. 2%) | Lump Sum | — | 1,000 |
| Post-Deployment Support | 3-month technical support, updates, bug fixes | Lump Sum | — | 1,000 |
|  | **Total Estimated Budget** |  |  | **17,000** |

## **Narrative Budget Breakdown**

* **Consultancy Fees and Taxes**: Covers professional fees for the project lead, developers, MEAL expert, data analyst, and training specialist. Inclusive of all applicable statutory deductions and taxes.
* **Travel and Accommodation**: Expenses for transportation, lodging, and related costs during stakeholder meetings, field visits, and training sessions.
* **Internet and Communication**: Costs related to internet data bundles, digital communication tools (e.g., Zoom, Teams), and remote collaboration platforms.
* **Software Licensing (if applicable)**: Fees for web hosting, SSL certificates, domain registration, and third-party API integration necessary for system functionality.
* **Design and Production of Training Materials**: Preparation and printing of user manuals, digital guides, and other instructional content to support effective training.
* **Training Session Logistics**: Costs for venue hire, refreshments, and basic logistical arrangements to facilitate smooth training delivery.
* **Office Supplies and Miscellaneous Expenses**: Covers stationery, printing, photocopying, and other incidental costs, including a contingency allocation for unforeseen needs.
* **Post-Deployment Support**: Technical assistance, maintenance, bug fixes, and minor feature updates provided for a 3-month period after system deployment.

# **APPENDICES**

## **Appendix I: Business Requirements Document (BRD)**

The Business Requirements Document defines the strategic and operational needs that the proposed MEAL (Monitoring, Evaluation, Accountability, and Learning) platform must fulfill to enhance the effectiveness of DRC’s SDACKED project. This document aligns with DRC’s overarching goal of fostering accountability, transparency, and continuous learning through robust digital infrastructure.

1. **Purpose**

The primary purpose of the MEAL platform is to streamline monitoring and evaluation processes by centralizing data management, enhancing real-time visibility, and replacing fragmented, manual tools with a user-friendly, automated system.

1. **Business Objectives**

* **Centralized Visibility**: Enable real-time access to MEAL data for headquarters, field staff, and implementing partners, thereby improving program oversight and responsiveness.
* **Tool Integration**: Eliminate dependency on multiple Excel-based tools by deploying a unified platform for data collection, validation, reporting, and analysis.
* **Field-Level Usability**: Equip community-level agents with intuitive, mobile-optimized tools that facilitate easy data entry even in low-resource settings.
* **Data-Driven Culture**: Foster a culture of evidence-based decision-making by providing dashboards and reports tailored to various stakeholder needs.

1. **Business Needs**

|  |  |
| --- | --- |
| **Business Need** | **Description** |
| Real-Time Data Access | Centralized dashboards for near real-time visualization of key indicators. |
| Tool Consolidation | One platform to manage all MEAL components (data entry, analysis, reporting). |
| Community Engagement | Simplified interfaces for Community-Based Facilitators to submit structured data. |
| Decision Support | Auto-generated reports and analytics to inform program adjustments. |

1. **Stakeholders**

|  |  |
| --- | --- |
| **Stakeholder Group** | **Role** |
| **DRC HQ & Field Offices** | Oversight, compliance, and strategic use of MEAL outputs. |
| **MEAL & IMS Teams** | Design, implementation, validation, and continuous system improvement. |
| **Community-Based Facilitators (CBFs)** | Collect and submit data from field locations using mobile devices. |
| **Beneficiaries** | Participate in feedback mechanisms and data validation activities. |

1. **Success Criteria**

|  |  |
| --- | --- |
| **Metric** | **Target** |
| **User Adoption** | 90% of staff actively using the system within the first 3 months. |
| **Report Automation** | Regular program and indicator report auto-generated within 6 weeks post-launch. |
| **Data Submission Efficiency** | At least 50% increase in the completeness and timeliness of submitted forms compared to the previous system. |

## **Appendix II: Product Requirements Document (PRD)**

The Product Requirements Document (PRD) translates the business needs outlined in the BRD into actionable technical specifications and user functionality. It defines the core modules, user stories, and system architecture required to successfully develop, deploy, and maintain the MEAL system for the SDACKED project.

1. **System Overview**

The MEAL system is a cloud-based, modular platform designed for decentralized data collection, visualization, and reporting. It supports multi-level user access, offline functionality, secure document handling, and real-time analytics tailored to field operations in both urban and remote contexts.

1. **Core System Modules**

|  |  |
| --- | --- |
| Module | Description |
| **Authentication & Role Management** | Secure user login with tiered access (Admin, MEAL Officer, Field Agent, etc.); dashboards tailored to user roles. |
| **Dynamic Data Entry** | Mobile-optimized, customizable forms for surveys, event tracking, profiling, and other project data streams. |
| **Analytics Dashboard** | Real-time dashboards featuring graphs, charts, and geolocation-based analytics for actionable insights. |
| **Automated Reporting Engine** | Supports scheduled and manual report generation (PDF, CSV) based on user-defined criteria and timeframes. |
| **Document & Media Repository** | Centralized file system for storage, categorization, and retrieval of field reports, photos, videos, and forms. |

1. **Key User Stories**

|  |  |  |
| --- | --- | --- |
| **User** | **Story** | **Goal** |
| **MEAL Officer** | "As a MEAL Officer, I want to create and share dynamic indicator dashboards so I can monitor project performance." | Enhanced real-time project oversight. |
| **Community-Based Facilitator (CBF)** | "As a CBF, I want to input data from the field via a mobile device—even offline—so I can meet reporting deadlines." | Empower data flow from the grassroots. |
| **Program Manager** | "As a Program Manager, I want to generate and download project-specific reports on a weekly basis." | Support evidence-based decision-making. |
| **Field Coordinator** | "As a Field Coordinator, I want to view heat maps showing underperforming zones." | Enable localized interventions. |

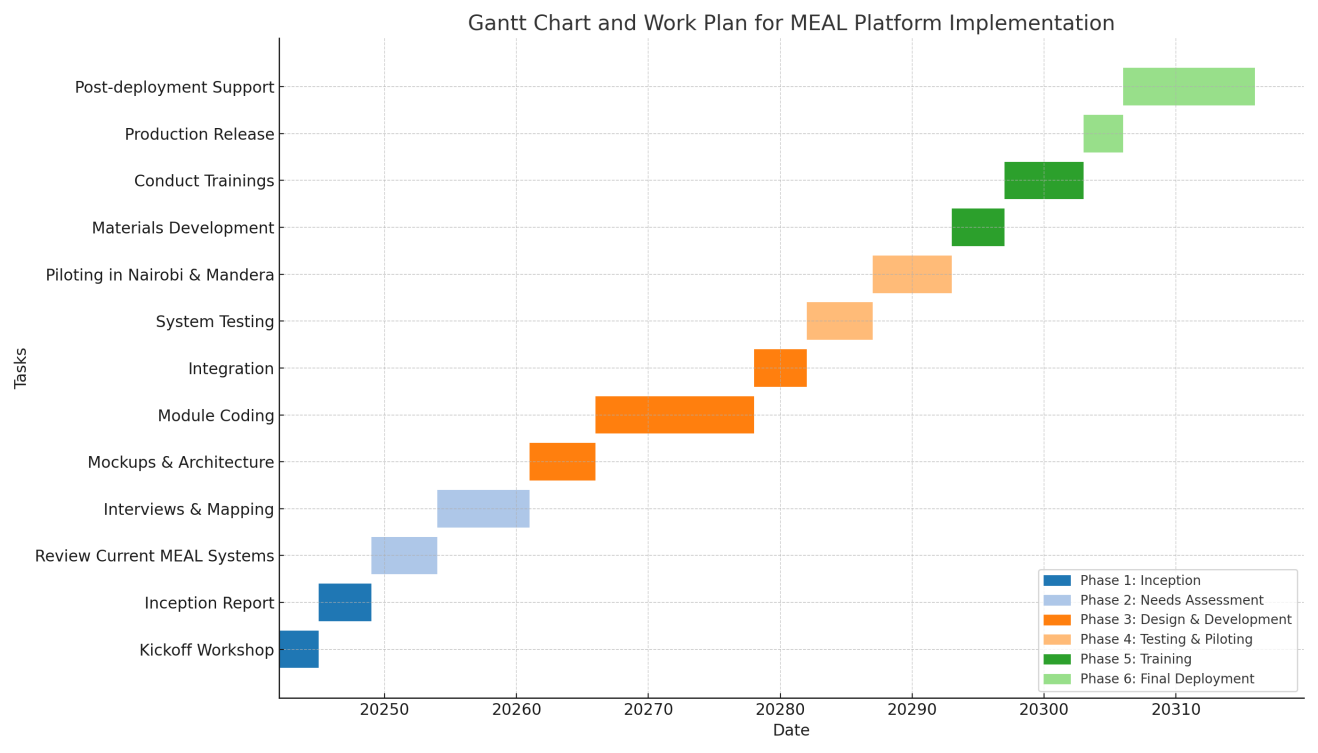
1. **Technical Requirements**

|  |  |
| --- | --- |
| **Component** | **Specification** |
| **Database** | PostgreSQL – scalable, relational DBMS with strong performance for transactional and analytical workloads. |
| **Backend Framework** | Laravel (PHP) or Django (Python) – both provide secure, well-documented MVC architectures suitable for modular development. |
| **Frontend Framework** | React or Angular – for building fast, responsive, and user-friendly interfaces. |
| **Cloud Hosting** | AWS or GCP – ensures high availability, automated backups, security compliance, and disaster recovery. |
| **APIs** | RESTful API layer for third-party integration and mobile connectivity. |
| **Security Protocols** | End-to-end encryption, token-based authentication (JWT), and two-factor login for sensitive roles. |

1. **Integration Points (Optional/Future Scope)**

* **SMS Gateway** for community-level alert dissemination.
* **Power BI/Google Data Studio** for advanced visualizations.
* **DHIS2 or KoboToolbox** for data interoperability.
* **WhatsApp Bot** for low-bandwidth, chatbot-based reporting.

## **Appendix III: Gantt Chart and Work Plan**



## **Appendix IV: System Architecture Diagram**

