Call for Proposals for MIS System Development and Implementation Services

1. Introduction

CARE is seeking proposals from qualified external service providers to design, develop, implement, and support a Management Information System for its Country Office-wide data management needs. The system must continuously document programming data in both online and offline modes, providing a central data repository accessible to all country programs and relevant partners. The selected MIS must offer user-friendly capabilities for data storage, management, user access control, data security, survey and form creation, and comprehensive reporting and dashboard functionalities.

This call for proposals invites experienced service providers to submit their detailed proposals for developing and supporting a comprehensive MIS system that meets these requirements.

2. Background

CARE would like to develop and institutionalize a robust MIS to improve its data management and streamline MEAL and Knowledge Management operations across its programs. The desired system should enable seamless documentation of program data, whether online or offline, while providing centralized storage, user-friendly data modelling and management tools, comprehensive data security, and the capability for efficient survey/form creation, management, and real-time reporting and analytics.

The MIS should be adaptable to various organizational and programmatic needs, ensuring interoperability with existing systems and scalability to accommodate future growth.

3. Required System Features

The proposed MIS should provide the following core features:

1. **Integration Capabilities**

   o Direct integration with existing data management systems and platforms, including Salesforce, Mobile data collection and Microsoft PBI eliminating the need for additional third-party connectors. The MIS should support mapping to custom or standard data structures.

2. **Offline Functionality**:

   o A mobile application compatible with widely used devices (e.g., Android) that supports offline data collection and local data storage. Data should automatically synchronize with the central database once a connection is available.

3. **Modular Design for Field Operations**

    o Capability to create and assign modules (jobs) for various field activities (e.g., beneficiary registration, surveys, routine data collection). These modules should be assignable to specific user groups based on location, project, or role.

4. **Customizable Form Creation**

    o User-friendly, drag-and-drop form creation tools that allow for repeat sections, skip logic, scoring, and multiple data verification options, ensuring data quality and integrity.

    o Ability to capture disaggregated data such as gender and age

5. **Data Validation and Verification**

    o Comprehensive data validation tools, including mandatory fields, value range checks, text validations, GPS coordinates, barcodes, photographs, and digital signatures.

6. **Offline Data Access and Updates**

    o Ability for users to access and update previously collected data offline, for continuity and flexibility in data management.

7. **Advanced Tracking and Reporting**

    o Customizable tracking at various organizational levels (e.g., country, program, field) and robust reporting tools with dynamic dashboards.

8. **Multilingual Support**

    o Support for multiple languages, including non-Roman scripts, to accommodate diverse users and stakeholders.

9. **Performance Monitoring and Analytics**

    o Tools for setting performance targets, monitoring progress, and generating aggregated reports. Integration with advanced analytics tools such as Tableau or Power BI is highly desirable.

10. **Mapping and Visualization**

    o Ability to create customized maps using GPS data collected through the mobile app. The app should display offline maps to assist field staff in navigating and locating resources.

11. **Security and Compliance**

- o Adherence to industry-standard security protocols, including data encryption, user-specific login credentials, and secure data transmission and storage.

12. **User-Friendly Interface**

   - o An intuitive and accessible interface optimized for users with varying levels of technology experience. Customization options for displaying prompts and questions in local languages.

13. Access Rights Control

   - o Implement a granular access rights mechanism for different classes/types of user.
   - o Extra security measures such as 2-factor authentication.
   - o Ability to elevate or demote user rights by the system administrator.
   - o Audit trail for compliance

4. Scope of Work

The selected service provider will be responsible for:

- Developing the MIS from the ground up, ensuring it meets CARE's specific needs and integrates seamlessly with existing systems.

- Customizing and tailoring the system functionalities to align with CARE 's operational requirements.

- Delivering comprehensive training sessions to relevant staff to ensure effective use and management of the system.

- Providing ongoing technical support, system updates, and maintenance.

- Facilitating the transfer of existing data into the new MIS without loss or disruption.

- Creating detailed user manuals, training materials, and system documentation.

- Ensuring compatibility and interoperability with CARE 's existing databases, tools, and platforms.

5. Proposal Requirements

Interested service providers should submit a comprehensive proposal, including:

- Organizational Profile detailing the description of the organization, relevant experience, and qualifications in developing similar MIS systems.

- A detailed plan for the system design, development, customization, training, support, and maintenance.

- A comprehensive work plan outlining key milestone, deliverables, and a proposed timeline for completing the project.

- Detailed budget proposal, including all associated costs (development, customization, training, support, etc.).

- A risk management plan identifying potential risks and proposed mitigation strategies.

- At least three references from previous clients for whom similar work has been performed.

- Description of the proposed team, including roles, responsibilities, and relevant experience of key personnel.

6. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

Evaluation Criteria	Weight (%)	Description
Technical Approach	30%	The clarity, comprehensiveness, and feasibility of the proposed approach and methodology.
Experience and Qualifications	25%	Relevant experience in developing similar systems and qualifications of the team.
Cost Effectiveness	20%	Reasonableness and transparency of the cost proposal.
Work Plan and Timeline	15%	Realistic and achievable work plan and timeline.
References and Past Performance	10%	Quality and relevance of references provided and track record of past performance.

7. Submission Instructions

- **Deadline for Submission**: 14-Oct-2024

- **Submission Format**: Proposals should be submitted electronically in PDF format to email address Som.consultant@care.org

- **Contact for Questions**: Any inquiries regarding the RFP should be directed to Jonathan Kamangira through email address: Jonathan.kamangira@care.org.

8. Terms and Conditions

- CARE reserves the right to accept or reject any proposal without providing any reason.

- All costs incurred in preparing the proposal are the responsibility of the service provider.

- The selected service provider must comply with all relevant CARE policies and procedures.

We encourage all interested service providers to submit their detailed proposals. We look forward to partnering with a qualified service to achieve a successful MIS system implementation.