

Terms of Reference

Consultant to support the process establishment of Management Information System (MIS) in EMEA

Application deadline: 11 November 2019

Habitat for Humanity Europe, Middle East and Africa (herein after: HFH EMEA) is looking to appoint a qualified consultant or a company to support HFH EMEA in the process of establishing a Monitoring Evaluation Accountability and Learning (MEAL) Management Information System (MIS). The assignment is expected to be carried out between November 2019 and November 2020.

Introduction and background

Habitat for Humanity International (HFHI) is an international non-profit organization dedicated to eliminating substandard housing and homelessness worldwide and to making adequate, affordable shelter a matter of conscience and action. Since the founding in 1976, Habitat for Humanity has helped more than 22 million people meet their affordable housing needs in more than 70 countries.

HFHI works through a broad network of national Habitat organizations and other strategic partners, such as corporations, financial service providers, individuals, non-governmental organizations, foundations, local governments, as well as the private sector actors. HFH EMEA supports program and project implementation by national HFH organisations and also directly implements some projects and programs regionally.

A high standard of Monitoring Evaluation Accountability and Learning (MEAL) enables HFH EMEA to have: a) quality monitoring during implementation for data informed decision making, b) evaluations to improve implementation and design and demonstrate outcomes and impact, c) intentional learning to improve programming and d) accountability to stakeholders for our programs and projects to remain relevant and of high quality.

The MEAL integrated information management system initiative

In order to maintain a high standard of MEAL throughout the project life cycle, HFH EMEA seeks to establish an integrated MEAL information management system that will enable HFH EMEA and national Habitat organizations and branches to collect, store, analyse, visualize and report on data for the benefit of EMEA and EMEA stakeholders. It is expected that this web-based platform will be flexible, simple and dynamic. Based on preliminary assessment of organization needs, some of the expected features of the system include:

- a) It should be integrated: huge data holding capacity and flexibility to generate different data collection forms;
- b) Aligned to the existing Global Metrics Tool (GMT) that is used by HFHI and Habitat for Humanity national organizations for quarterly reporting;
- c) Provide data entry tools which can either be in the form of standard lists, tables, or forms;
- d) Be able to import data from external sources;
- e) Support for both on and off-line data capturing and uploading;
- f) Support GIS and time stamps;
- g) Data analysis e.g. through pivot tables;
- h) Data visualization and dashboards;

- i) Report extraction;
- j) A user management module for passwords, security (user roles).

This initiative will have 4 phases:

1. Phase 1: regional consultation and situational analysis and process mapping;
2. Phase 2: selection of web-based market solution;
3. Phase 3: piloting and evaluation of solution;
4. Phase 4: upscaling and capacity building across the region.

HFH EMEA is looking to engage a qualified and experienced consultant or a company who will support EMEA in this initiative. The consultant/company will have a project management role, with an understanding of programming and data as well as IT. The involvement is for the first 3 phases of the initiative.

Scope of the Assignment

The consultant/company will be expected to carry out the following key tasks:

Phase one

Review / analysis of the current systems practices, gaps and improvement needs: the consultant/company will conduct an in-depth analysis of HFH EMEA systems, gaps and improvement needs. This analysis will include a process mapping exercise on what can be automated. The expected output of this analysis is a report presenting the following:

- a. Use cases (process mapping) showing typical scenarios of how data is collected, analyzed and aligned to current HFH reporting tool (GMT) from two entities and one project.
- b. Existing good practices with regards to data collection, storage and analysis processes and systems in HFH EMEA region;
- c. Functional requirements for MEAL MIS based on use cases and good practices;
- d. Current gaps in the existing systems and processes;
- e. Required improvements in MEAL related systems for Ethiopia, Malawi, Zambia, Cote d' Ivoire and Uganda;
- f. A summary of what MIS tools some of our peers and other international organizations have used successfully as well as the types of challenges they have encountered.

The consultant/company will collaborate with Global MIS MEAL project team to leverage resources and knowledge.

Phase two

Support selection web-based market solution: Working with the EMEA task team for this initiative, the consultant/company will support EMEA in the selection of a suitable web-based market solution informed by the findings from Phase One.

- a. Research and review suitable MIS solutions against systems requirements;
- b. Recommend and facilitate EMEA decision for the most suitable MIS MEAL solution.

Phase three

Support implementation of pilot: The consultant/company will support implementation when the MIS is piloted with Malawi and Ethiopia. The consultant/company will also lead the evaluation of the pilot before scaling up. The expected output of this phase is a report detailing:

- a. What has worked well with the system;
- b. Challenges experienced by the users;
- c. Recommendations for improvement for scaling up.

Time frame

The consultant/company will be engaged for 12 months, from the 18th of November 2019.

Reporting line

The consultant/company will report to the Associate Director for Programme Effectiveness in HFH EMEA and collaborate with the EMEA project co-lead and the EMEA initiative task team.

Minimum required competencies of consultant(s)

1. Advanced degree (Masters Level) in a relevant field (Monitoring and Evaluation, Development Studies, Computer Science, Data/Information Management, Information Technology, and Software Engineering);
2. At least 7 years demonstrated experience in the development sector working in research, monitoring and evaluation and/or programme implementation;
3. Demonstrated experience in project management;
4. Strong understanding of data collection, storage, analysis and reporting processes;
5. Strong understanding of information management systems in the development sector;
6. Demonstrated experience in identifying organisational information management systems status, needs and gaps;
7. Ability to interact with and bridge the gap between IT and programmes teams;
8. Strong interpersonal and communication skills;
9. Strong analytical skills;
10. Attention to detail.

Submission of Proposals

HFH EMEA invites interested, qualified consultants and companies that meet the above stated requirements to submit the following:

1. A brief technical and financial proposal;
2. If a company, a brief profile of the company
3. CV and 2 contactable references for similar work done in the past;
4. A cover letter explaining briefly why they are a suitable candidate for the assignment.

Submissions should be made to: emeahr@habitat.org

For enquiries email: rgoremucheche@habitat.org

Deadline for receiving applications: end of business **11th November 2019**.