Annex-8:

Technical Specification of Requirement (Scope of Work):

Any technology solution proposed needs to be able to incorporate **Save the Children’s** standard processes for data collection during programmatic activities, data review and validation, data visualization, export for analysis, and reporting while also being flexible enough to meet the varied structural differences of staffing roles and responsibilities on programs and the varied custom reporting requirements of SCI country offices.

FFP programs have common elements and standard donor requirements that should be taken into consideration in offering a technology solution. Per USAID guidance, the technology solution needs to at least capture and track beneficiary participants and intervention level data needed to calculate values for all indicators reported to FFP annually and other indicators useful for project monitoring. FFP indicators can be found at <http://www.fsnnetwork.org/usaid-office-food-peace-ffp-indicators>. Data that is captured in databases should be available at all times for analysis by program staff to answer questions about beneficiary participation and differences in beneficiary responses and project outputs and outcomes across geographic locations.

Please consult the overview of how Development Food Assistance Programs (DFAPs) work to target the underlying causes of hunger and malnutrition as needed at: <https://www.usaid.gov/what-we-do/agriculture-and-food-security/food-assistance/quick-facts/how-title-ii-food-aid-works>

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| --- | --- | --- | --- |
| * Resilience |  | * Agriculture and Livelihoods |  |
|  | * + Natural Resource Management | * Maternal and Child Health and Nutrition (MCHN) |  |
|  | * + Disaster Risk Reduction |  | * + Water, Sanitation, and Hygeine |
|  | * + Infrastructure | * Gender Equity |  |

Overall the common areas that FFP DFAP interventions typically contribute towards may include:

Interventions typically involve activities that target and involve working with beneficiary participants that include: individuals, households, businesses, community organizations and associations, governmental authorities, amongst others. Activities typically take place in locations that vary from beneficiary property (household and terrain), program event sites, government facilities, schools, businesses, roads, hectares of communal territories, etcetera, whereby the expectation is to improve the state or condition of the involved parties, the location, and/or the location services.

Data collection therefore typically involves surveys and observation of humans as well as locations. Most of the involved parties should not be considered solely as research subjects but as parties with a vested interest in having access to data and being able to use it to improve their achievements of results.

On the following pages is a list of capabilities, structured around the monitoring processes and other functions, expected from the technology solution

List of Technology Solution Capabilities:

| **Capability Category** | **Explanation** | **Specific details** | **Example Functionality** | **Requirement** |
| --- | --- | --- | --- | --- |
| **Results Framework Management** | All program activities are designed to contribute to results stipulated in the award “Results Framework.” Indicators are also associated with results. Results are defined within a “Theory of Change” framework including areas outside of the scope of the program | Define basic details about the hierarchy or logic of the program’s results. | Logged in users should have configurable views in a dashboard for the items they need/want to see considering the framework of the program design. | Preferred |
| **Activity Management** | Program activities planned each year are set annually in the “Detailed Implementation Plan,” which includes annual milestones that need to be set, monitored and reported on at least quarterly. | Create and manage detailed activities associated with results, track the milestones assigned to activities, upload images and documents. USAID and programs look at each award differently as to how they define a year. Allow users to define the type of year. “Fiscal Year”, “Award Year”, “Country specific calendar year” etc. | User Role-based toolset for defining, managing, monitoring, and reporting on project multi-level work plan activities in various locations (grouped by administrative units). For example a training on gender equity in household decision making may be held in various locations and the milestone may be the number of individuals trained or the number of trainings held. Set and adjust roles, approvals, and other management processes. | Essential |
| **Indicator Management** | There are different types of indicators. For instance, there are ***High Level Save the Children Indicators*** that can be rolled up, aggregated and shared across projects (SCUS, SCI), ***FFP Indicators*** (Indicators USAID has requested reports on), ***USAID Mission Indicators*** (Indicators required by the USAID office in Country), and ***Program Custom Indicators*** (Program staff developed). | Define and associate performance indicators to the results framework. Manage, monitor, analyze, aggregate and report on performance indicators, including disaggregated information about the data which can include sex, age, location, type of activity, topic of training, type of organization, etc. | Monitoring and Evaluation (M&E) staff validate data collected to sync with the indicator progress tracking. All users can view progress towards targets (set at least annually for the duration of the program), filtering data by dates, locations, and other disaggregates. Data visualization through charts, graphs, maps, or other widgets should be provided. Data should also be exportable to Excel, SPSS, and CSV. | Essential |
| **Data Collection Management** | Data collection forms are typically used to acquire data from humans and from locations. These forms may include quantitative data (tabulated as either numeric, a percentage, an index or a currency) and qualitative data (narrative unlimited text). | Allow users to program form fields (example using coding language like XLSForm) in survey instruments that can be deployed to handheld devices for mobile data collection, or interface with already existing data collection platforms like KoBo Collect, Magpi, Mobenzi, Google forms, etc. | User Role-based toolset for defining, deploying, collecting, and managing data collected from various locations (grouped by administrative units). Also may enable photo collection, GPS location, fingerprint collection, barcode scanning) | Preferred |
| **Data Validation Management** | Data reported via forms is prone to having mistakes either reported from the source, transcription error, or other inaccuracies. | Defined users review data collected to identify incomplete, incorrect, inaccurate, or irrelevant parts of the data and then use established data cleaning techniques to replace, modify, or delete the “dirty” data. Identify and flag data outliers (e.g. potential errors) | Once a user has entered a list of profiles, the M & E officer may be assigned to check the accuracy of the data before approving the record. Monitoring and Evaluation (M&E) staff may also find that a staff member enters the same responses for all beneficiaries interviewed and the interview time is short. They follow up to find out whether this is one record entered erroneously multiple times or whether the staff member is not properly interviewing. | Preferred |
| **Data Analytics and Report Management** | Data used as evidence for decision making and reporting should facilitate the varying purposes that various users need data for. Only validated data should be pulled for reports, while analytics should enable analysis of full sets to help in flagging “dirty” data and outliers. | Define and generate standard and customized reports and dashboards including charts and graphs reflecting trends and patterns. Enable Pivot Table like functions allowing the cross tabulation of different variables in data sets. | Queries may be performed across all fields/sources/geographic regions for which the user has access. Reports and report templates/structures may be saved within the system for future access, shared to other registered users, printed, or exported to Word, PDF, Excel, and SPSS. Useful dashboards that can visualize activity information, indicator progress for results on a graph or map, program statistics, all of your programs on a (google) map, etc. Custom Reports can be created to identify conditions such as when indicator actuals have not been recorded for a current period. | Essential |
| **Food Commodity Management** | Development Food Assistance programs may distribute food rations to select groups of people (pregnant and lactating women, households with children, participants in food for work schemes, and other vulnerable households) and food ration distribution frequency and amounts may vary according to seasonal and other stresses and shocks. Food commodities may come from the US as non-processed foods or as value-added foods or can be purchased locally. | Allow for tracking of commodity from receipt to final distribution (with multiple waybills, etc.) to individuals or households. Generate distribution lists, depending on conditionality. Track inventory in warehouses and at food distribution sites, as needed. Interface with SCI’s Total Inventory Management (TIM) Warehouse Management System used at all warehouse locations, as needed. | Users can consult the database while at food distribution point, if a beneficiary is complaining that they are not on the distribution list or if the size of their ration assigned does appear to be appropriate. By consulting the database, the proper food can be distributed to the beneficiary, or an explanation of failure to meet conditionality requirements can be communicated. | Essential |
| **Cash or Voucher Management** | Development Food Assistance programs may distribute cash or vouchers to select groups of people (Training participants, participants in cash for work schemes, and other vulnerable households) and distribution frequency and amounts may vary according to seasonal and other stresses and shocks. Cash and vouchers may be distributed in-kind or via mobile technology. | Allow for tracking of vouchers and cash from central bank or vendor to the individuals or households. Generate distribution lists, depending on conditionality. | Users can consult the database while at a distribution point or household, if a beneficiary is complaining that they are not on the distribution list or if the voucher or cash amount assigned does appear to be appropriate. By consulting the database, the proper amount can be distributed to the beneficiary, or an explanation of failure to meet conditionality requirements can be communicated. | Essential |
| **Workflow Management** | Define, manage and monitor standard and custom approval workflows. Define and manage workflows alert mechanisms. | Ability to configure specific workflows. Approval processes for adding new indicators, new Beneficiaries, data added to project results approval work flows, etc. Alerts that certain documents or funding should be approved. Email alerts and or log in alerts for user who has to approve workflows. Set timeframes for workflows and send alerts when not on time. | Approved workflows generate an email and a dashboard notification to the submitter and a list of “cc’s” (eg. Senior Management Team). Also, project management staff can configure their dashboard to display an audit trail of changes to activities or milestones in the detailed implementation plan. This allows them to see, for example, that the Amos uploaded an attendance list to the September 2015 training event. Workflow also covers the ability to ensure that data is entered in a certain order in the system: E.g. A profile must be entered in the system before attendance at a training event can be logged. | Essential |
| **Document Management** | All results, indicators, activities, and milestones should have uploadable supporting documents. PDF, Microsoft Office Documents, and Pictures. | Upload, download and store documents associated with results, indicators, activities, milestones, approvals, and resources | Technical Staff member is working to improve the management and biodiversity of 10 hectares of rangeland. In addition to reporting the progress made via the data collection form, he should also be able to upload pictures as evidence. | Preferred |
| **Profile Management** | Interventions typically involve activities that target and involve working with: individuals, households, businesses, community organizations and associations, governmental authorities, amongst others. Each should be able to be uniquely identifiable. | Establish profiles for individuals (with or without household data depending on the nature of intervention), households, businesses, organizations, and authorities. Use biometrics, photo cards or some other unique identifier. | Users should be able to set up a profile for unique individuals and groups, which can be associated with multiple activities. All profiles associated with an activity should also be accessible. | Essential |
| **Geospatial content management** | Development Food Assistance Programs may provide national level coverage, regional coverage, or smaller administrative units like village and community coverage. | View and access data through the geographic map. Associate and aggregate data and service delivery to specific geographic points or polygons. Detect user geographic location. Associate participants and activities with points and polygons. | Users may want to select a sample of program participants to visit with a US government official who wants to see a variety of activities, but only has time for 2 days of travel along a route. The system on the map can show the types of activities that participants (represented by points) participant in and their location for selection. | Preferred |
| **Offline Management** | Most of the environments do not have access to the internet at all times and need the ability to upload data when they do. | Fill in and modify data collection forms from computer and/or mobile devices without an Internet connection. Upload and synchronize offline data and documents from computer and mobile devices. Ability to upload reports from a word or excel document that would fill in web based forms for reporting on milestones and indicators. | Users visit a remote site and conduct food distribution and surveys on site. When they return to the regional office and have internet connection they can either enable automatic synchronization via wifi or plug in to transfer records to the computer database. | Required |
| **Search** | Development Food Assistance Programs need to be responsive to requests from the Save the Children Country, Regional, and Member offices, as well as from the donor, USAID. This may mean looking for information that is not part of a standard report. | Search all data entities stored in database, Search document contents stored in the system Display search results sorted by ranking criteria, Sort and group results. | Search or filter the database by any search criteria (project, sector, strategic objective, country, implementing organization, indicator, activity, year, etc.). Easily modify default views to perform custom queries. Making sure to adhere to the users role-based permissions for results. Index searching based on document contents as well as meta data. | Preferred |
| **System Administration** | USAID and SCI have stressed that additional investments in systems need to be streamlined and minimized as a common solution is developed. The system must allow Non - IT technician users to make modifications during implication. | Allow user to modify system (e.g. modify views, add/remove fields, modify cosmetic elements of user interface, override approval structure) without dependency on technical support. Allow system administrator to define, manage and monitor role-based permission structure (e.g. donors, beneficiaries, contractors, member, country office, field office team members, etc.)  Free and open source software (preferred) | Users should be able to make modifications with basic training and step by step instructions, without reliance on third Party customer support, or an IT support team.  Sys Adminstrator should be able to define and manage user groups with assigned access levels. These groups and access levels should be configurable by the admins. Only the users in the correct groups should have access to certain things. | Preferred |
| **System Compatibility** | Programs will use varying technologies and systems that the MIS should be compatible with. | Compatible with latest Windows, IOS, Android and Chrome operating system and mobile devices. Compatible with latest IE, Firefox, Chrome and Safari browsers, Google APIs. | Compatible mobile apps for entering data into certain forms. (survey data, reports, workflow approvals etc). Compatible with Facebook, Twitter, Vimeo, etc through APIs. | Preferred |
| **Back Up & Recovery** | Any system data needs to be recoverable in the event of system failure. | Provide robust back up, urgent data recovery and standard disaster recovery | Backup data should be stored in the cloud or on a server that can be accessed without a charge to Save the Children. | Essential |
| **User experience** | Programs hire staff that are experts in their particular country but do not necessarily speak, write or read English, although this is the official reporting language of USAID FFP. | Needs to available in multiple language choices offered to users. It needs to be accessible by someone with low computer literacy to use the technology solution for data entry, search and report generation, and include user friendly solutions (E.g. Prompts, skip logic). Furthermore the solution should be available for online and offline handheld device use. | Users who are water experts in Ethiopia, may not read and write well in English, but need to interview participants in the construction of a birka in local language, which is then usually translated to Amharic and then translated to English. Allow the user to have access to multiple (non-Cyrillic) scripts for input of data. | Preferred |
| **Security** | USAID and Save the Children collect sensitive information on household living conditions which are useful for providing assistance, but should be protected. | Users should have their own log-ins and permissions, however, the system must be able to prevent a user exporting sensitive personal data of people whose details are stored in the system. | Some of the datasets collected need to be submitted to USAID’s Development Data Library (DDL), but all private and sensitive information needs to be removed. This should be the security measure for data exports as well. | Essential |