

Draft Terms of Reference

Strengthening Social Safety Net Project (SSNP)

System Integrator (SI) for the Design, Development and Operationalization of an Integrated FORSA MIS Platform Ministry of Social Solidarity (MoSS), Egypt

1. Background

The SSNP Project Development Objective is to support establishment of an efficient and effective Takaful and Karama Cash Transfer Program in Egypt. The intended beneficiaries of the overall government program are about 1.5 million poor households with children under 18, poor elderly (age 65 and above) and poor persons with severe and permanent disability by the end of 2017. The World Bank is supporting this reform with a US\$400 million Strengthening Social Safety Nets (SSNP) project over 4 years.

The project has three components: (a) provision of conditional and unconditional CTs under the Takaful and Karama program; (b) support for SSN targeting and operational systems; and (c) project management, monitoring, and evaluation. SSNP places special emphasis on the use of technology to automate the program business processes; thus, the second component of the project included supporting the development of MIS system to insure that it is developed and regularly updated to support the CT business processes.

In addition the component 4 of the project will support the government to achieve a number of economic inclusion targets via introducing a range of activities to complement the CT program with improved access to economic opportunities that strengthen income generating capacities and economic resilience, hence reducing beneficiaries' long-term dependency on CTs. It builds on the new employment initiative "FORSA" (opportunity) launched by MOSS in eight governorates, covering both urban and rural areas, and while gradually expanding to other areas including lagging regions, presenting a range of activities planned to assist 50,000 beneficiaries in eight target governorates.

The Ministry of Social Solidarity has been working with the e-finance as the main IT partner over the past several years to design and implement the Management Information System (MIS) of the Takaful and Karama Program. The current program operations are underpinned by the MIS developed by e-finance which are currently in operation. However not all program functions are completely mapped with MIS even though efforts are underway to further enhance it to cover all the modules and make it fully automated. There is still a lot of room of further improvements in the system. The system is hosted at e-finance data center with a provisioning of the backup data center

recently established at MoSS premises. Besides, there is an ongoing effort to keep improving the current system in order to meet the present and future demands of the program implementation with an aim to ensure all functions are automated and the MIS platform to serve as the decision making tool to achieve the program's ultimate goal.

However there remain some challenges as well – mainly to keep up with the pace of system upgrade and further improvisation demands including the development of the completely new modules that integrates with the system. For instance, there is now a need to develop a new module “FORSA MIS” that helps to automate the business needs of the social inclusion programs.

In order to meet these upcoming demands, MoSS now intends to hire a qualified IT firm as the “System Integrator” who can perform tasks and duties under the technical guidance of MoSS MIS team and e-finance.

This Terms of Reference (TOR) outlines for hiring a well qualified System Integrator to achieve the following main objectives

2. **Objective**

The main objective of this assignment is to hire a qualified firm (**System Integrator (SI) hereafter**) to achieve the following in close collaboration with e-finance team:

- i. Design, development and operationalization of an integrated MIS platform “FORSA” that facilitates end-to-end automation of the core business functions of economic inclusion program implementation;
- ii. Design, build and implement data sharing mechanism (APIs) for its integration among the relevant systems/modules;
- iii. Provide end users and technical training;
- iv. Provide system warranty, maintenance and implementation support services during the contract period;

3. Program Overview

The Government launched the FORSA (opportunity in Arabic) program, a social protection plus program to serve as a pathway for graduation from Takaful and Karama by enhancing the economic resilience and financial independence of beneficiaries.

The pilot currently being implemented in cooperation with the World Bank, covers eight governorates, both in urban and rural areas. It targets 50,000 beneficiaries from among working age/unemployed and inactive members of households enrolled in Takaful and Karama Program (TKP) (70%) as well as other working age/inactive and unemployed individuals that fall within the TKP database but were rejected for being right above the poverty threshold cut-off point (30%). The project will aim to achieve a target of 50% youth (19 to 35 years of age) and 30% women.

Beneficiaries will be supported through two main tracks: facilitating access to wage employment (through job placement, employability skills trainings, wage subsidies...), or facilitating access to self-employment through asset transfer and enhancing linkages to value chains and markets. Services offered will also include coaching, technical trainings, financial literacy trainings, as well as promoting financial inclusion and savings among beneficiaries. Support will extend over a duration of 12 to 18 months depending on the package to be delivered to each beneficiary.

A rapid market assessment was conducted to study the market and business ecosystems in the eight target governorates. This included an assessment of business opportunities, with emphasis on expanding existing value chains and organic clusters, which fed into the design of the self-employment component; as well as an assessment of labor market opportunities which informed the wage employment component.

The program will start by reaching out to beneficiaries and will be conducting behavioral change sessions at the onset. Following that, potential beneficiaries will apply to the program, will undergo profiling, followed by counseling sessions to be able to select one of the two tracks (wage or self-employment).

In addition to FORSA, MOSS is running the following main programs over the past couple of years:

Takaful and Karama (TKP) is a national cash transfer program launched in 2015 to provide income support for poor and vulnerable households.

Takaful (Solidarity in Arabic) is a conditional cash transfer program providing income support to households with children under 18 years of age (with a maximum of two children). Households receive a monthly transfer, provided that children between 6 to 18 years of age attend a minimum of 80% of school days; and that mothers and their children under 6 years of age attend a minimum of three annual health care clinic visits to monitor maternal and child health and wellbeing (child growth monitoring, nutrition awareness, regular immunization, anti-natal and post-natal care for women...). The conditionality element works towards improving education and healthcare outcomes with the aim of promoting human capital accumulation and breaking cycles of intergenerational poverty. It also serves as a nudge to influence behavioral changes over the longer term.

Karama (Dignity in Arabic) is an unconditional cash transfer program which targets the elderly poor (over 65 years of age), orphans, widows and individuals living with permanent and severe disabilities, through the provision of monthly income support.

TKP follows a strong and efficient targeting mechanism which relies on a Proxy Means Testing (PMT) approach, as well as cross-checking through Egypt's Unified National Registry (UNR) using the ID numbers of applicants. The program also builds on a solid delivery system which serves the different phases of the program cycle (registration, enrollment, issuance of payments, monitoring conditionality compliance, managing and resolving grievances and complaints, etc). This includes a Management Information System (MIS) which helps ensure sound and efficient delivery and monitoring, allows for the automation of business processes and facilitates coordination and data exchange with other government entities and partners. The program also has in place a Grievance Redress Mechanism (GRM) allowing any member of the public, including program beneficiaries, to file grievances or queries related to the program. The system serves as an important feedback and learning mechanism to help improve program performance, delivery and effectiveness

The program has been expanding over the years. It currently covers all 27 governorates in Egypt, including 5,630 villages and 345 districts. Beneficiaries reached 3.4 million households (which is approx. 12 million individuals).

4. High Level Business Functions and Technical Requirements

The following outlines the summary of high-level business requirements for the SI to get a sense of the scope of work and activities under this assignment –FORSA MIS as a major task. It is to be noted that these business requirements are an indicative to provide a high level requirements which are in final draft stage. The SI is expected to conduct a detailed System Requirement Study (SRS) as a part of this assignment scope and finalize them within this high level requirements. The SRS should be documented and finalized for final approval by MoSS before going into the next steps. MoSS is currently drafting the business process review document (BPR) document of FORSA and other programs including the operational guidelines which could adapted as key starting point of defining system requirements for the SI team during the SRS phase. MoSS will share these relevant documents with SI during the inception period of the assignment. In addition, the FORSA and T&K team including the World bank team will be closely working and providing necessary support during the implementation of this assignment and deliverables.

The scope of work and services mainly include the following:

A. DESIGN AND DEVELOPMENT OF FORSA MIS – Economic Inclusion program

This task will be the main activity which must be started first. The objective of the Economic Inclusion/Empowerment Services Pilot “FORSA” program is to support the poor to secure decent incomes and jobs. The FORSA programme is an integral part of the social protection safety net in Egypt. It complements Takaful & Karama and other

social protection programmes offered to the poor to help them move up into more productive and resilient livelihoods, and thus to help these people to be financially independent and self-sufficient to be graduated from the social welfare. FORSA will support the government to achieve a number of economic inclusion targets via introducing a range of activities to complement the CT program with improved access to economic opportunities that strengthen income generating capacities and economic resilience, hence reducing beneficiaries' long-term dependency on CTs. It builds on the new employment initiative "FORSA" (opportunity) launched by MOSS in eight governorates, covering both urban and rural areas, and while gradually expanding to other areas including lagging regions, presenting a range of activities planned to assist 50,000 beneficiaries in eight target governorates.

Key functionalities include, but not limited to:

Internet Portal

1. Home Page Features

- Header & Navigation
 - Time / Date / Day
 - Language (Arabic / English)
 - Search (simple and advanced)
 - Header links
 - Login/Logout
 - Time/date
 - FAQs
- Accessibility Functions
 - The portal will support the accessibilities functions including:
 - Read page: Support reading for the page text.
 - Keyboard Use: Full navigation for the portal through the keyboard
 - Contrast: different contrasts to support different visually impaired cases such as invert contrast, light contrast, dark contrast and desaturate.
 - Bigger Text: increase up to four sizes
 - Bigger cursor: support two bigger sizes
 - Highlight links: Change links colors to be clearer.
- Latest News
- Announcements
- Media Gallery (Photos / Videos)
- About Us
- Complaints
- News
- Polls
- Headquarters of the central unit (Google Map)

- Our offices
- Certified Associations

2. Footer

- Social Media profiles
- Privacy Policy
- Disclaimer
- Terms & Conditions
- Site map
- Related links
- Contact Us

3. Media Center

- News

4. Media Gallery

- Photos
- Videos

5. About us

- About Us
- Target Audience
- Terms and Conditions
- Mission, Vision and Values
- Program subscription procedures

6. Contact us

- Complaints
- Hotline

7. Central Unit for Training and Employment

- About the center
- Activities
- Information and Ads
- Organization Chart (uploaded as an Image)

8. Services Informational Pages

Users can:

- View list of services offered grouped by category.

Administrators can:

- Add, edit, and delete service categories.
- Add, edit, and delete service information. For each service, administrators provide information such as:
 - Service Name
 - Target Audience
 - Description
 - Steps
 - Related documents links

9. Live Chat

- It will be integrated with the live chat component, in order to allow users to communicate directly with customer service officials who are available to answer their inquiries

10. Available training

- Through this function, visitors can view the available training.

11. Available Jobs

- Through this function, visitors can view the available jobs.

12. Mailing List

- Through this function, users can subscribe to the mailing list that contains advertisements or news that are determined by the administrator.

13. FAQs

- A content page that contains the most asked questions
- FAQ data include topic, question, and answer fields.
- Questions and answers will be organized by topic to make it easier to navigate to a specific topic.

14. Polls

- Administrators can create new poll, which includes one question and a number of different answers in the form of multiple choice or Yes/No.
- View a list of polls and their results
- Users can view and respond to a poll on the website
- Users can view results of the poll

15. Register New Account

- Through this function, both of the following will be able to create a new account:
 - Training centers
 - Entities / factories / companies
 - Associations
 - Individuals persons

16. Login

- Through the use of this function user can enter username/ password to open his/her account.

17. Logout

- Through the use of this function user can close his/her account.

18. Change Password

- Through the use of this function user can modify or update his/her password, with maximum of 6 fields

19. Forget Password

- Through the use of this function users can set a new password by providing answers to previously selected challenge questions, with maximum of 6 fields.

20. My Profile

- Logged in users are able to view their profile information. This includes information entered by the user during the registration process.
- Users can edit their profile information.

21. Analytical statistics

Google Analytics will be used to extract detailed and aggregated reports and statistics about the portal's visitors through the parameters provided by Google Analytics

- Display number of users in the system
- Examples of the services:
 - The number of current users in the portal
 - The most/least visited pages by the users
 - Make comparisons on the number of visitors to the site in specific periods (determined by the site administrator)

22. Share Content

- Users can share any of the Proposed solution content through social media such as Facebook and Twitter.

23. Content Management and Administration

- All content published on the proposed solution is subject to the following approval cycle:
 - Content Editor adds/modifies/deletes content
 - Reviewer reviews/updates and submits content for approval
 - Publisher reviews, approves and publishes content on the proposed solution

Training Module

24. Define organizational structure

- Through this function, the responsible of the central unit will be able to define the organizational structure of the units, which are as follows:
 - Ministry of Social Solidarity
 - Central Training Unit
 - Subunit in each governorate (example)
 - Subunit in Assuit Governorate
 - Subunit in Aswan Governorate

25. Train the trainers

Enter trainers' data (coordinators – Moklafat – Rural pioneer

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can enter trainers' data, which will consist of (5-13) fields, with the ability to attach (1-3) documents.
 - **Coordinators:**
 - They are employees within the central and sub-units of the ministry.
 - **Moklafat:**
 - They are women who graduate from universities and higher institutes.
 - **Rural pioneer:**
 - They are women in the centers/villages, they are used to follow-up projects and update people's data (only follow up work).
 - **Volunteers:**
 - They are the follow-up team based on a protocol signed with other entities.

Changing the status of Moklafat / Rural pioneer

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can perform the following:
 - Transferring the moklafa / pioneer to an employee
 - Replace moklafa /pioneer with another
 - Terminating the service of any trainer with the reason stated

Tasks assigned to Coordinators /Moklafat /Rural pioneer

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can enter the required tasks from each one or group of them.

Determine the level of trainers (Coordinators /Moklafat)

- Through this function, officials of the central / sub-unit can determine the level of each trainer entered before the start and end of each training.

Training level: It will consist of a set of predefined levels.

- Determine the level as follows :
 - Choose the trainee level
 - Enter notes
 - Attach a document

Training schedule of trainers (Coordinators /Moklafat)

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can create the actual training schedule. The schedule will consist of about (3-7) fields.
- Note: The required type of training is entered, with the possibility for the recipient to receive the same type of training more than once.

Distributions of trainers

- Through this position, the responsible of the central unit / sub-unit, according to privileges, can distribute trainees on the actual training dates listed in the training schedule. This function will consist of about (5-13) fields.

Follow up on the development of trainers (Coordinators /Moklafat)

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can set up an activation workshop for the trainees during a specific period, this function will consist of about (5-13) fields.

26. Sub-unit performance evaluation

- Through this function, the responsible of the central unit, can enter performance evaluation for sub-units according to a specific period, this function will consist of about (5-13) fields.

27. Performance evaluation of the Coordinators /Moklafat

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can enter the assessment of the assignments and the coordinators, this function will consist of about (5-13) fields.

28. Training of beneficiaries of Takaful and karma

Enter courses data

- Through this function, the responsible of the center/ sub-unit, according to privileges, can enter the types of offered courses with the cost of trainees, and it will consist of (7-10) fields.

Defining a training center "by central / sub-unit responsible "

- Through this function, the responsible of the center/ sub-unit, according to privileges, can define a new training center. The basic data for the training center will consist of (4-20) fields, with the ability to attach (1-3) documents.

Definition of a new center "by centers responsible "

- Through this function, the training center responsible can access the portal and start creating an account for the center. The basic data for the training center will consist of (4-20) fields, with the ability to attach (1-3) documents.

Enter trainers' data

- Through this function, the responsible of the center/ sub-unit, according to privileges, can enter trainers' data, which will consist of (2-13) fields, with the ability to attach (1-3) documents.

Review the entered centers

- Through this function, the responsible of the central / sub-unit, according to privileges, can review the data of the training centers added by their officials, with the following determination:
 - Approval of creating an account for the center
 - Rejection of the application

Training schedule

- Through this function, the responsible of the central / sub-unit, according to privileges, can create an actual training schedule for all types of training (example: work support, technical training) with the trainer's choice for each training, the schedule will consist of about (7-13) fields.

- Important note (the type of training/place of training/agency responsible for training must be included)

Assigning of trainees

- Through this function, the responsible of the central / sub-unit, according to privileges, can assign trainees on the actual training dates listed in the training schedule. This position will consist of about (5-13) fields.
- Assumption: Integration will be made with the current system in the Ministry to assign beneficiaries to the proposed training.

Enter the training result

- Through this function, the responsible of the central / sub-unit, according to privileges, can enter the results of the trainees in each training course by entering (passed / not passed) for each trainee, and this job will consist of about (5-13) fields, with the ability to attach (1-2) documents to each trainee.

Recruitment

29. Defining a new institution "by responsible central / sub-unit "

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can define a new institution (factory / company /etc.) and the basic data will consist of (4-20) fields, with the ability to attach (1-3) documents.

30. Definition of a new institution "by responsible of institutions"

- Through this function, the responsible of the institutions / or entities can access the portal and register their institution. The basic data will consist of (4-20) fields, with the ability to attach (1-3) documents.
 - Example of the parent entity: Federation of Egyptian Industries

31. Review the entered institutions

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can review the data of the institutions added by there, with the following determination:
 - Approving the creation of an account for the institution
 - Rejection of the application

32. Enter recommendations

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can enter the person's desire for self-employment or work in an

entity, with ability to determine the appropriate position for him from the unit's point of view. this function will consist of about (5-13) fields, with the ability to attach (1-2) documents.

33. Beneficiaries qualifications

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can enter the qualifications obtained by the beneficiaries, and this function will consist of about (5-13) fields, with the ability to attach a document.

34. Beneficiaries experiences

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can enter the previous experiences obtained by the beneficiaries, and this function will consist of about (5-13) fields, with the ability to attach a document.

35. Entering the data of the people nominated from different parties

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can enter the data of the beneficiaries who are nominated for them from different agencies such as (ministries), and this function will consist of about (7-12) fields per person, with the ability to attach (1-3) documents per person.

36. Entering vacancies data

- Through this function, the responsible of the institution / central unit / sub-units, according to the privileges, can enter the following:
 - Available vacancies
 - Job title / number
 - Academic qualification
 - Age (from - to)
 - Number of working hours
 - Skills required
 - Salary
 - Etc.

For any job vacancy, (7- 20) fields will be entered for each job

37. Inquire about jobs

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can inquire about jobs (that have been filled and which have not

been filled) within a specified period with the possibility of printing them with a maximum of (7) fields in printing

- The search parameters in the query will consist of (2-10) fields
- The results in the query will consist of (2-7) fields
- The ability to print search results as a list (maximum 7 fields) / graphs (maximum 3 graphs)

Transfer of Assets

38. Definition of associations

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can enter the data of the associations that will cooperate with them, with the definition of a user name / password for that association, this function will consist of (4-12) fields.

39. Proposed projects

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can enter project proposals for a specific association, with the possibility of approve / disapprove the proposal to be implemented with adding a comment. the function will consist of (5-12) fields, with ability to upload (2-3) documents.

Examples:

- Selecting the association that we will cooperate with
- Determine the initial required number
- The size of the funding required
- The proposed location for implementation

40. Determine the initial list of families / individuals

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can choose a specific proposal and start assigning families / individuals with that proposal. this function will consist of (4-15) fields
 - After identifying the families/individuals, the request will be directed to the association to make the final decision, with the possibility of adding the opinion of the coordinator of the Governorate.
 - Assumption: Integration will be made with a Takaful and karma database retrieve family / individual data.

41. Identify the associations involved in the project with the parent association

- Through this function, the responsible of the parent association can enter a list of the associations involved with them in the implementation of the project

with the ability to specify a group of families / individuals for each of the inserted associations. this function will consist of (4-15) fields

42. Approval of the final of beneficiaries

- Through this function, the final list of families and individuals will be approved in three steps:
 - Association approval
 - Governorate Coordinator approval
 - Asset Transfer department approval
- With determining the persons who should be trained, this function will consist of (4-15)

43. The workshop

- Through this function, the responsible of the central unit / sub-unit, according to privileges, can create a workshop to train people to be trained on the project. This function will consist of (4-18) fields.

44. Asset transfer

- Through this function, the responsible of the association will transfer the assets to the final list of beneficiaries after receiving the necessary training to manage the project, this function will consist of (4-18) fields.

45. Follow up on implemented projects

- Through this function, the responsible for the follow-up from the association will enter the monthly follow-up report data after it is collected from the follow-up team, so that the central unit / sub-unit can follow up on the implementation of the project, this function will consist of (4-12)

Examples:

- Current position achieved / not achieved
- Ratio of verification
- Input
- Outputs
- Implementation Officer
- Obstacles and challenges
- Treatment taken
- Notes
- Etc.

46. Review of follow-up of implemented projects

- Through this function, the responsible of the central unit / sub-unit, according to privileges, will review the data of the monthly follow-up reports for any project according to the privileges with the possibility of entering suggestions

and recommendations on any of the monthly project follow-up reports. this function will consist of (4-18) fields.

47. Distribution of staff to follow up on projects

- Through this function, the responsible of the central unit / sub-unit will distribute employees to the implemented projects, so that each employee reviews the data of the monthly follow-up reports for any project according to the powers with the possibility of entering suggestions and recommendations on any of the monthly project follow-up reports. this function will consist of (4-18) fields.

48. Follow-up of project implementation by main/sub branches

- Through this function, the responsible of the central unit / sub-unit will enter data for the monthly / quarterly / semi-annual follow-up reports for any project according to the privileges. this function will consist of (4-18) fields
- The activities to be implemented in the time period of the sub-goal
 - Current position (verified / not achieved)
 - Verification rate
 - The implementation officer
 - The period of time
 - Input
 - Outputs
 - Reasons for postponement, non-implementation or non-completion
 - Corrective actions taken
 - Notes
- The obstacles and challenges that we faced during the implementation in the period from / to
 - Activity
 - Obstacles and challenges
 - Their causes
 - Mechanisms to overcome them
 - Notes
 - Suggestions and recommendations

System Administration

49. Adding new user

- Through this function, the system administrator can enter system users, and this function will consist of about (5-8) fields

50. Create permission accounts

- Through this function, the system administrator can create accounts that contain a set of authorities "functions and reports", and this function will consist of about (7-10) fields.

51. Determine the user's privileges

- Through this function, the system administrator can link a user to a group of added accounts so that the user can be able to use the functions defined for him, and this function will consist of about (7-10) fields.

52. Entering academic qualifications

- Through this function, the system administrator can define the educational qualifications settings that will be used to enter the qualifications obtained by the beneficiaries, and this function will consist of about (2-5) fields

53. Entry of previous experiences

- During this function, the system administrator can define the settings for previous experiences that will be used to enter the previous experiences of the beneficiaries, and this function will consist of about (2-5) fields.

54. Enter jobs

- During this function, the system administrator can define the job settings that will be used to create vacancies from different parties, and this function will consist of about (2-5) fields

Reports and Statistics

55. Report of trainers by governorates / gender (list / chart)

- Through this report, the user will be able to print the information of the trainers registered in the province / specific type "male - female".

56. Report of registered centers (list / chart)

- Through this report, the user can print the registered centers in a specific governorate / specific training center / specific period.

57. Schedule of training trainers

- Through this report, the user can print the training schedule of trainees (coordinators / assigns) submitted in a specific governorate / specific training center / specific period.

58. Trainees during a specific period / specific training

- Through this report, the user can print the trainees (coordinators / assigns) during a specific period / specific training.

59. Result of specific trainers training (list / chart)

- Through this report, the user can print the result of determining the level of trainees (coordinators / assignees) for a specific training / specific governorate / specific period.

60. Schedule for eligible trainers

- Through this report, the user can print the training schedule for those eligible in a specific governorate / specific period / specific training center.

61. Trainees during a specific period / specific training

- Through this report, the user can print the eligible trainees during a specific period / specific training.

62. Result of specific training eligible (list / graph)

- Through this report, the user can print the result of determining the training passing for those eligible for a specific training / specific governorate / specific period.

63. Report of vacancies during a specified period

- Through this report, the user can print vacancies at a specific time / governorate.

64. Report of wishes and recommendations entered during a specified period

- Through this report, the user can print the input desires / recommendations for a specific time / governorate / center / a specific village.

65. Report of the beneficiaries compatible with the jobs

- Through this report, the user can print a report of the beneficiaries that correspond to the vacant jobs during a specific period / governorate / center / village.

66. Report of the institutions registered during a specified period

- Through this report, the user can print the institutions registered in a specific province / specific period.

67. Projects implemented during a specified period (list / chart)

- Through this report, the user can print the projects implemented in a specific governorate / specific institution / specific period.

68. The beneficiaries of the Forsa program during a specific period (list / chart)

- Governorate
- By the type of benefit
- Through this report, the user can print the beneficiaries of the Forsa program, whatever the type of benefit Training / employment

69. The jobs that were assigned under the program

- Through this report, the user can print the jobs that were filled during a specified period.

70. A report on the performance of an institution and its commitment

- Through this report, the user can print a report on the performance of an institution during a specified period.

71. Report on the performance of the taxpayers / coordinators

- Through this report, the user can print a report on the performance of the assigned / coordinators during a specified period.

72. Report on the performance of sub-units

- Through this report, the user can print a report on the performance of the sub branches during a specified period.

73. Beneficiary reports

- Includes the names and data of the beneficiaries matching the criteria.

74. Rejected people reports

- It includes the names of people who do not conform to the standards after conducting the identification seminar and disclosing the conformity of the standards.

75. Reports of asset delivery to beneficiaries

- It includes the beneficiaries' names and their data, the type of asset received, the date of receipt and the dates of follow-up visits.

76. Success reports of projects that have been delivered

- Includes all project information from the delivery of the asset until the end of the program (beneficiary data - asset type - date of receipt - technical specifications - follow-up visits - Obstacles if any - information about the final product).

77. Training reports (for all types)

- It includes the names of the trainees - the name of the trainer - the date of training - the title of the scientific material - the body conducting the training - the place of training - the type of training.

Major System Integration Points

- Takaful and Karma Database (TKP MIS);
- E-mail server;

- SMS Gateway;
- Google analytic;
- Mobile APP version mainly for the data collection(five screens, each screen contains a number (5-25 fields))
- Live Chat

Technical requirements

- Must have seamless compatibility with the current T&K MIS platform including the backend design architecture and techniques;
- The system shall maintain an audit trail of any changes or updates made in any information that are considered vital and if made should maintain the audit log with information such as
 - (i) Log the users who are accessing the system;
 - (ii) Log the parts of the application that are being accessed;
 - (iii) Log the fields that are being modified;
 - (iv) Log the results of these modifications;
 - (v) Log attempted breaches of access;
 - (vi) Log attempted breaches of modification rights;
 - (vii) Timestamp.
- The system shall be capable of handling online and simultaneous connections, following at minimum:
 - (i) At national level: 6644 users;
 - (ii) At social units level: 5300 users;
 - (iii) At Idarras level:1240 users;

System Ownership and source code handover

- MoSS will be the full owner of the FORSA MIS Platform and all other customized application developed under this assignment without any preconditions or whatever;
- The SI shall handover all the latest source code files and technical documentation of the system without any preconditions;

Development Technology

- Should be developed using Open Source technology standards such as PHP/JAVA and backend database in Oracle;
- The technology and development tools to be used preferably should be identical with the tools that are used to develop T&K MIS platform which include:
 1. RDBMS: Oracle or equivalent database
 2. Front end: PHP/JAVA/DotNet framework
 3. Operating system: Windows/Linux

4. Android based mobile app

5. **Service Requirements**

In order to achieve the outlined scope of work and services as a part of the business function requirements, the SI is expected to perform the following key activities at minimum. The SI may propose different list of activities if deemed necessary with clear elaboration on their proposed activities. All throughout these phases, the project team and the MoSS technical team including the e-finance team will closely collaborate with the SI team to ensure that the requirements and expectations are harmonized.

i. System Requirement Study/Business Process Analysis

The SI must conduct a detailed functional and system requirement study (SRS) mainly for the FORSA program. This study and analysis should be done not only taking existing business process flows into considerations but also factor in the potential future requirements and possibilities so that the proposed MIS Platform architecture will have the capability to scale up as the future demands and requirements grows to become a nation-wise social protection MIS platform. The SRS should also evaluate the business process, data flows and possible operational gaps to be able to streamline and strengthen the operation through use of standardized MIS. The core SI team must do field visits to understand and evaluate the ground reality in terms of MIS design and implementation. The SI is also expected to conduct data migration into the FORSA MIS. The data migration is limited to converting the existing electronic data maintained in excel files and/or software application specifically designed to maintain FORSA beneficiary data as an interim solution. The SI must assess the technical aspects of the data quality, gaps and determine the steps and strategy to perform data migration to the extent possible to avoid re-do of data entry into the new system. The MOSS project team will provide all the necessary technical details including the access to the application software, data etc during the process.

Outcome

The outcome of this activity should be the comprehensive and consolidated functional (business process review) and System Requirement Study Document based on the existing business needs, process flows, gaps and proposed process improvements as a result MIS establishment. The SI must submit the document for their review/comments and final approval of the document.

ii. System Design

As the SRS document is approved, the SI is expected to conduct the System design of MIS Platform and document the underlying database structure and reflect both backend architecture and front-end interface template design. The System Design Document should also reflect the overall system architecture, table definitions and overall database model of MIS that this document could be used as a future reference document if needed.

Outcome:

The outcome of this activity should be the comprehensive documentation of the System Design Document. The SI must submit the document for the review/comments and final approval by MoSS.

iii. Development/configuration and prototyping

The SI is expected to develop the system based on the agreed SRS and SDD using the proposed technology framework. During this activity, the SI is expected to adapt an **agile development** approach in which the development should be carried out depending on the priority level that MoSS puts forward in a maximum of 3 iterations. The SI must start the development of FORSA MIS with the highest priority while other tasks can also be accomplished in parallel rather than in sequence. The progress made while developing the system should be demonstrated to the counterparts in regular interval of time. This will ensure that the development efforts are as per the expectation.

Outcome:

The outcome of this activity is also the iterative (sprint) prototyping of the developed application (FORSA MIS and other application) for review and provide quick comments on the progress made during this activity.

iv. System Installation and Configuration

This activity involves installation and configuration of the system in the hardware/servers allocated for FORSA MIS hosting. The SI is responsible for installation and configuration of the system in the FORSA MIS hardware and work closely with the hardware supplier in achieving the objective.

Outcome:

- System installation report

v. System Testing:

Once the system is successfully installed and configuration, the next step would be to perform the system user testing. The MoSS will facilitate system testing with the involvement of operational project staffs, IT Specialist and operational staffs. Testing will be conducted to ensure that the system meets the business requirements and is being customized in line with the agreed system requirement and design document. The SI must incorporate all the missing features, functionalities and/or any bugs/errors encountered/identified during the system testing. During this stage, the SI is also expected to provide user training to staffs.

During the testing and training sessions, there may detect issues, such as bugs/errors, feature requests and/or missing functionalities. The SI must incorporate such issues within the scope of this assignment as long as the request is within the scope of the assignment.

Outcome:

The outcome of this activity shall be the fully functional FORSA MIS ready for final deployment and issuance of Operational Acceptance letter.

- Prepare training plan
- Prepare and delivery training manuals
- Prepare and deliver core user training
- Prepare and deliver technical training

vi. MIS user training

User training is an integral part of this project. The SI is expected to undertake a comprehensive training to the users of the FORSA. The aim is to ensure that MoSS staffs are able to use the FORSA MIS independently and perform various transactions as desired. To achieve this objective, the SI is expected to conduct a user-training program for the following personnel in phases. The SI is expected to draft a Training Plan for acceptance by the MoSS outlining the training activities, audiences, number of participants, curriculum, etc. to be completed during the project period. It is anticipated that a “train the trainer” (TOT) approach may be adopted.

	social units	social idarras	mudirreyas	HQ	Total
Number of offices	2,650	310	27	1	-
Number of users per office	2	4	2	50	-
Total	5,300	1,240	54	50	-

The proposed training is expected to be as follows which shall be discussed and finalized with the SI team and the MOSS:

- Batch of 30 for 2 days for FORSA and 1 day for mobile app;
 - Training is expected to happen at the locations identified in the above;
 - The project will bear the cost of travel and per idem, accommodation for the MoSS participants, training venue and other IT logistics;
 - SI to only provide training materials (both in Arabic and English languages as needed), presentation, training materials, trainer’s cost for the estimated number of participants.
- **3 System Administrators** – This training is primarily meant for the MoSS IT team to undergo training in System Administration, database management and administration of the MIS Platform. This training is expected to happen at the MoSS head office.

The Operational Acceptance letter shall be issued to the SI based on the feedback from the staff that were trained on MIS and outcome of the system testing conducted.

The SI must successfully conduct training program and train at least 60 staffs (60%) in order to be evaluated for issuing Operational Acceptance letter.

Outcome: The outcome of this activity will be the preparation of the training plan and training manuals; delivery of core user and technical training; evaluation of training feedback; finalization of the operational acceptance criteria and the operational acceptance letter

Outcome

- Prepare training plan
- Prepare and delivery training manuals
- Prepare and deliver core user training
- Prepare and deliver technical training
- Conduct training
- Gather and evaluate training feedback
- Finalize operational acceptance criteria
- Obtain Operational acceptance letter

vii. System Testing, Quality Assurance and Operational Acceptance Testing Requirements

Comprehensive testing of the System must be conducted before the system is put into operation. The SI must prepare test plans that will be approved by MoSS. All test plans must include scenarios agreed with the MoSS technical team to ensure thorough and proper testing of the system before deployment.

The MoSS MIS Specialist and operational staffs will participate in testing to validate its results and to verify that it meets all the functional requirements, that has been configured and customized properly and performs satisfactorily, including the test of successful data consolidation, data migration, data entry

The users will work from test scenarios developed jointly by the SI and MoSS. As each scenario is completed, the user will note whether the test was completed satisfactorily and whether there were any errors or unexpected results. The SI must remediate any OAT issues. Any features or functionalities that failed OAT, must be retested once remediate.

At the completion of OAT, the SI should prepare a summary of the test results and should outline the steps that will be taken to address any issues or problems identified. In the event of any disputes about the conduct or results of testing, the MOSS will provide to the SI in writing a description of the issues with specific recommendations on how to address them. The SI must take appropriate steps to resolve any disputes or provide satisfactory clarification as earliest.

viii. System Handover

The SI will be responsible for transferring system operation to MoSS. In preparation, the SI must thoroughly provide training to the key user staff before the system transfer. A full system documentation must be provided as per the requirements of *Key*

Deliverable Section. These documents must be current at the time of the handoff and cover the final version of the system implemented. All project documents, such as technical memoranda, change requests and status reports, must also be delivered to the MoSS and presented before MoSS. To ensure a smooth transition, the SI will agree a handoff checklist with MOSS that will verify that all required tasks are completed before the system handover is accepted.

ix. Final Deployment (Go LIVE):

The final deployment will commence after the issuance of operational acceptance letter and when the final successful data migration into the MIS platform takes place. This would mean that MOSS users and its stakeholders will start using the system in the day-to-day operation of respective programs. During this stage, the SI is expected to assist and provide technical guidance to ensure its smooth operation and facilitate in final deployment.

Outcome:

The outcome of this activity will be the operationalization of MIS by the authorized users.

x. System Warranty and Implementation Support Services:

The system warranty and maintenance support services shall be for a period of 24 months effective from the issuance of operational acceptance letter. During this period, the SI must ensure that all issues encountered, such as, bugs/errors and functionality change request must be resolved timely and ensure the smooth operation of the system. The warranty period should cover all minor feature enhancements, customizations, addition of reports in MIS as demanded by the users of both the systems as long as is within the scope of project functions.

Outcome:

This outcome of during this period will be to support the MOSS in ensuring the smooth operation of the system and timely resolution of any bugs/errors encountered during the period, including some minor incorporation of feature enhancements, addition of reports etc.

- Bug/error fixing/installation of patches, upgrades etc;
- Addition or incorporation of more/new functionalities as long as it fits within the scope and nature of the program;
- Conduct regular user training as required;
- Overall system management, supervision and monitoring to ensure its smooth operation and implementation;
- Establish proper data backup and support mechanism to assist users to effectively operate the system without any technical problems;
- Provide in-depth technical support and guidance during the data entry, update process;
- Build MOSS internal technical capacity to gradually taking over the system before the contract ends.

- Perform the duties and tasks related to program scope as requested by MOSS;

6. Key Deliverables

The SI shall provide all documentation in both hard and soft copies in English language. The key deliverable shall, at minimum, include the following:

No.	Requirement
1.	Project Inception Report – Provides, at a minimum, SI’s overall plan for completing the project, describes the manner in which the SI’s team will work with MOSS; provides a timeline for project execution including dates, resources, and dependencies; provides a plan for communications/issue resolution with the MOSS, and agreed technical requirements.
2.	System Requirement Study Document (SRSD) – Provides a detailed description of business processes and functionalities of the FORSA MIS’s in line with the broad scope outlined in a consolidated document. The document should also include process/data flow diagram of the proposed system.
3.	System Design Document (SDD) – Provides a detailed description of the underlying system architecture of the proposed systems including table structure, data dictionary, Entity Relationship Diagram (ERD), object model etc
4.	Prototype Demonstration - Provides a Graphical User Interface (GUI) based user templates with basic validation included to determine the functionality compliance and navigation flow of the system.
5.	Handover MIS platform with complete source Code–provides a complete source code files of the application software and any other related bespoke application software without any preconditions.
6.	Operational Acceptance Test Plan – Provides a narrative of the approach that will be used to obtain user acceptance of the developed systems as well as test scripts that will be used to verify application operation.

7.	Technical Documentation – Provides a description of the system architecture, module integration points, work flow engine, data dictionary, user manual etc and any other technical material the technical team will need to understand and support the System in a longer run.
8.	Training Materials in both Arabic and English – Copies (and electronic) of handouts, manuals, Power Point slides and any other materials used prior to conducting training to staffs at various levels.
9.	Monthly Status Reporting in both Arabic and English – Copies (and electronic) of all status reports provided by the SI during the execution. Each status report should include, at a minimum, the current period's activity, current issues and planned activity for the next period.
10.	All the documentation deliverables must comply the following <ul style="list-style-type: none"> - 2 copies in hard copy - Electronic submission

7. Minimum Team Composition

It is the responsibility of the SI to maintain, manage and allocate its team resources as deemed necessary to achieve the overall objective of the project. This project is a deliverable-based assignment in which payments are linked to the milestone. Following underlines the minimum expected skill sets of technical resources that the SI is expected to deploy during the project period. However, the SI is encouraged to propose its own team resources and skill sets to execute the project as deemed necessary.

The project considers the following resources are the key experts. The CVs of the following key positions must be provided since it will be one of the basis for the technical proposal evaluation. It is to be noted that the SI is not allowed to alter the key position without prior consent of MOSS. In case of any alteration has to be done due to avoided circumstances, the SI must propose equivalent or better candidate for MOSS review and approval.

The assignment is expected to have the following team resources during the project duration.

Key Experts:

- Team Leader
- Business Process Specialist
- System Analyst
- Hardware/Network Specialist
- Database Administrator (DBA)

Non-Key Experts:

- System Developers
- Mobile Application Developers
- Training Specialists

- Documentation Specialist

Sl.	Position	No. of position(s)	Qualification & Experience	Estimated person months per position	Total Estimated person months
Key Experts					
1.	Team Leader	1	<p><u>Minimum Education</u></p> <ul style="list-style-type: none"> • B.Tech or B.E in IT/Computer Science or MCA <p><u>Experience</u></p> <ul style="list-style-type: none"> • At least of 10 years of experience in system and software development sector; • At least 3 years of specific work professional work experience as a team lead in software development projects relevant to the project • Relevant Experience of working in the government ICT projects; 	10	10
2.	Senior Business Process Specialist	1	<p><u>Minimum Education</u></p> <ul style="list-style-type: none"> • Bachelors in public administration/social policy/ or equivalent • 8 years of Experience of working with the government with operational experience in the field such as in social protection 	6	6

			<p>programs, health, education or equivalent field;</p> <ul style="list-style-type: none"> • Good understanding of government institutional structure and procedures with regard to social protection programs/pensions/health insurance/social insurance sectors 		
3.	System Analyst	1	<p><u>Minimum Education</u></p> <ul style="list-style-type: none"> • B.Tech or B.E in IT/Computer Science or MCA <p><u>Experience</u></p> <ul style="list-style-type: none"> • At least eight years of professional work experience in software development sector; • At least five years experience as a System Analyst in conducting business requirements gathering, system scoping, developing business process review document, translating requirements into system design, generating database table scripts; • Knowledge of relational database management system and large scale IT project implementation life 	1	10

			cycle; Background on RDBMS such as My SQL/SQL Server/Oracle;		
4.	Database Administrator	1	<p><u>Minimum Education</u></p> <ul style="list-style-type: none"> • B.Tech or B.E in IT/Computer Science or MCA <p><u>Experience</u></p> <ul style="list-style-type: none"> • At least eight years of professional work experience in the software development sector as a Database Administrator (DBA); • At least three years of specific experience in database installation, configuration, database performance monitoring, database security, troubleshooting, as well as backup and data recovery; • Certified in Database Administrator is an advantage 	10	10
Non-Key Experts					
5.	System and mobile app Developers	6	<p><u>Minimum Education</u></p> <ul style="list-style-type: none"> • B.Tech or B.E in IT/Computer Science or MCA <p><u>Experience</u></p> <ul style="list-style-type: none"> • At least 3 or more years of professional work experience in the area of Information Technology (IT) project to create, 	8	48

			<p>maintain, audit and improve systems to meet particular needs;</p> <ul style="list-style-type: none"> • Proven experience of working as a team leader in at least in 2 (two) MIS development and implementation project of similar size and nature is must; • Strong knowledge and programming experience of technology as proposed by the firm, including the experience in developing android application development; • Specific work experience in the area of writing diagnostic programs and designing and writing code for operating systems and software to ensure efficiency, writing documentation and operating manuals, testing and modifying systems to ensure that they operate reliably, fault finding, diagnosing and fixing bugs. 		
6.	Training Specialist	2	<p><u>Minimum Education</u></p> <ul style="list-style-type: none"> • Should have done BCA /B.Sc in IT or related field. <p><u>Experience</u></p> <ul style="list-style-type: none"> • At least 3 or more years of professional work experience in the area of Information Technology (IT) project in designing 	3	6

			<p>multiple training events</p> <ul style="list-style-type: none">• Proven experience of working as in at least in 2 (two) projects of similar size and nature is must;• Specific work experience in the area of traditional and modern training methods, tools and techniques; extensive knowledge of instructional design theory and learning principles, ability to master the full training cycle.		
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7. Project timeline

It is expected that main task FORSA MIS development shall be completed within 10 months of development period followed by system warranty and annual maintenance period. The SI must plan the implementation timeline in a manner that all of the outlined tasks and activities are completed within 10-month development and handout time (plus two years of maintenance and technical support), preferably by complying with the following timeline. Given that the deliverables are in multiple iterations as shown, the exact items of deliverables in each of the iterations will be discussed and finalized during the system requirement phase.

8. Project management and coordination

Proper project management and oversight will be critical in order to achieve the goals and objectives of this assignment. MoSS MIS team will take a lead to ensure a close collaboration among the project team, e-finance, SI and other key stakeholders of the project.

SI is expected to work closely with MOSS under the technical guidance from e-finance team. The team comprises of technical and operational staffs from MOSS and technical experts from all the stakeholders who will work closely with the SI's team. MoSS in collaboration with e-finance will provide all the technical details including the source code files, technical documentation, ERD and other relevant technical materials during the inception phase of the project.

The SI's team leader will be the primary contact for the assignment for both the tasks, and will be responsible for ensuring timely completion of deliverables, oversee project implementation, manage the key and non key experts, manage and coordinate the implementation of system changes, conduct weekly meetings and address any other concerns or issues the Project may have. During the weekly status meetings, the Team Leader must do a minimum review progress against the work plan, highlight deliverables that have been completed, notify the Project of any problems or delays, report on change requests and supply updated statistics on key performance indicators as agreed with the Project. Performance indicators may include, but are not limited to:

- Functional and technical requirements satisfied as a percentage of total,
- Results of testing,
- Percentage of tasks completed on time to date,
- Number of deliverables completed and accepted,
- Number of individuals trained,
- Number of technical support cases and average time to close,
- Number of deliverables completed during the period and year to date against plan;
- Current period's activities;
- Current period's issues;
- Activities planned for the next reporting period.