

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.

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 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 program is an integral part of the social protection safety net in Egypt. It complements Takaful & Karama and other social protection programs 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 the following items:

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
 - Registration New account

- 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 desaturated.
 - 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
- Polls
- Headquarters of the central unit (Google Map)
- Our offices
- Certified Associations. Each association has a maximum of four fields

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
 - One form for site visitors to share their complaints and suggestions, complain/suggestion will be sent to a predefined e-mail and will not be managed through the website. With the possibility of integration with the complaints system of the Ministry of Solidarity, if any, through a maximum of two integration points
- Hotline

7. Central Unit for Training and Employment

- About the center
- Activities
- Information and Ads
- Organization Chart

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

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. Mailing List

- This function allows users to subscribe to the mailing list that contains advertisements or news that are determined by the administrator.

11. FAQs

- A content page that contains the most asked questions
- FAQ data include topic, question, and answer fields.

12. 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.

13. Register New Account

- This function allows the following types to create an account:
 - Training centers
 - Entities / factories / companies
 - Associations
 - Beneficiaries. "This includes all beneficiaries, which retrieved from TAKAFUL & KARAMA or even new entered in the system"

14. Login

- This function allows the users to login to the system

15. Logout

- This function allows the logged-in users to logout from the system.

16. Change Password

- This function allows users to modify or update his/her password.

17. Forget Password

- This function allows users to set a new password.

18. 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.

19. 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

20. Share Content

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

21. 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

22. Available training

- This function allows authorized users to view the available training

23. Available Jobs

- This function allows authorized users to view the available jobs.

Training Module

1. Define organizational structure

- This function allows the authorized user 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 Alexandria Governorate
 - Subunit in Aswan Governorate

2. Change Behavior survey

- This function allows the authorized user to enter survey results for the beneficiaries.
- This function allows the authorized user to import the change behavior survey for specific beneficiaries using specific template.

3. Sub-unit performance evaluation

- This function allows the authorized user to enter the performance evaluation for sub-units according to a specific period.

4. Train the trainers

4.1. Enter trainers' data (coordinators – MOKLFAT – Rural pioneer - Volunteers)

- This function allows the authorized user to enter the trainer's data and upload a set of required documents.
- This function allows the authorized user to import the trainees' data using specific template
- The system should create an account automatically for each trainer with one role only which is to change training behavior.

4.2. Changing the status of MOKLFAT / Rural pioneer

- This function allows the authorized user to transfer the MOKLFAT/ Rural Pioneer to be an employee.
- This function allows the authorized user to replace the MOKLFAT/ Rural Pioneer with another one.
- This functions allows the authorized user to terminate the service of any trainer with the reason stated

4.3. Tasks assigned to Coordinators / MOKLFAT /Rural pioneer/ Volunteers

- This function allow the authorized user to enter the required tasks for each one or group of them.
- The task is to allocate them to different geographical areas to initiate change behavioral surveys.

4.4. My Tasks

- This function allows the coordinator, MOKLAFAT, rural pioneer and volunteers to view the assigned tasks with possibility to define the progress of the task (for example, in progress, done).

4.5. Define the level of trainers (Coordinators / MOKLAFAT /Rural pioneer/ Volunteers)

- This function allows the authorized user to determine the training level of each trainer entered before the start and end of each training

4.6. Training schedule of trainers (Coordinators / MOKLAFAT /Rural pioneer/ Volunteers)

- This function allows the authorized user to create the actual training schedule.
- The required type of training is entered, with the possibility for the recipient to receive the same type of training more than once.

4.7. Distributions of trainers

- This function allows the authorized user to distribute trainees (coordinators, MOKLAFAT, rural pioneer and volunteers) on the actual training dates listed in the training schedule.

4.8. Follow up on the development of trainers (Coordinators / MOKLAFAT /Rural pioneer/ Volunteers)

- This function allows the authorized user to set up an activation workshop for the trainees during a specific period.

4.9. Performance evaluation of the (Coordinators / MOKLAFAT /Rural pioneer/ Volunteers)

- This function allows the authorized user to enter the assessment for the (coordinators, MOKLAFAT, rural pioneer and volunteers).

5. Training of beneficiaries

5.1. Define Training Types

- This function allows the authorized user to enter the training types with the cost of trainees.
- All types of training will be carried out with the same functions and the same path without any difference between the types of training.

5.2. Define Training Center "by central / sub-unit responsible"

- This function allows the authorized user to define a new training center.

5.3. Register Training Center "by training center"

- This function allows the training centers to start register an account for the center.

5.4. Add Trainers' Data

- This function allows the authorized user to enter trainers' data.

5.5. Review Centers

- This function allows the authorized user to review the data of the training centers added by their officials, with possibility to approve / reject it.

5.6. Define Training Schedule

- This function allows the authorized user to create an actual training schedule for all types of training (example: work support, technical training) with possibility to assign the trainer for each training.
- Important note (the type of training/place of training/agency responsible for training must be included)

5.7. Assign Trainees

- This function allows the authorized user to assign trainees on the actual training dates listed in the training schedule.

5.8. View Training Schedules

- This function allows the beneficiaries to view their trainings schedules.

5.9. Enter the training result

- This function allows the authorized user to enter the results of the trainees in each training course by entering (passed / not passed) for each trainee.
- There are no evaluation forms, and the evaluation is based on training results only.

Recruitment

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

- This function allows the authorized user to define a new institution (factory / company /etc...)

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

- This function allows the responsible of the institutions / entities can access the portal and register their institution
 - Example of entity: Federation of Egyptian Industries

3. Review the entered institutions

- This function allows the authorized user to review the data of the institutions added by their officials, with possibility to approve / reject it.

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

- This function allows the authorized user to enter the data of the beneficiaries who are nominated for them from different agencies such as (ministries).

5. Enter recommendations

- This function allows the authorized user to enter the beneficiaries' 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.

6. Beneficiaries qualifications

- This function allows the authorized user to enter the qualifications obtained by the beneficiaries.

7. Beneficiaries experiences

- This function allows the authorized user to enter the previous experiences obtained by the beneficiaries.

8. Define Vacancies

- This function allows the authorized user to enter the following:
 - Available vacancies
 - Job title / number
 - Academic qualification
 - Age (from - to)
 - Number of working hour
 - Skills required
 - Salary
 - Etc.
- Job fairs module are out of scope.

9. Inquire about vacancies

- This function allows the authorized user to inquire about vacancies (filled not been filled). Within a specified period with the possibility of printing them.

10. Inquiries about qualified beneficiaries

- This function allows the authorized user to review the beneficiaries who are qualified with the vacancy.

11. Applying for a vacancy

- This function allows the beneficiary can view and apply for a specific vacancy with possibility to upload his CV.

12. View Applicants list

- This function allows the authorized user to view the applicants' data for a specific vacancy.

13. Define a shortlist for a specific vacancy

- This function allows the authorized user to select one or more applicants and specify that they are shortlist.

14. Determine who is accepted for a specific vacancy

- This function allows the authorized user to determine those accepted for a specific vacancy.

15. Determining who is rejected for a specific job

- This function allows the authorized user to select one or more applicants and specify that they be rejected.

16. Post-employment follow-up

- This function allows the authorized user to add the follow-up records.

Transfer of Assets

1. Definition of associations

- This function allows the authorized user to enter the data of the associations that will cooperate with them, with the definition of a user name / password for that association.

2. Proposed projects

- This function allows the authorized user to enter project proposals for a specific association, with the possibility of approve / disapprove the proposal to be implemented with adding a comment.

3. Determine the initial list of families / individuals

- This function allows the authorized user to choose a specific proposal and start assigning families / individuals with that proposal.
- 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.

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

- This function allows the authorized user in 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.

5. Approval of the final of beneficiaries

- This function allow the authorized users to define the final list of families and individuals will be approved in three steps:
 - Association approval
 - Governorate Coordinator approval
 - Asset Transfer department approval

6. The workshop

- This function allow the authorized user to can create a workshop to train people to be trained on the project.

7. Asset transfer

- This function allow the authorized user to transfer the assets to the final list of beneficiaries after receiving the necessary training to manage the project.

8. Follow up on implemented projects

- This function allow the authorized user to 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.

9. Review of follow-up of implemented projects

- This function allow the authorized user to 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.

10. Distribution of staff to follow up on projects

- This function allow the authorized user to 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 privilege with the possibility of entering suggestions and recommendations on any of the monthly project follow-up reports.

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

- This function allow the authorized user to enter data for the monthly / quarterly / semi-annual follow-up reports for any project according to the privileges.
 - 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
- Sub-associations will not have a role in the system, only the parent associations have a role in the system by defining the follow up of the assigned projects

12. Project information

- This function allow the authorized user to enter and update the project information.

13. Project status

- This function allow the authorized user to enter the status of the project (work in progress - stopped - completed - postponed). With possibility to view the pervious statuses.
- Multiple records must be allowed with more than one status for a single project

14. Project Milestones

- This function allow the authorized user to enter project milestones, the project can contain multiple milestones.

15. Project obstacles

- This function allow the authorized user to enter project obstacles, the project can contain multiple obstacles.

16. Project Actions

- This function allow the authorized user to enter project actions, the project can contain multiple actions.

System Administration

1. Adding new user

- This function allows the authorized user to enter system users.

2. Create permission accounts

- This function allows the authorized user to create accounts that contain a set of authorities "functions and reports.

3. Determine the user's privileges

- This function allows the authorized user to link a user to a group.

4. Entering academic qualifications

- This function allows the authorized user to define the educational qualifications settings that will be used to enter the qualifications obtained by the beneficiaries.

5. Entry of previous experiences

- This function allows the authorized user to define the settings for previous experiences that will be used to enter the previous experiences of the beneficiaries.

6. Enter vacancies

- This function allows the authorized user to define the vacancies that will be used to create vacancies from different parties.

7. Predefined screens "Lookups"

- (15) Different functions (lookups) are requested with two or three fields per function and they will be defined during the analysis phase.

Reports and Statistics

1. 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

2. 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.

3. 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.

4. Trainees during a specific period / specific training

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

5. 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.

6. 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.

7. Trainees during a specific period / specific training

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

8. 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.

9. Report of vacancies during a specified period

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

10. 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.

11. 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.

12. 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.

13. 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

14. 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.

15. Report on the performance of the MOKLFAT / coordinators

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

16. Report on the performance of sub-units

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

17. Beneficiary reports

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

18. 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.

19. 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.

20. Short list report for a specific vacancy

- Through this report, the user can, according to the privileges, print a report with the specified beneficiaries as a short List for a specific vacancy

21. Rejected for a specific vacancy

- Through this report, the user can, according to the privileges, print a report with the specified beneficiaries as rejected for a specific vacancy

22. Accepted for a specific vacancy

- Through this report, the user can print a report of the beneficiaries accepted in a specific vacancy

23. Employed beneficiaries reports

- Through this report, the system will display the beneficiaries that were employed within a specific period

24. Project Status Report

- Through this report, the system will display the project status for a specific project

5. Major System Integration Points

- Takaful and Karma Database (TKP MIS)
 - Through integration with Takaful and Karma database using two steps:
 - **The First step** is the responsible users of the database will select group of beneficiaries using query based on specific criteria.
 - **The second step** is that the result of the query will be ready for integration with Forsa program.
 - The beneficiaries who will be used in this Forsa program are those who have been entered directly into the system and through integration with the Takaful and Karama database.
- E-mail server
- SMS Gateway
- Google analytic
- Live chat
- Complaints system

6. 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
 - Log the users who are accessing the system;
 - Log the parts of the application that are being accessed;
 - Log the fields that are being modified;
 - Log the results of these modifications;
 - Log attempted breaches of access;
 - Log attempted breaches of modification rights;
 - Timestamp.
- The system shall be capable of handling online and simultaneous connections, following at minimum:
 - At national level: 6644 users;
 - At social units level: 5300 users;
 - At departments level:1240 users;

6.1. 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.

6.2. Development Technology

- Should be developed using Open Source technology standards such as PHP/JAVA/Dot Net and backend database in Oracle or equivalent database
- 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:
 - RDBMS: Oracle or equivalent database
 - Front end: PHP/JAVA/Dot Net framework
 - Operating system: Windows/Linux

6.3. 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.

6.4. System Requirement Study/Business Process Analysis

- The SI must conduct a detailed functional and system requirement study (SRS) mainly for the FORSA program. The SRS should also evaluate the business process, data flows and be able to streamline and strengthen the operation through use of standardized MIS.

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.

6.5. System Design

- As the SRS document is approved, the SI is expected to conduct the System design of MIS Platform, 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.

6.6. 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.

6.7. 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

6.8. 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.

6.9. MIS user training

- User training is an integral part of this project. This SI is expected to train (60) Employee It is anticipated that a “train the trainer” (TOT) approach may be adopted.
- Training include the following:
 - Maximum of 20 trainees for each session and based on train-the-trainer concept.
 - Training sessions will be made in the MOSS headquarter
 - MOSS will be responsible for preparing and providing ready and suitable environment for the training.
 - SI should provide training materials (both in Arabic and English languages as needed), presentation, and training materials.
- This administration 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.

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

6.10. 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.

6.11. Final Deployment (Go LIVE)

- The final deployment will commence after the issuance of operational acceptance. 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.

6.12. 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.
 - SI Should provide (200) extra MD (flat rate) for implementing requests that have major effect on the system.

6.13. Key Deliverables

- The SI shall provide all documentation in both hard and soft copies in English language. As the following:

#	Deliverables
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, 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 - 2 copies in hard copy - Electronic submission

6.14. 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.

6.15. 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.

6.16. 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.