Terms of Reference

Service Mapping Information Management Services

The Danish Refugee Council assists refugees and internally displaced persons across the globe: we provide emergency aid, fight for their rights, and strengthen their opportunity for a brighter future. We work in conflict-affected areas, along the displacement routes, and in the countries where refugees settle. In cooperation with local communities, we strive for responsible and sustainable solutions. We work toward successful integration and whenever possible – for the fulfillment of the wish to return home.

The Danish Refugee Council was founded in Denmark in 1956, and has since grown to become an international humanitarian organization with more than 7,000 staff and 8,000 volunteers. Our vision is a dignified life for all displaced. All of our efforts are based on our value compass: humanity, respect, independence and neutrality, participation, and honesty and transparency.

Operating since 2004 in Lebanon, DRC has addressed the needs and rights of vulnerable populations, working with both Lebanese and displaced communities, working initially with Palestinian refugees (since 2004), Iraqi refugees (2007-2010), Lebanese IDPs (during the 2006 conflict), migrant domestic workers (since 2009) and, since 2011, responding to the Syrian refugee crisis.

DRC Lebanon is currently delivering programming in protection, basic assistance, livelihoods, and community development interventions. DRC seeks to address the immediate needs of displaced populations and concurrently support vulnerable host populations. DRC has three offices spread throughout Lebanon in, Beirut, the Bekaa and North Lebanon. For further information about DRC, please refer to our website: https://drc.ngo/

Objectives:

DRC is seeking to appoint a qualified consultant (individual or Firm) who will be in charge of improving the Service Mapping module of the Referral Information Management System (RIMS).

RIMS was created by DRC Lebanon in 2017, to send, receive and track referrals on one unique platform, and is currently used by over 80 local and international organisations in Lebanon with the ultimate objective of improving access to services for vulnerable people through more accountable and effective referral pathways. The system is composed of a Service Mapping module, which allows RIMS users to send referrals to the right service provider through the System. Providing an adequate Service mapping is essential to any referral process and central to most humanitarian activities, thus the RIMS team had identified the need to improve the quality of the current RIMS service mapping and assess the needed resources to ensure an updated, quality, service mapping.

Responsibilities:

- Conduct information management tasks to improve the current RIMS Service Mapping including to
    - Cross-check that information is up to date, complete when missing information, remove when outdated information
    - Conduct analysis of most common data quality errors and recommend improvements
    - Ensure integration between user profile on RIMS and service mapping details
- Develop a strategy and draft SOP to ensure that information on the RIMS Service Mapping is up-to-date, for both RIMS and non-RIMS partners
- Draft SOP to verify information on the system, update existing focal point and add new focal point.

- Map ongoing Service Mapping exercises across the humanitarian response
- Develop an approach to collaborate with other Service Mapping exercises within the humanitarian response, ensure complementarity and avoid duplication
- Develop an approach to collecting, compiling and updating information of non-humanitarian service providers in the RIMS Service Mapping with associated SOP
- Develop training material and provide training to RIMS users on data quality on RIMS service mapping
- Liaise with RIMS partners, inter-agency coordination structures, DRC Programme Teams and other relevant actors to identify their information need and ensure that developed processes match these needs
- Develop a strategy and innovate way of ensuring overall sustainable data quality on the RIMS Service Mapping

Deliverables:

This framework agreement for Service Mapping Information Management Services is expected to start on 10 January 2022 and ends on 23 February 2022, for the duration of 33 days and not to exceed 35 days (7 working hours per day).

Sample Daily work plan design and stages:

Activity 1: Assessment of the RIMS Service Mapping: An initial assessment of the RIMS Service Mapping will need to be conducted, from a technical standpoint through consultations with the DRC Information Management Team and RIMS Team and testing of the System.

Activity 2: Assessment report: An assessment report with strengths/weaknesses of the RIMS Service Mapping will be produced following the assessment phase, including a roadmap for suggested improvements to the Service Mapping.

Activity 3: Mapping of other service mapping exercises: The consultant will conduct a review of other service mapping exercises in order to identify parallel and complementary exercises and find the added value and strategic place of the RIMS Service Mapping within these exercises.

Activity 4: Approach, strategy and SOPs: Based on the assessment and the mapping, an approach and strategy will be developed to ensure up-to-date, high quality data on the RIMS Service Mapping, building and/or complementing other exercises, and SOPs will be developed to ensure that processes are in place to maintain the RIMS Service Mapping.

Activity 5: Quick fixes: In addition to the development of an overall approach and SOPs, quick fixes will be asked to be implemented by the consultant (including data cleaning on the System, ensuring up-to-date information) so that the approach and SOPs can be implemented moving forward with a clean new basis for the RIMS Service Mapping.

Activity 6: Training material: The Consultant will be asked to develop training material for RIMS users on maintaining high data quality on the RIMS Service Mapping.

Documents to be submitted:

Interested applicants should submit a **Technical proposal** and a **Financial proposal.**

The **technical proposal** must include:

- Resume, demonstrating previous experience with focus on relevant/similar assignment
  A brief proposal demonstrating the approach, methodology and timeline of the evaluation

The **financial proposal** must specify the following:

- A detailed financial proposal for the services requested in the deliverables.
- The Daily Costs of the consultancy should be provided in **USD.**
- For an individual applicant, the application should indicate their availability per month. For company applications, the applicant should indicate whether they have any minimum or maximum availability limits

The Consultant shall be responsible for all taxes, national insurance, or other contributions, which are or may be payable out of, or as result of the receipt of, any fees or other monies paid or payable in connection with this Agreement. The Consultant shall accordingly indemnify and hold DRC harmless against all taxes (including VAT), national insurance or other contributions, costs, claims, penalties, interest, expenses, or proceedings arising out of or in connection with such taxes and contributions.

The Consultant should notify DRC of his/her registration for V.A.T. and provides V.A.T. invoices in respect of the Consultancy Services, **if applicable.**

Experience and technical competencies:

- At least 5 years professional experience in Information Management in humanitarian emergencies, including working on mapping of humanitarian services.
- Experience working for or with inter-agency coordination agencies in Information Management
- Excellent communication and coordination skills to work with different stakeholders.
- Excellent technical knowledge of data management, data quality, data processes and data protection.
- Good understanding of key stakeholders in Lebanon, both at national and local levels, INGO/NGO/Inter Agency dynamics structure, and procedures.
- Ability to develop user-friendly, accessible, non-technical training material
- Knowledge of Protection and referrals is an asset.
- Good command of English; knowledge of Arabic preferable.

Education:

- Completed a post-graduate degree from an accredited academic institution, or the professional equivalent

Languages:
- English (Fluent)
- Arabic (Basic preferable)

Key stakeholders:

- DRC Information Management Team
- DRC RIMS Team
- RIMS Partners
- Other key stakeholders in the humanitarian response
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Location:

- Based on the above timeframe for outputs and deliverables tables. The consultant will be executing the needed tasks at DRC Beirut Office and in partners' offices when needed.