



THE
LUTHERAN
WORLD
FEDERATION

Department for
World Service

Call for proposals Digital tool for data collection and management

1 BACKGROUND AND JUSTIFICATION

The Lutheran World Federation (LWF) represents 148 churches in the Lutheran tradition, representing over 74 million Christians in 98 countries. World Service is the humanitarian and development arm of LWF, focusing on refugees, Internally Displaced People and local communities. It works mainly in remote and rural areas. World Service programmatic focuses are on linking relief with recovery and development which enables a flexible approach to meeting human needs and upholding human rights in multiple, demanding environments.

In the global strategy 2019-2024, World Service is committed to develop its systems and processes further to increase efficiency and more timely information as well as better quality data that are consistent and inform the implementation as well as strategic decisions at different levels. We believe that smart digital tools help achieve most of these, but also see the need of prioritizing and see where traditional methods can still continue. With the continual growth and changing in technology, we have seen a proliferation of digital tools for collecting, validating and checking the quality of data in a real-time manner and provide easy to use links data integration and visualisation with other third-party tools or platforms.

2. SCOPE OF THE SERVICE: TECHNICAL AND SUPPORT REQUIREMENTS

In 2018 World Service worked in 27 countries and had some 20 offices based in Africa, Asia, Latin America and the Middle East. World Service employs about 2,800 national and some 70 international staff. Additional 5,000 field workers come from the grassroots population and may be involved in data collection and giving feedback to the population we serve.

Amongst the staff, about 750 are at management level. Every Country Program (CP) has field offices or sub-programs and operate in remote camps or communities. Access to power supply and internet connectivity remains a critical challenge and requires support for online/ offline data collection. Staff and field workers play different roles and responsibilities in collecting, processing, and using data, which means access control are critical for any proposed solution.

The proposal has to meet the following minimum requirements for the data collection tool:

- Offline-enabled mobile data collection tool
- Accepts web-based form submissions
- Case management functionality: allow data collection and tracking on a specific case over the time
- Works with Android-based devices
- External REST API and other integration services with links to clear and up-to-date documentation
- Adheres to GDPR compliance (data processing agreements in place and location of data storage; preference for data storage in Europe)
- Anonymise or mask personally identifiable information (PII)
- Source code is open source (offers a version that LWF could self-host in case vendor no longer supports tool)

- Data exportability: Collected data can be directly exported to Excel or other third-party tools for analysis and reporting.
- Server uptime of at least 99%
- Urgent ticket response time within 24 hours (provide an example SLA)

Additional features that are required:

- List of available out of the box integrations
- Offline and online options for data collection
- Support for multi-country program structure
- Standard forms can be saved and made available in each country program's workspace to be used across all projects to report against results framework indicators;
- Support for multiple languages

3. PROCESSES AND DEADLINES OF THE TENDER

LWF World Service believes that the supplier may have many different clients who are using the digital tool we are looking for. Having considered this tender as a competitive process and for a longer-term decision, we would therefore request the supplier to submit the offer that

- Offer of two options: a country based model (for approximately 27 countries) as well as an enterprise option with the ability to create form templates to be used across country programs while also configuring access control that gives HQ Geneva oversight over each country program's forms and data collection thereby making it easier for data aggregation and reporting; Country Programs are of very different size and there is a need for a flexible pricing scheme.
- Complete the attached **Data Collection Feature Table** based on the proposed tool by responding to each of stated minimum requirements and features
- Provide adequate testimony of a few clients about the product – its practicality, usefulness, user-friendly, affordability
- Describes adequately the timelessness and quality of the technical support responded to the needs of client
- Provides financial proposal

The proposal needs to be submitted to the Global Coordinator for Systems Development, Quality Assurance and Accountability, Ms Petra Feil by using the email account for LWF tendering processes: tender@lutheranworld.org.

The deadline for the submission of proposal is 5 August 2019. The proposal will be evaluated by 14 August 2019. It is foreseen that the contract with the supplier whose offer was selected will start by 15 September 2019.

Geneva, 28.06.2019