

Terms of Reference
Online MIS Development
Poverty Reduction Fund

Background

The Poverty Reduction Fund (PRF) was established in May 2002 under the guidance of the Government of Lao PDR and is currently in its third phase (2017-2020), which is governed by the PRF Board and shared by the minister of Ministry of Agriculture and Forestry. The PRF's main role is to help the local Government and the communities in the poorest, most remote districts of the country to work together and to improve the lives of hundreds of thousands of poor people in isolated and poor rural villages.

PRF uses a Community Driven Development (CDD) approach, whereby communities themselves decide on how resources are allocated, manage sub-project funds, and implement sub-projects. Extensive facilitation and training is provided through the project to ensure that all community members, including women and members of different ethnic groups, participate in the decision-making process and benefit from the project.

With a total budget of over US\$ 187 million over its three phases (US\$ 54 million for PRF III), PRF has been one of Lao PDR's largest multi-sectorial programs focused on rural poverty reduction. To ensure the effectiveness and efficiency of work, a comprehensive monitoring and evaluation system has been set up to track whether PRFIII is proceeding according to its principles and procedures, and whether it is meeting its stated objectives.

The design of current PRFIII database has been developed into two functions (OFFLINE and ONLINE) so that data can be entered into the OFFLINE database, checked by concerned staff and then get approval from the head of provincial PRF. Once the information is approved, it can be uploaded to the server (ONLINE) that provincial and national staff can follow up and use for reporting. Since the current system can only be accessed by the PRF's concerned staff, it takes time to link all key data about progress of works including sub-project implementation progress, livelihood activities (Self Help Group), grievances information, and also capacity building data.

The main objective of the Online MIS is to enable PRF project management team and other stakeholders to respond to project development in a well-informed, timely manner by providing real time, easy to access project information as well as a channel for public feedback. This is expected to enhance the overall performance of the project by building a strong system of accountability, transparency and responsive project management.

The PRF's Online MIS will be initially piloted in 3 provinces (depends on agreement), Savannakhet, Luangprabang and Oudomxay, and then rolled out to other project provinces once the systems are working effectively.

In these three provinces, more than 70% (est) of the area is covered by a mobile telecommunication company Unitel, which is considered to be a good mobile connection

available in Laos. Therefore, the PRF young graduate as well as district officers will be able to access to mobile network or internet application that can be used for uploading project progress data and information to the online MIS.

Responsibilities

The selected firm\specialist is expected to deliver the following goods and services:

The Consultant will work with PRF M&E staff to review the current MIS system, and then consider key data and information that can be made available through an online platform, and specifically accessed via mobile device applications (i.e. smartphones and tablets). The system would be designed, developed, tested and deployed as part of the consultancy. The system would also be placed onto a server identified by PRF and handed over at the end of the assignment. The online MIS design should capture three layers of information:

- **Real-time field data and reports:** digitized data collection, storage, and analysis process in real-time. The results of the instant analysis will appear as a report in an aggregated manner at each level, from village to district, to province and the National levels.
- **Geographic information and mapping:** Using GIS location information, by just clicking the area on the map on screen, users should be able to easily reach data/information on a specific geographic area (i.e. province, district, village) they want to look at (subproject information, financial information, self-help group information), additionally, the map can also signal during disaster occurring
- **Citizen feedback:** the MIS should support the PRF's Feedback and Resolution Mechanism (FRM) or grievances by keeping a record of all complaints/feedback reported to community facilitators or other project officers either offline or through the system, allowing project management to track whether the reported FRM data was satisfactorily followed up by the project as well as concerned sectors. The grievances will be recorded into the MIS either by filling out an electronic form (using the existing forms but develop to online application) on the application using mobile tablets or website, or by directly sending SMS to the project specific number. SMS message should appear on the MIS as a notification, so that the project management unit could follow up.

For an example of a similar online MIS system, please see following link:

<http://www.sirdp.org.sb/subproject>

Duration

The Consulting Firm shall perform the Services during the period commencing **September 2019** and continuing through **February 2020**.

REPORTING

The Consultant will report directly to the head of the PRF M&E division and project management team;

Qualifications

The successful firm/specialist will have the following qualifications:

- Experience developing and deploying mobile apps and interactive web-based tools;
- Must have a minimum of ten (5) years of experience in designing interactive websites, database design, and developing complex technical solutions;
- Experience working on World Bank, SDC, ADB or other donor-financed projects would be an advantage;
- Experience in training trainers in developing countries, including Laos and neighboring countries, etc.
- Fluency in Lao and English languages.

ANNEX B

Consulting Firm Reporting Obligations

The Consulting Firm will be paid XXX % of the total contract value to mobilize work and final payment upon submission of a report confirming completion of all the following deliverables. This report will be due to the client by 28/02/2020

Deliverables of work can do in 3 phases:	Due Date
Phase 1: Deployment of the current instance of MIS database of PRFIII to new MIS Online webpage	____/____/20...
The current functioning instance of PRF's MIS ONLINE, including the following functionalities:	
a) A cloud-based data repository for hosting raw data collected in the field via the MIS with local people.	
b) Ability to tag geographic information to effectively inform stakeholders about planned, active, progress status, and results of community-driven development projects.	
c) Ability to create forms that can be pushed to mobile devices;	
d) Ability to collect structured and unstructured information through an Android App regardless of connectivity– online/offline form submission including multimedia data collection (Photos).	
e) Android app that can Submit, Edit and Archive forms. These forms can be customized by the admin/super-admin on the desktop version of the platform.	
f) Desktop version of the platform can display reports and analytics relevant to the data submitted. Desktop version also shows the location	

and user information.	
g) Data can be submitted through custom forms (Reports) on the desktop version of the platform.	
h) The platform can receive SMS messages and Reports can be created from these messages by the admin.	
i) Registration features that can segment and identify groups.	
j) Ability to receive and respond to SMS messages and link interactions to subproject data, if specified.	
k) English and Lao Language Support (remote area of Laos cannot use English).	
l) Ability to track user engagement using Analytics tool to monitor aggregate statistics across the entire data site.	
m) Users can view data relevant to a specific location on a map of the country by clicking on the specific marker on the map.	
Phase 2: Customization of the instance to cover all requirements of stakeholders, as following features:	___/___/20...
a. Custom data analytics and reports for various levels: Province, District, kum ban as well as village levels.	
b. Village. Users can select a field that needs to be included in the report if that is possible (we might assign young graduate to fulfil the work).	
c. Users can use a map to select the location points for generating the reports.	
d. Location data of user-submitted forms can be shared through email, text message and social media.	
e. Ability to create polls that can be pushed to the Android app.	
f. Ability to create rich custom web pages and management reports based on real data captured in the field. This includes the web landing page, country aggregate reports, regional reports, and village detail reports.	
g. Ability to export reports in word, excel, and PDF formats.	
Phase 3: Training & Support	___/___/20..
Phase 3 would cover the training and technical support for the platform encompassing the following:	
a) Video documentation of the use of the platform	
b) A train-the-trainer training workshop for PRF M&E staff that can be used to trained other data collectors (i.e. PRF Young Graduates who are working in the field).	