



In partnership with



## TERMS OF REFERENCE FOR DESIGNING THE RETI PROGRAM DIGITAL Monitoring, Evaluation and Learning (MEL) SYSTEM.

### 1. Introduction

Muni University in collaboration with eight partners are implementing the **Refugee and Host Community Youth Empowerment and Transformation Initiative (RETI)** program with the Mastercard Foundation to address unemployment challenges faced by young people aged 15–35 years in 15 refugee hosting districts in Uganda. The program aims to directly reach and support 100,000 (60,000 female) and transition 70,000 (42,000 female) into work, that is dignified and fulfilling. **The program is being implemented through a consortium of nine (9) partners**, including **three universities** namely, Muni, Gulu and Bishop Stuart; and **six non-university partners**: Finn Church Aid, Dan Church Aid, Community Empowerment for Rural Development, PALM Corps, Meeting Point Kitgum, and Young African Refugees for Integral Development. The Consortium is led by Muni University that has vast knowledge and experience in working on skilling initiatives based on market needs and has strong partnerships with the private sector, TVETs, relevant central and local Government entities, UNHCR, other national/international NGOs, CBOs, and existing Young Africa Works partners.

### Background to the project

The RETI program aims to **provide access to relevant and quality training and skilling** to 100,000 refugee and host-community young people (70% refugees and 60% female). Thus, increasing demand for education and skills development for young people through universities and partners working with their communities to increase their participation. On the supply side, the program will strengthen the capacity of universities, local organizations and TVETs to be responsive to the needs of young people in settlements and host communities especially young women and those with special needs.

The program is structured around three themes or strategic objectives, namely; **(1) Training and Skilling** - Provide access to relevant and quality training and skilling to 100,000 refugee and host community young people in 15 districts in Uganda (seven in west Nile, three in northern and five in Southwestern); **(2) Financial Inclusion and access to markets** - Support skilled young people in accessing financial services and markets to enhance their enterprises for self-employment. **(3) Institutional capacity strengthening** - Strengthen the capacity of participating universities, local partners, and a refugee-led organisations (YARID) to develop and implement relevant, innovative, and inclusive training and skilling programs for refugees and host community young people.

### Contracting Parties

RSM East Africa, on behalf of the RETI consortium led by Muni University, is seeking to hire and manage a reputable firm to design, develop and implement a Microsoft Management System -MEL System RETI program to provide efficient operation assistance to the RETI program. The firm will operate under the direct oversight of RSM East Africa, working in

collaboration with the Muni University and the Mastercard Foundation ICT team, and in close coordination with the RETI partners.

## **2. Scope**

RETI is interested in a designing a digital System (MIS) that will support and strengthen, the collection, aggregation, summarizing and reporting the results of the project, in a structured and harmonized format. The consultancy will cover the review of existing MEL system at the PMU and the 9 implementing partners in West Niles, Northern and Southwestern Uganda. The MEL system will be hosted at the PMU but will be integrated with the 9 partners MEL systems and processes, The system should cover the 5 phases including planning, data collection, data management, reporting and learning.

The system should have the following specifications.

- a. Should be **ONLINE** with capabilities of operating and running off-line to enable field teams submit data whenever they access stable internet connectivity.
- b. Can create Unique Identifiers for the project participants and track activities against individual cases over time throughout the life of the project (i.e. 5 years). Examples of cases mapped for tracking on the project include youth, households, producer organizations, Informal and Formal Saving Groups, Self Help Groups.
- c. Can support mobile data collection using mobile devices like tablets, smartphones, and feature phones.
- d. Can be built off an existing database system that has been successfully tested or utilized by the international market and by like-minded organizations.
- e. Potential to integrate with partners data collection tools using mobile devices as well as registration of project participants.
- f. Can be customized to address the RETI project data needs presently and in the future. System should be open to future adjustments based on current needs. For example, should be able to add a case for onward tracking at any time (when needed).
- g. Can be integrated with other RETI existing data management systems i.e. Survey CTO that is already in use and PowerBi for visualization.
- h. System should be able to host over 300,000 entries (or no limited number) systematically inputted over time.
- i. No limit to the number of users as the project plans to grant partners' staff access.
- j. Should have different levels of user privileges, from data entry to data view, edit or manage data, delete data.

## **3. Purpose of the Consultancy.**

The aim of this assignment is to support the RETI program to design and deploy an online and offline MEL system. This system/platform will complement and expand the already designed system for the project. The project MELs database and an interactive dashboard should provide a platform where RETI and the consortium partners as well as the Mastercard Foundation can access real-time data and information plus project performance dashboards.

### **Specific objectives**

Specifically, the MEL system aims at achieving the following objectives following tasks will be accomplished.

- i) Ease data entry and management under RETI program
- ii) Allow aggregation of all RETI program implementation data from all partners
- iii) Allow disaggregation of data by all important parameters such as age, gender, geographical locations, partner reach and support pathways among others
- iv) Generate indicator-based reports across the consortium and at partner level
- v) Generate clear and interesting visualizations for the implementation data to enable learning

- vi) Generate alerts for underperformance of implementation delays across the program
- vii) Allow flexibility for making changes at partner level
- viii) Generate provisions for quality control and validation before final data is generated
- ix) Function as the project central database (repository) and data source for project reports and data collection tools.
- x) Collect and submit project data using mobile devices (tablets or smartphones)
- xi) Monitor incoming data in real-time and validate data quality.
- xii) Allow consortium partners to access project data in real time.
- xiii) Allow data downloads of raw data, clean and export for analysis/reporting.

#### **4. Main Duties, Responsibilities/tasks**

The consultant (individual consultants/firms) will be responsible for data analysis and reporting. See the specific tasks below:

- Hold meetings with the team to review and understand the RETI MEL system
- Develop data models for the MEL system to include different project indicators and data.
- Develop and present a model MEL system for review and validation
- Setting up the MEL system and training staff and partners on the system
- Designing training materials on the system
- Launching the MEL system
- Providing ongoing support on the system
- Developing a user manual for the system
- Provide 3 months onsite and online support on access and utilisation of the system
- Produce a final report.
- Provide for import and export of raw data to Microsoft excel for further analysis.
- The system Must be tailored to define a custom indicators with various levels of aggregations such as location type of services, age, nationality, disability and any other custom aggregations.
- The Integrated MEL System should support the processes of collecting, measuring, monitoring, evaluating, reviewing , and reporting of data and information at different levels ( project and program).

#### **5. Deliverables**

The consulting firm shall produce the following:

- 1) A functional MELs database delivered to RETI according to the defined requirements including the source codes.
- 2) Develop documents outlining the strategy, processes, and procedures for managing project databases.
- 3) Share User Documentation namely: User manuals, guides, data collection protocols and procedures manual.
- 4) Training materials and sessions for all partners regarding utilizing the data management system/database.
- 5) Share data policies, access protocols, documents, and procedures for ensuring data security, privacy, and compliance.
- 6) Testing and Validation Reports: Documentation of testing processes and validation results for the data management system/database.
- 7) Implementation Review: Assessment of the implemented system/ database against the defined detailed requirements specification document for the data management system/database.
- 8) Maintenance and support plan for the MELs database to enable ownership and independently manage the system.

- 9) Task progress reports (inception, draft, and final reports) that provides evidence of the above deliverables.
- 10) Customized reports as per the user requirements

## 6. Target timelines

The assignment will take a maximum of 45 working days from the effective date of contract signing contract with RETI Project International Uganda. The consultant shall observe the timelines to be able to deliver the final outputs on time and will provide at least a 6-month period of technical support after system deployment.

### Integration Interfaces

The consultant Shall link the system to the existing data base

- Provide a window for uploading the existing information in excel or access data base

The main timelines for this assignment are as follows:

Activity Description	Proposed dates
Inception report	March 2025
Develop data models for the MEL system	April 2025
Present a model MEL system for review and validation	April 2025
Setting up the MEL system and training staff and partners on the system	April 2025
Developing a user manual for the system	May 2025
Designing training materials on the system	May 2025
Launching/go live the MEL system	June 2025
Providing ongoing support on the system for 2 months	From June to August 2025

**Report requirements:** All reports should be submitted in electronic form and should be submitted in English.

**Detailed work plan:** Bidders are required to provide a detailed work plan incorporating all relevant tasks and milestones from start to finish of the assignment.

## 7. Ethical Standards and Safeguarding

The consultant must observe high ethical standards during this assignment. This includes protection of participants from potential research-related harms while observing confidentiality, data protection and safeguarding principles. The consultant must conscientiously abide by Muni's Safeguarding Manual, and all members of the Consultant team must sign Muni's Safeguarding Statement of Commitment upon contracting.

## 8. Qualifications Required

The proposed consultant (individual consultants/firms) must demonstrate the following technical expertise and practical experience required to deliver the scope of the work:

- Knowledge and hands-on experience with SurveyCTO, Kobocollect or related software and systems and an Advanced statistics education background and computer programming.
- Excellent professional knowledge and experience of Management Information Systems, design, set up and roll out.
- Minimum of 10 years of work experience in designing, building and managing database systems. Evidence of success in completing similar or related tasks in terms of size, design, and rigor. Share at least two reports as evidence of the work delivered and willing to exhibit practically previous systems developed.
  - a) Team Leader – experience in designing and developing in MIS for data base system
  - b) MEAL experts on the team with proven experience in data visualization tools and techniques and other ICT expert in system developments.
  - c) Evidence of the above experiences in the last 3 years must be provided, preferably with reference letters/ recommendations (at least 2).
  - d) Team's availability: please confirm availability of your team for the duration of the assignment.
- Extensive knowledge in community development programming, market systems analysis and baseline for youth programs and enterprises in agriculture, agribusiness, and market development.
- Strong qualitative and quantitative research, analytical and data visualization skills.
- Strong analytical, report writing, and presentation skills.
- Strong qualitative/quantitative research and analytical skills
- Proven strong, clear technical writing and oral presentation skills in English

## 9. Application Package

Consultants (individual consultants/firms) meeting the above criteria are invited to submit the following application package:

1. Letter of interest, including the names and contact information of two previous clients who can be contacted regarding relevant experience. Consultants are also expected to disclose any conflict of interest related to this mandate with Muni University.
2. Detailed technical proposal of not more than 8 pages clearly demonstrating a thorough understanding of this request for proposals and including the following:
  - i) Description of proposed MEL system, including data management, visualization, interfaces and reporting.
  - ii) Demonstrated previous experience in designing and commissioning Management information systems.
  - iii) A proposed timeframe detailing activity and a schedule/work plan (including a Gantt chart)
  - iv) Team composition and level of effort of each proposed team member
3. A financial proposal
  - i) Itemized consultancy fees/costs
  - ii) Itemized administrative expenses
  - iii) Validity period of quotations
  - iv) Expected payment plan and method
  - v) Applicable taxes (WHT & VAT)
4. CVs of all proposed team members outlining relevant experience (annexed to technical proposal)
5. A copy of a sample of previous similar work undertaken.
6. Copy of legal registration, certificate of incorporation and current year tax certificate (for registered firms)

## 7. Consulting firm profile (if the applicant is a firm)

Submissions must be received by Muni University no later than 31st March, 2025. Please send the application documents through the following email: [info@ug.rsm-ea.com](mailto:info@ug.rsm-ea.com) with subject: **'RETI MEL system development application'** in the subject line. *Only shortlisted candidates will be contacted.*

## 10. Evaluation Criteria

The firm that gets the highest score as per the herein below criteria will be awarded the contract. The criteria will be based on technical capacity of the consultants (80%) and financial viability (20%) as indicated in the table below. Proposals that score less than 60 out of 80 in the technical evaluation will not proceed, hence, will be excluded from the financial evaluation.

Score description	% score
Relevance of the proposed technical approach and methodology	25
Completeness of proposal according to the RFP (general information, activity plan, budget, team expertise, etc.) & attachment of proof of delivery of similar tasks.	20
Proposed team: expertise and competencies and structure of the team to deliver the task. Include signed commitments from the proposed team members to work on the assignment.	25
Relevance and capability/skill to implement/manage the assignment	10
Value for money (cost breakdown) with applicable taxes	20
<b>Total</b>	<b>100</b>

Please Note: Only Shortlisted firms/consultants above the technical of 60/80 will be asked to carry out a demonstration to show their understanding of the task to the evaluation committee for final selection and recommendation.

## ANNEX 1: RETI KPI Table

OBJECTIVES	INDICATOR(S)
<b>GOAL: Refugee and host community young people in 15 districts with dignified and fulfilling work by 2027</b>	% of young people reporting improvements in their own well-being
	% of young people that have accessed work opportunities that align with their abilities, their aspirations, abilities, and expectations
<b>OUTCOME 1: Increased access to quality training and utilization of skills among young people</b>	% of trained young people in self-employment 6 months after completion of training
	% of trained young people in wage employment 6 months after completion of training
<b>Output 1.1: Strengthened entrepreneurial, business and employment skills</b>	# of trained young people who demonstrate employable skill acquisition
	% of employers who report appropriate quality, usefulness, relevance of training or formal education activities
<b>Output 1.2: Strengthened community-based participation in education and skilling interventions.</b>	% of targeted community members who state that they are being consulted or involved in the program cycle
	% of complaints/feedback received and managed through the feedback mechanism
<b>Outcome 2: Increased enterprise growth and access to work among young people</b>	# of enterprises operational (12-24 months) after receiving support
	# of non-targeted young people employed by young people owned enterprises
<b>Output 2.1: Youth friendly financial &amp; non-financial products and services promoted</b>	# of YSLAs linked to financial service providers
	# of young people receiving the financial products and services for business
<b>Output 2.2: Markets (local, regional, and international) strengthened</b>	# of employers and young people linked through existing employment digital platforms
	# of young people who state that they are accessing markets for their products and services
<b>Outcome 3: Enhanced quality in delivery of youth friendly services, market relevant courses, and innovations</b>	# of partner organisations reporting positive shifts in implementation of policies and programs
	% of young people who express improvements in practices of partner organisations
<b>Output 3.1. Strengthened institutional capacity (systems, policies and practices for consortium partners and other implementing actors) to support refugees and host community youth transformation.</b>	# of relevant policies reviewed/developed that are implemented by partner organisations
	# of partners implementing reviewed/developed policies
<b>Output 3.2: Sustainable coordination mechanisms among the consortium partners established</b>	# of coordination platforms with the active participation of the consortium
	% of external stakeholders that participate in consortium activities (coordination meetings, workshops etc)
<b>Output 3.3: Monitoring, Evaluation and Learning System Operationalised</b>	# of harmonised effective M&E systems in place