



## **Terms of Reference**

# **IT Support Development for REF's Grant and Business Processes**

**January 2018**

## **IT Support for REF's Grant and Business Processes, Terms of Reference**

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## **1. BACKGROUND INFORMATION**

The Roma Education Fund (REF) was created in the framework of the Decade of Roma Inclusion in 2005. Its mission and ultimate goal is to close the gap in educational outcomes between Roma and non-Roma. In order to achieve this goal, the organization supports policies and programs which ensure quality education for Roma, including the desegregation of education systems.

Through its activities, the REF promotes Roma inclusion in all aspects of the national education systems of countries participating in the Decade of Roma Inclusion, as well as other countries that wish to join in this effort.

The objectives of REF include the following:

- Ensuring access to compulsory education, for example, through the involvement of parents in education, initiatives to reduce dropouts, and provision of free textbooks and other educational materials.
- Improving the quality of education, for example, through curriculum reform, introduction of Roma language teaching, anti-bias and tolerance teaching, and training of school mediators.
- Implementing integration and desegregation of Roma students coming from segregated schools and classrooms and from special schools into mainstream schools, as well as eliminating all segregated classes and schools.
- Expanding access to pre-school education, for example, through information campaigns, assistance with the registration process and work with parents to promote pre-school attendance.
- Increasing access to secondary, post-secondary and adult education, for example through scholarships, adult literacy courses and career advice for secondary school students.

REF runs three major programs:

1. Project Support Program which finances projects and programs.
2. REF Scholarship Program which is the largest tertiary scholarship program for Roma students.
3. Policy Development and Capacity Building Program which supports activities that help create a framework for dialogue with governments and civil society on education reform and Roma inclusion.

## **2. OBJECTIVES**

The objective of this project is to provide IT support of REF's following activities:

- Fundraising, budget and financial management;
- Scholarship Programs;
- Project Grants Programs;
- Other Programs: Policy Development and Capacity Building Program, Country Programs;
- Consultants, Consulting Agreements, Country Facilitators and Coordinators,
- Monitoring and Reporting,

- Migration of data from previously existing IT systems regarding Scholarships and Grant Programs.

The overall objective is to support the above mentioned REF activities with reliable and efficient IT support as described in this document.

### **3. SCOPE OF WORK AND KEY DELIVERABLES**

#### **3.1 Technical Specification of the IT support**

##### **3.1.1 General requirements**

All programs and activities listed in the Objectives section of this ToR should be supported with the following features:

- User access management;
- Single Sign-On;
- Master data management;
- E-communication;
- Workflow;
- Document storage;
- Multi-language Support;
- Simple and adjustable user interface according to user level enabling easy tracking of important milestones in the processes.

On the various programs and activities supported by the system, you can find information in the Operational Guidelines at <http://www.romaeducationfund.hu/ref-operational-guidelines> and REF's IT platforms (limited access may be available upon request and fulfillment of all legal requirements).

##### **3.1.2 Fundraising, budget and financial management**

The following features should be enabled by the IT product:

- Budget planning and management;
- Process of fundraising: Restricted Funds, Unrestricted Funds;
- Financial management process of REF activities, support the duties, and responsibilities for initiating, transferring, and processing payments:
  - o Procurements, purchasing of the selected goods and/or services, payment for the vendors;
  - o Reimbursement of business expenses (incurred in Hungary, outside of Hungary): travel costs, cash advances and settlements, credit card use, bank transfers, salaries, payments based on Consulting agreements, Consultancy contracts, Country Facilitator contracts;
  - o Integration of the financial forms, templates for the above procedures.

##### **3.1.3 Scholarship Program**

The following features should be enabled by the IT product:

- Definition of the Programs (type of the program, estimated budget, estimated number of scholars, countries in which each program operates, selection criteria);
- Electronic submission of application forms, and Interim reports by applicants;
- Eligibility Check of the applications, Application and document validity check;
- Evaluation of the applications, management of Selection Board Meetings (Selection and Evaluation criteria);
- Personal interviews with the applicants;
- Decisions regarding the approval/rejection of applications (National Selection Board, International Selection and Advisory Board)
- Communication of selection decisions to the applicants (Rejection Letter, Notification Letter, Grant letter);
- Management of Appeals submitted by the Applicants;
- Supporting „Black list” policy (list of applicants not eligible in the future for any support from REF);
- Interim Report Payment Process, Final Report Payment Process: recording and monitoring payment data;
- Management of Applicants’ profile.

#### **3.1.4 Project Grants Programs and Calls for proposals**

The following features should be enabled by the IT product:

- Project Grants Programs project cycle (applications without call for proposal):
  - o Electronic submission of Grant Proposals;
  - o Eligibility Check and Evaluation of Grant Proposals;
  - o Project Management Committee meetings and proposals;
  - o Board decision regarding the approval or the rejection of the project proposals (meetings, or electronic process);
  - o Signing the Grant Agreement;
  - o Monitoring and evaluation of project implementation:
    - Preparation of Project Implementation Plan;
    - Electronic submission and evaluation of project reports;
    - Monitoring visits and monitoring reports;
  - o Financial monitoring: invoices, capitalization minutes, offers from different suppliers, supplier, grant and working contracts, payroll documentation and activity reports, take over receipts and attendance registers, bank statement and petty cash report;
  - o Management of the changes in the Budget, in the Grant Agreement or in the Project Implementation Plan;
  - o Grant Completion Audit Report;
- Calls for proposals:

- Identification and review of the need for a Call for Proposals (objective of the call for proposal, some of the activities, estimated budget);
- Preparation of the documentation for the calls for proposals;
- Advertising the Call for Proposals (REF website, direct submission to organizations that can potentially be interested);
- Project Management Committee selection of the best applicant to undertake the project;
- Board decision, Agreement with the selected applicant, monitoring of project implementation, financial monitoring, Change management as in the case of Project Grants Programs;
- Information processed on a regular basis:
  - Different costs of implementing education programs;
  - Main education indicators and specific project indicators;
- Support for special external evaluations carried out by REF Consultants, and for the annual synthesis of the Monitoring Reports and Evaluation Reports.

### **3.1.5 Other Programs**

These programs include:

- Policy Development and Capacity Building Program (specific studies, evaluations, policy analysis, technical support and training for REF partners and public institutions on policy and program related issues);
- Communication and Cross Country Learning Program (conferences, seminars, publications, press releases, media campaigns, and magazines).
- The REF implemented Country Programs are financed through call for proposals by donors, and, in particular, the European Union or national governments through the use of structural funds. REF is the Applicant, and then the Beneficiary.

The following features should be enabled by the IT product:

- Policy Development and Capacity Building Program, Communication and Cross Country Learning Program:
  - Annual planning and Board approval;
  - Information sheets for each activity of the Program: objective of the activity, short description, implementing mechanism, timeline, estimate of the costs.
- REF implemented Country Programs:
  - Project preparation, PMC discussion, Executive Director / Board approval;
  - Project implementation.

### **3.1.6 Consultants, Consulting Agreements, Country Facilitators**

The following features should be enabled by the IT product:

- Registration and selection of Consultants;
- Follow-up the work of Consultants, Country Facilitators and Coordinators.

### **3.1.7 Monitoring, Reporting, Evaluation**

The following features should be enabled by the product: a maximum of 25 pre-defined reports, each containing 20 columns to support

- Periodic evaluations of REF programs;
- Preparation of
  - o Yearly status report for the REF Board;
  - o Progress reports to the REF Board;
  - o Activity Reports;
  - o Reports to Third Party Organizations.

### **3.1.8 Scholarship Migration, GRANTS Management IT system Migration**

Data migration is necessary from REF's currently operating IT systems which manages Scholarship programs and Grant Programs to the new IT system to ensure smooth transition. To enable quick introduction and efficiency migrating user data (user profiles) is necessary as part of the present project.

## **3.2 Documentation**

The system documentation will include Functional Specification and Administrator Documentation.

The Functional Specification (FS) is based on the assessment and analysis of REF's current business processes and procedures, clarification and assessment of REF's functional requirements (all requirements of the system have to be assessed and documented). The Functional Specification will be prepared after interviews with REF. After approval from REF, the FS forms the basis of the IT solution, and will include all functional requirements regarding the IT system.

The Administrator Documentation (AD) shall include at the minimum:

- The system's operating environment, the system's structure;
- Procedures to be performed during operation, regular and ad-hoc activities, tasks;
- Log files management and analysis;
- Configuration parameters;
- Operation of back-up and archiving options;
- Tasks related to create the system's users, their management (banning, lifting the ban, setting password, entering basic data) and user rights management;
- Other information in order to ensure the continuity of operation.

## **3.3 User Support**

Vendors have to describe the methodology for providing user support on how to use the system.

## **3.4 Training**

Trainings are required for key-users, end users and administrators.

- **Key users** are those users who receive in-depth knowledge on the system before launching the system, participate in testing and can support end users in how to use the system during go-live. Number of key-users: maximum 10 people.

- **End users** receive trainings on how to use the system before go-live. Number of end users: maximum 30 people.
- **Administrators** receive training on how to manage the system and ensure the continuity of its operation. Number of administrators: maximum 3 people.

Vendors have to describe the methodology and the documentation of trainings. Future training should also be included including pricing of these training activities.

### **3.5 Hardware Architecture Consultancy**

The consultancy on hardware architecture design and the assistance in upgrading REF's hardware architecture include the following items and services at the minimum:

- Architecture design principles;
- Redundancy;
- Load balancing;
- Architecture technology;
- Database servers;
- Web servers;
- File servers;
- Back-up solution;
- Cloud-integration solution.

## **4. IMPLEMENTATION AND POST-IMPLEMENTATION**

### **4.1 Implementation**

The intended commencement date is **1 March 2018** and the period of project implementation will be maximum one year. Vendors have to describe the implementation methodology, the expected schedule of events until full implementation including testing, handover and introduction of the system.

Vendors have to

- Describe the licensing terms including territorial restrictions, maximum number of users and any other limitations applicable;
- Provide information that which elements of the product will be licensed;
- List any third-party licenses which are required for the implementation and use of the product and describe the required hardware for the product.

### **4.2 Post-Implementation**

#### **4.2.1 Support and Maintenance**

Vendors have to describe support conditions, including maintenance price annually, availability and the nature of support services, including training dynamics of REF employees. Product upgrades must be included as part of the maintenance fee.



#### **4.2.2 Warranty and Trouble Resolution**

Vendors have to provide details of warranty terms, including duration and the description of vendor support for emergencies, such as system failures and disaster recoveries.

### **5. VENDOR INFORMATION**

Vendors have to provide a brief description of the company, experiences and the list of the most relevant 3 reference projects from the last 5 years including the project's title, client, implementation period and project content.

Vendors have to attach the curriculum vitae of experts participating in the project outlining how team's experience will contribute to fulfilment of tasks.

### **6. PROPOSAL INSTRUCTIONS**

Cost quotes should be included for all software and services referenced in the proposal in Euro and in net value. Vendors have to include the daily fee of experts taking part in the project, information on payment terms, and a summary table on expert man-days and costs.

### **7. EVALUATION CRITERIA**

Each proposal will be evaluated considering the following criteria:

<b>Evaluation Criteria</b>	<b>Weight</b>
Price (less price means more score)	50%
Vendor's experience, reference projects	20%
Duration of project implementation (shorter implementation period means more score)	15%
Duration of Warranty Period (longer warranty period means more score)	15%
<b>Total</b>	<b>100%</b>

### **8. ADMINISTRATIVE INFORMATION**

#### **8.1 Language of the project**

The working language of the project is English. This applies to day-to-day communication, reporting, and trainings, project documentation as well.

#### **8.2 Submission of proposals**

All interested parties should submit their proposals to Mr. Jozsef Petrovics, IT Officer at [jpetrovics@romaeducationfund.org](mailto:jpetrovics@romaeducationfund.org) no later than 5 February 2018. Mr. Jozsef Petrovics is available for additional questions.