BIS Lebanese Red Cross
Terms of Reference for ICT Specialist for Beneficiary Information System

A. Summary

Purpose: to assist the Lebanese Red Cross in collecting requirements for, tendering for and rolling out a Beneficiary Information System.

Commissioners: Lebanese Red Cross

Duration: 6 months, Renewable based on performance and availability of funds

Timeframe: Dec 2021 - May 2022

Location: Lebanon

B. Background

The Lebanese Red Cross (LRC) is the largest local humanitarian organization in Lebanon and provides a variety of health and disaster response services, most important amongst which:
- Emergency medical services (140,000 patients per year)
- Blood transfusion services (45,000 units per year)
- Primary Health services (150,000 patients per year)
- Disaster Management Services including basic assistance, water and sanitation,..

The LRC is consistently the first responder to major incidents and disasters, such as the Beirut Port Explosion during which the LRC assessed more than 40,000 households and provided basic assistance in multiple forms including cash assistance, to more than 15,000 families.

One of the major limitations of LRC" that was identified in the emergency and regular services of LRC, has been the absence of an over-archiving Beneficiary Information System.

With the assistance of UNHCR, which operates such a system (RAIS, or Refugee Assistance Information System), for refugees in Lebanon, the Lebanese Red Cross aims to develop a similar system to improve its own response as well as overall humanitarian response in Lebanon.

For this purpose, the LRC is currently recruiting a specialized consultant or company with specific expertise in Beneficiary Information Systems, to assist in this project.

C. Scope of the Beneficiary Information System

The following diagram summarizes what the Beneficiary Information System should look like, where the purple modules/blocks are acquired/ready systems, blue, red, and green are to be developed. The following section would provide more on the selection process and reasons for prioritizing individual modules.
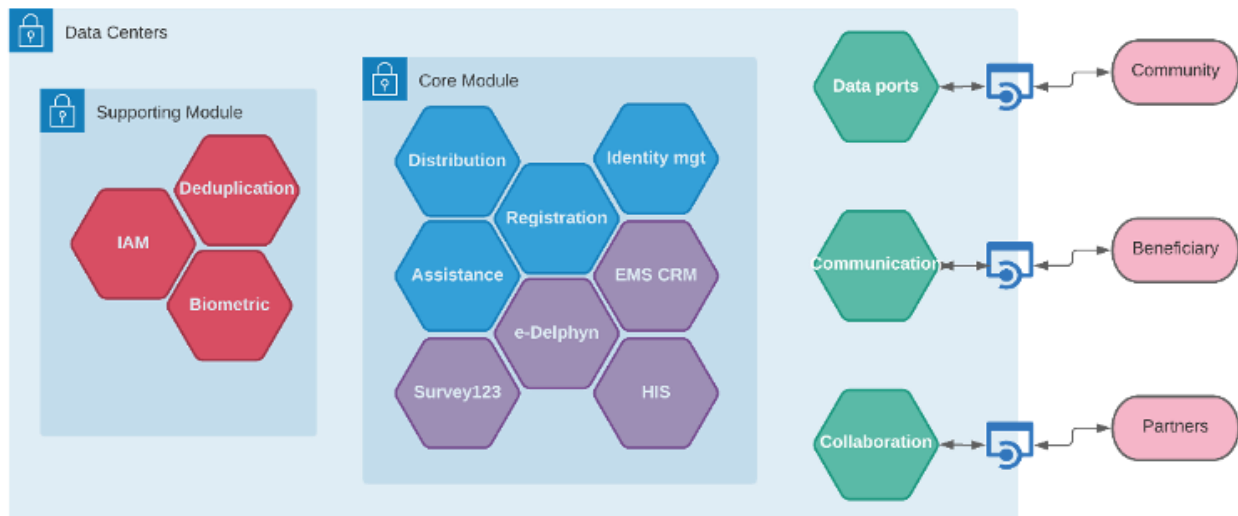
Registration module:

The registration is the core module of the system where beneficiary personal data to be captured, saved, and processed.
The module should be able to process:
o   Identity management throughout the record lifecycle
o   Individuals BIO data
o   Family composition

o   Addresses
o   IDs and documents
o   Mapping individuals and families to different programs and minimize data access

Deduplication module:

As no decision on biometric data has yet been made, the deduplication module would depend on BIO data to capture and eliminate duplication. The deduplication module shall utilize a names dictionary and multiple phonetic and string-matching algorithm to identify possible matching. This includes promoting for user interaction as early as the record is being captured when no automated decision is possible.

Logs and traceability:

A feature to be built in the core of the system to capture logs and changes for all defined entities; it will be equipped with an administration panel so administrators could reduce logs if they chose so.

Basic workflow engine:

A basic workflow engine to allow centralization of tasks and approvals management to be included and in place. An open-source module could fit perfectly, comprehensive research to be carried before it is assigned to the development team.

Identity and access management:

IAM is a core module to provide multiple authentication options and role-based authorization across all modules, including external users.

Access control across all applications should ultimately be maintained within the module. For the current phase, access to other systems and tools won't be considered. The module to include user self-service and notification features (multiple channels).

Data migration strategy:

Data migration is a complex task that includes identifying the data format, location, and sensitivity, verifying data complexity and quality, planning for the size and scope, defining data standards, building the migration tools, and testing the final system. As part of the "Phase 1 – Core modules", a clear strategy and rules to be developed and agreed upon on what type of data to be migrated into the new system and future use of legacy data and legacy systems.

Topology

As part of the data governance, having different environments for development and testing, quality assurance and training, and production would be ideal; however, it might

not be possible due to resources and budget limitations. ICT is in-charge of investigating the availability of resources and budget for such modality.

Assistance module

The module shall capture and process the eligibility and progress of assistance provided to beneficiaries within the registration module. That includes the following assistance types:

- Session-based (i.e., Awareness-raising sessions, cash assistance related to school attendance, risk reduction),
- In-kind distribution (i.e., WASH, food parcel, hygiene kit),
- E-voucher, full interoperability with RedRose should be in place, and
- Cash-based: CBI is a particular type of assistance and needs to be carefully considered and designed within the module; the module should
- ensure that cash transfers are made to beneficiaries in a timely, efficient, and accurate manner while avoiding duplication and eliminating fraud,
- allows LRC to communicate with their financial service providers (FSPs) using an encrypted and secured channel (payment instructions, balances and transactions, and cards-related instructions), and
- ensure that cash assistances are fully traceable.

Distribution module

The module covers the distribution process, from preparing a distribution plan through the admission, verification, and collection. The module shall be equipped with different verification (based on the senior management decision on Biometric data) and signature-based (digitally and hard copy).

The current project's plan doesn't include Biometric features (as no decision has been made); if a change is required, the change request process to be invoked.

Interoperability with Redrose and Survey123

The registration and distribution modules should enable interoperability with RedRose

- individuals identified as eligible for e-voucher should be automatically registered under RedRose,
- printed cards to be distributed through the Distribution module,
- following successful distribution and upload authorizations, cards should be activated, and balance uploaded.

It would be ideal if full interoperability with ArcGIS could be established to enable automated mapping and data analysis between individuals recorded in the registration module and ad-hoc data collection carried with ArcGIS (assessments, interviews,

surveys); interoperability possibility to be prioritized during the analysis and design phases.

D. Scope of Work

The mission of the consultant(s) is to assist the Lebanese Red Cross in drafting the detailed system requirements of the Beneficiary Information System, identifying the best solution, selecting the most suitable solution provider, developing/customizing the solution to fit the needs of LRC and then deploying the solution.

Essential Responsibilities and Duties

- Conduct meetings with different stakeholders to identify and gather business requirements and Draft the detailed the scope of the beneficiary information system
- Consult with ICT section staff to evaluate software hardware interfaces and develop specifications and performance requirements.
- Prepare a technical document for a software tender process.
- Support in software tender evaluation.
- Define the project's timeline, milestones and the resources needed.
- Define the needed software, hardware, and network requirements for the project.
- Support in the implementation of the new selected requirements and solutions.
- Provide advice and support to all LRC Sectors in coordination with the ICT director implementing change management activities.
- Design, test, and evaluate the new system.
- Prepare documentation and presenting progress reports to different stakeholder.
- Conduct Information security risk assessments using COBIT framework
- Audit the information security and cybersecurity practices.
- Review and understand current related policies, processes and procedures and accordingly propose realistic recommendations

E. BIS (Beneficiary information system) specialist profile

- Proven, demonstrable experience in implementing Beneficiary Information systems
- Master's degree in Information Technology or related field is required, Ph.D. is a plus.
- Expert in Microsoft Dynamics implementation
- Reliable recommendations
- Fluent in English, French/Arabic are a plus
- Intensive experience in project management cycle
- Experience in designing information systems
- Particular expertise in formulating ICT policies and procedures, ICT project design and management, and ICT procurement management
- Demonstrated professional experience creating, reviewing, analyzing business plans.
- Strong interpersonal and communication skills and ability to liaise with diverse stakeholder groups.
- An understanding of agile tools and techniques
- Experience in Information Technology Governance, Awareness Programs, and Information Security Risk Management
- Experience in Information Technology Audit
- Experience in General Data Protection Regulation
- Ability to effectively estimate work and produce deliverable on time
- COBIT Design & Implementation Certified (is a must)
- ISO27001 Lead Implementer/auditor (is a Plus)
- Excellent communication skills
- Minimum of 6 years' experience on IT project management, consultancy or any related field

F. Timeline

1. December 2021: ToRs published
2. December 2021: selection of specialist and contract negotiations
3. December 2021: preparatory period/document review
4. January 2022: start of mission

G. Proposal Submission guidelines

Your proposals should include:
1. CVs and portfolios of the specialist(s)
2. Description of previous experience with Similar systems
3. At least 2 letters of recommendation
4. Proposed methodology and high-level timetable for performing the requested scope of work
5. Confirmation of availability to start work in Lebanon
6. Detailed financial proposal with cost breakdown

Electronic copies of your proposal to be provided in a USB key to be enclosed in the sealed envelope upon bid submission.