

Terms of Reference

Assignment: To undertake the development of a Portal/Platform for the CBID project

Country of the assignment: Jordan –Amman

Summary

Program/Project, Project Number	Increased access to inclusive services at the community level by promoting a community-based inclusive development approach in Jordan P6631
Sponsor	CBM
Implementing Organisation	AL-Hussein Society/ Jordan Centre for Training and Inclusion (AHS)
Project start and end dates	01/11/2022 – 31/1/2026
Assignment Purpose	Development of a Portal/Platform for the CBID project

Background

The project is the outcome of strategic partnership between cbm and AHS that will be funded by BMZ

(CBM) is an international Christian non-governmental development organisation committed to improving the quality of life of persons with disabilities in the world's poorest communities. Based on its Christian values and over 100 years of professional expertise, CBM addresses poverty as a cause, and a consequence, of disability, and works in partnership with local organizations complementing the development agenda of the respective national and local governments to create a society for all. CBM works in the most disadvantaged communities, irrespective of race, gender, or religion. CBM seeks to change attitudes, practices, and policies that lead to marginalization, exclusion, and poverty because of disability, and to strive for peace, justice, and dignity for each and every one.

Al-Hussein Society – Jordan Center for Training & Inclusion

Al-Hussein Society (AHS) has been selected as CBM's local implementing agency for the project. AHS has completed four German international donor-funded projects over the past few years, including three funded by BMZ. Two of these projects were in close collaboration and co-operation with CBM over the last five years (2017-2022), namely providing:

- ➔ Early Intervention Programming
- ➔ Orthopedic workshops
- ➔ Community-based Rehab Programmes (including for Syrian refugees at Azraq camp)
- ➔ Support for AHS to become a regional centre of excellence

AHS is a non-profit -governmental organization working in the field of disabilities. It was established in 1971 when it began its services assisting government-run orphanages. While engaged in this work, the organization became aware of the gaps in services for those with physical disabilities. Subsequently, AHS evolved into a leading organisation in Jordan providing rehabilitation and educational services to people with disabilities. AHS specialises in rehabilitation, training, educational services, raising community awareness and co-operating with CSOs, DPOs and government agencies.

AHS Vision: Contribute to creating inclusive society where each person with and without disabilities can enjoy his/her full rights and becomes a productive member to achieve community based inclusive development.

AHS Mission: Provide comprehensive, affordable, and accessible rehabilitation services and training to persons with and without disabilities, new-borns till elderly, at institutional and community levels supported with income generating projects to ensure their sustainability.

The Project Background

➤ General Objective

The quality of life and social participation of people with disabilities in Jordan has improved

➤ Aim of the project

People with disabilities benefit from improved provision and access to inclusive community-based education and rehabilitation services, particularly in the targeted areas of Ramtha, Salt and Karak

➤ Project results:

- Awareness and knowledge of inclusive community development are strengthened among government officials and NGOs as well as public and private providers of education and rehabilitation services nationwide
- An inclusive service platform of public and private community-based service providers is established and operational in three target areas
- Accessible inclusive education and rehabilitation services for people with disabilities are developed at community level in the three target areas of Ramtha, Salt and Karak.

➤ The Target Area:

All of Jordan- 12 Governorates

➤ The Target Population:

- Persons with disabilities: approx. 5,000
- Family/caregivers – about 10,000
- 12 directorates of the ministry of education
- 12 directorates of the ministry of social development
- 12 directorates of the ministry of labour
- 12 directorates of the ministry of health
- 32 Public Institutions
- 81 NGOs
- 60 Private organizations
- 10,000 people from the three target communities (Ramtha, Salt and Karak),
- 1,000 students receiving individual school support
- 1,000 parents and family members receiving support in home-based rehabilitation of their children with disabilities,
- 3,000 people reached through awareness campaigns.

External IT Company Main Tasks:

Under the direct supervision of the CBID manager and in coordination with the IT officer at Al-Hussein Society, The external IT Company will be responsible for the following activities:

1-Establish a national platform that ensures service delivery, a structured referral system, knowledge sharing, and an accessible database for persons with disabilities and communities.

As described in the baseline situation, persons with disabilities are the sufferers of the lack of coordination between service providers in the health sector and service providers in all areas of life relevant to persons with disabilities. A national barrier-free platform will be established to ensure direct access to services for persons with disabilities. This will include a well-structured referral system and the possibility for monitoring and follow-up. It will be a medium for information management and include a system to indicate customer complaints and service satisfaction.

Of particular importance is also the possibility for telemedicine, the relevance of which has been shown especially in the COVID 19 pandemic, but which is also of great interest for remote regions outside the metropolitan areas. Through the platform, access to information regarding the use of services such as the granting of assistance, and application for a severely disabled person's card should be facilitated.

The Objectives & Specifications of the Platform

- The main objective of this assignment is to develop a portal/platform that is dynamic user –friendly to all of Jordan- 12 governorates.

System Components

1. **Database: in order to organize data flow and develop proper integration with analysis tools**
2. **Control Panel (back office): For each party**
 - Connecting database with front office (both web and app)
 - CMS (content management system): categories, Mapping, News, Regulations, etc.
 - Users management system (profiles, and permissions)
 - Communication tools: between providers, public sector, and beneficiaries as follows:
 - Develop communication Channels through the portal
for example each User have inbox
 - Through the portal. Admins can communicate with the users through inboxes,

- M&E can send surveys and evaluation forms, to All or specific users and they can view and export the result through the platform
- Reporting section that allows Management, to view and build a custom report depend on existing data and share it with the Donors .
- Notification Part where the system admins can push notifications to all users or specific user, push new news ...etc

- Operation management: receive requests, assign and transfer between parties, follow-up on progress

3. Frontend: Displaying all mapped services and providers, contains procedures and regulations, applying for services, communication forms for suggestions and complaints, and Support.

Home page must include Pref about the platform donors , main related link , and direct communication

- A support part must exist on all platform website pages that include sending support issue, availability to chat and call with a support agent

Optional: each governorate can have customized theme.

Main components

Data Base :- Establish proper unified database that can reduces redundancy and data entry, and improves security and handling

User Interfaces :- Connect Database with intellegent front office and back office, where operation, workflow, monitoring, and data visualization and transfere can be smoothly operated

Awareness & Training: - Provide raise awareness plan, including training sessions for those who will maintain the workflow

Work-Flow :-

All Available services and providers in 12 governorates will be accessible by the platform (web and app). Where users can choose a specific governorate to display and all its related information and available services.

1. PWD will be able to search available services based on location
2. PWD will be introduced to all available services in his/her governorate, also will be able to apply for any service through the platform
3. Applications completed through the platform will be directed to Case Manager (from the governorate) and the selected provider where actions can be taken immediately
4. Applicant then will be guided to the assessment and then rehab plan
5. Providers can transfer cases between each other's when needed in order to resume treatment as planned

Note: Governorate and AHS will have the full access to view operation and data

- The platform should enable persons with disabilities, their caregivers, and service providers to easily access the platform and all its contents. The platform should also enable all stakeholders to communicate with others and also submit/generate reports, monitor progress, etc.
- Also, the possibility for telemedicine usage to be able to upload awareness videos on the platform.
- The platform should be accessible for all types of disabilities according to international standards, specifically the platform does need to provide the following functionalities:
 - Users can operate and use the program to its full extent
 - People with disabilities will not experience any disadvantages, substandard functionality, or other barriers when using the product
 - Inclusive design in digital environments enables human diversity.
 - Creating an inclusive platform comes down to awareness, safety, and empowerment. Without understanding different populations and their needs, platforms cannot make a change
 - Making Web content more accessible. Make content more accessible to a wider range of people with disabilities, including accommodations for blindness and low vision, deafness and hearing loss, limited movement, speech disabilities, photosensitivity, and combinations of these, and some accommodation for learning disabilities and cognitive limitations; but will not address every user need for people with these disabilities.
 - **For more information go to : - [Web Content Accessibility Guidelines \(WCAG\)](#)**
- The platform is an information management tool
- The platform should ensure access to the following services:
 - Approved diagnostic centers.
 - Accessible or low-barrier schools for the inclusion of pupils with disabilities (incl. physical accessibility, availability of resource rooms, assistant teachers, and specialists: occupational therapy, speech therapy, psychosocial counseling).
 - Health centers/ Hospitals
 - Self-advocacy organizations (OPDs)
 - Vocational training centers that accommodate apprentices with a disability
 - Sports clubs/cultural centers - which are attractive to people with disabilities because of what they offer
 - Workplaces - especially facilities and factories with a large number of employees
 - Institutions that fund small projects for people with disabilities
- Active referral system between all institutions
- The platform is a monitoring and follow-up tool
- The platform includes a system for complaints and satisfaction with services

- The platform contains - laws, regulations, instructions and procedures for obtaining services such as diagnosis, customs exemption for vehicles and registration in universities - obtaining national aid - identification card

2- Pilot phase to raise public awareness and train service providers to use the platform

Once the platform is operated, general training on the use of the platform will take place at the national level in the 12 governorates at the end of 2023. The identified focal points representing each organization will be trained by the partner's IT expert on how to use the platform and in particular how to use the referral system and follow up on requests for services. The stakeholders concerned will collaborate by using their social media to promote the use of the platform. In addition, videos with instructions on how to use the applications will be made available on the platform and stakeholder websites. The smooth operation of the platform will then initially be tested in three representative target areas Ramtha, Salt, and Karak.

3- Develop a barrier-free mobile application to provide service providers and customers with direct access to the offered services

- To provide direct access to the platform, a mobile app is being developed for use by people with disabilities and other users of the platform.
- The project's IT staff will design and develop the application so that it should be available in the second half of 2023. Thus, Once completed, the application will be uploaded to the mobile store (Android, Apple) where it will be available

Scope of Work and Expected Outputs/Deliveries

	Activity	Output/Deliveries
	Design and develop portal/platform as per the requirement.	Draft online portal/platform developed
	Share the draft platform for review, feedback and comment.	AHS feedback was corporated in the Draft.
	Undertake trial sessions to ensure smooth operation of the portal/platform.	Successful trial/user acceptance test completed
	Develop a user guide for the web portal/platform.	User guide for the operation of portal/platform developed.

	Accessibility development for the platform	The platform accessible to everyone “a barrier-free
	Make a detailed presentation/demonstration to the AHS project team after the completion portal/platform.	AHS officials oriented on the portal/platform.
	Orient/train AHS project team in operating and managing of the portal/platform.	AHS able to operate the web portal/platform.
	Submit a detailed completion report including any limitations or challenges of the portal/platform.	Completion report accepted by AHS .
	Technical support for 36 months after completion of portal/platform development and signing of the completion report.	Smooth operation of the portal/ national platform. Software up-dates are regularly conducted" to ensure the platform remains technically up-to-date
	Training service providers in <u>Ramtha, Salt, and Karak</u> to use the platform “The consultant company will reach to the platform audience and propose training actions to ensure effective use and sustainability of the tool	Outreach activities and training for users

Additional requirements

The consultant company will strictly follow the work plan and the time schedule agreed with AHS in undertaking this assignment.

- An appropriate methodology will have to be determined and submitted by the consultant and if required further modification in consultations with the AHS at a later stage.
- The cloud solution details to be used along with hosting plan, and the DNS details.
- Elaboration of the coding languages used, database and its linkages, storage and flow diagrams.
- The consultant shall work in close collaboration with the AHS project team.
- The consultant shall upload all the required data/information from various sources, including Government departments, Ministries and other relevant sources.
- The consultant shall conduct a trial run of the portal/platform.
- The consultant shall make a presentation of the portal/platform to the AHS project team.
- The consultant shall orient/train the AHS project team on the operation and management of the portal/platform.
- The firm should submit a completion report to the AHS upon completion of the assignment.
- The methodology should be clearly documented in the report.

Duration of Work

- The duration of platform implementation will be 3 months.
- The Consultant will work closely with the AHS project team

Required Expertise and Qualifications

- Qualification and expertise in the area of web portal/platform development.
- Qualified team to undertake the assignment successfully.
- Demonstrated experience in designing, developing, launching, and managing such web portals/platforms.
- Ability to post-implementation support.
- Demonstrated experience working in Jordan is an added advantage.
- Clearly demonstrated ability to work on time and deliver high-quality outputs.
- Expertise and experience developing such social platforms is an added advantage.
- Demonstrated experience in quality report writing.

Scope of financial Proposal and Schedule of Payments

- The schedule of payment for the services will be guided by the contract agreement.
- The payments will be made in installments based on outputs/deliverables specified below and upon certification of satisfactory work as per the work plan and endorsed by AHS.

Payment Schedule

- 10% upon signing of the contract and submission of the work plan.
- 30% upon successful completion of the mock/trial session of the platform.
- 25% upon successful presentation/demonstration to the AHS after the completion of the portal/platform.
- 35% upon the successful orientation of the AHS focal officials in operating and managing the portal/platform and submission/acceptance of the detailed completion report

Submission of the Bid

Interested eligible firms/bidders may submit their Proposals by email. The bids should be sent to the procurement officer's mail: (CBIDAcountant@ahsrehab.org)

While submitting the Proposal, the applicant shall, in particular, ensure to attach the following:

- Profile of the consultancy firm (max 2 pages) explaining why they are the most suitable for the assignment.
- Relevant Experience/Expertise (max 2 pages).
- Detailed methodology, conceptual framework with expected deliverables and timelines, team composition, etc. (3-5 pages).
- Recent CV.

- References (minimum 3).
- Platform delivery schedule
- Outreach and training activities work

The financial proposal shall include a detailed breakdown of costs for fees, travel, number of working days, etc.]

Payments will be made in installments based on key outputs, i.e. upon delivery of the services specified in the TOR.

Language of Proposal:

The Proposal, as well as all correspondence and documents relating to the bid, shall be written in English language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English.

Currency of Bid:

All financial quotes should be in Jordanian Dinar (**JOD**) only
Costs shown in the financial proposal shall be in (**JOD**), including taxes

Deadline for Submission of Bids

Bids must be received by AHS at the address specified above no later than February 5th, 2023. Late bids will be rejected.

Confidentiality:

The consultancy firm will not disclose any information and materials shared between AHS and the consultancy firm or any other information known as a result of this assignment without prior written consent of AHS. Any breach of this clause will be dealt with according to the AHS rules and policies.

Selection Criteria

Regarding the selection criteria, the technical and financial proposals will account for 80% and 20% respectively broken down as follows:

	Criteria	Score
1	Budget	20%
2	Technical proposal:	80%
	Expertise in Platform and mobile applications development	25%
	Qualifications of team	25%
	Technical proposal and methodology	30%
	Total	100%

