

QAF DIGITALIZATION

Terms of Reference (ToR)

Background on Save the Children

Save the Children is the leading global independent organisation for children. Save the Children believes every child deserves a future. Around the world, we work every day to give children a healthy start in life, the opportunity to learn and protection from harm. When crisis strikes, and children are most vulnerable, we are always among the first to respond and the last to leave. We ensure children's unique needs are met and their voices are heard. We deliver lasting results for millions of children, including those hardest to reach.

We do whatever it takes for children – every day and in times of crisis – transforming their lives and the future we share.

Our vision: A world in which every child attains the right to survival, protection, development and participation.

Our mission: To inspire breakthroughs in the way the world treats children, and to achieve immediate and lasting change in their lives.

Our values: Accountability, ambition, collaboration, creativity and integrity.

We are committed to ensuring our resources are used as efficiently as possible, in order to focus them on achieving maximum impact for children.

Background information/context

The prevalent use of case management in humanitarian settings as an approach to respond to the child protection needs of individual children has led to an increased emphasis on the importance of being able to assess the quality of the response and the system in which it operates.

Case management is defined in the [Guidelines on Case Management and Child Protection \(2014\)](#) as:

'a way of organizing and carrying out work to address an individual child's (and their family's) needs in an appropriate, systematic and timely manner, through direct support and/or referrals, and in accordance with a project or programme's objectives.'

The [Case Management Quality Assessment Framework \(QAF\)](#)¹ was developed under the [Alliance for Child Protection in Humanitarian Action](#) by the [Global Case Management Task Force](#). The purpose of the QAF is to provide a framework and tool for assessing how a particular case management system (either within an organization or as an inter-agency / national case management system) operates and functions and, by extension, how it can be improved. This includes the practice of case management – that is how case management is implemented in the field and the quality with which this is done.

By identifying the strengths and weaknesses within the case management response and system, the QAF provides a basis for supporting the ongoing development of case management in a particular context. It also applies to the implementation of new case management interventions within a wider child protection including emergency responses to ensure they are aligned and/or are contributing to the existing protection system in country.

¹ See the [Introduction and Guidance](#) for more details on the Case Management Quality Assessment Framework (QAF)

The QAF has been developed for use in humanitarian settings (including protracted crises), as a tool to assess the quality of a case management response and system (either within an organization or at the inter-agency / national level) and/or as a framework of thought to be used as a basis for planning / designing a case management response and system². Save the Children and the [Child Protection Area of Responsibility \(CP AoR\)](#) are working in closed collaboration with relevant child protection agencies and local actors involved in case management to support the effective use of the QAF whether it is to its full extent or specific dimensions to ensure timely and effective assessment and planning of their case management interventions.

Based on recent experiences conducting the QAF in WCA region, it appears challenging to process a large volume of paper-based questionnaires, track progress and analyse important volume of data, including cross-countries/sub-regional context trends analysis, in particular in humanitarian settings. In order to help technical teams, programme managers and M&E teams to run effective QAF exercises, Save the Children, its global partners and the CP AoR seek to develop a web-based data collection, processing, analysis and visualization platform – based on the ODK Toolkit and Power BI.

Objective

The aim of the consultancy is to develop a user-friendly **digital platform** that will allow real-time mobile data collection, storage, processing, analysing and visualisation of the Child Protection Case Management Quality Assessment Framework (QAF) [Tools](#), using **ODK Toolbox**, and **Power BI dashboard** for evidence-based decision making.

The data management and visualization pipeline shall include the development of a system for data capture, submission, cleaning and shaping, and an interactive dashboard which will be the main system interface for Child Protection Case Management assessment, accessible both in French and English. This consultancy will be developed in alignment with the SCI internal procedures and global policies on data protection and confidentiality.

The digital QAF will then be **field-tested** in different humanitarian responses in WCA and ESA. Save the Children will set up a Review Committee involving child protection and M&E experts in the area of community-level child protection, who will be responsible to review the different deliverables. The piloting countries will be identified through inter-agencies coordination and country interest and capabilities.

The consultant will report directly to the assigned focal person from the established Review Committee which will report progress to the Case Management Task Force of the Alliance.

Location and official travel involved

Due to operational constraints, this consultancy will not involve travel times to any of SCI location of intervention. Field testing needs will be coordinated and conducted across inter-agency channels already in place.

Services the Supplier will provide

The consultant will be responsible for delivering results through a number of technical deliverables, but not limited to the following:

- **Platform design and key specification:** At inception phase, the consultant will be expected to submit his/her plan for the design of the digital platform and highlight any specifications that require consultation.

² See the [Inter-agency Guidelines on Case Management and Child Protection \(2014\)](#) section 2 on consideration to take into account when planning and/or developing a case management response and system.

- **Digitalize Case Management Quality Assessment Framework (QAF) Tools:** The consultant will work with the Save the Children and the CP AoR to digitalize the QAF paper-based Tools into Kobo/ODK compliant formats, and publish them to the dedicated ODK Toolbox server.

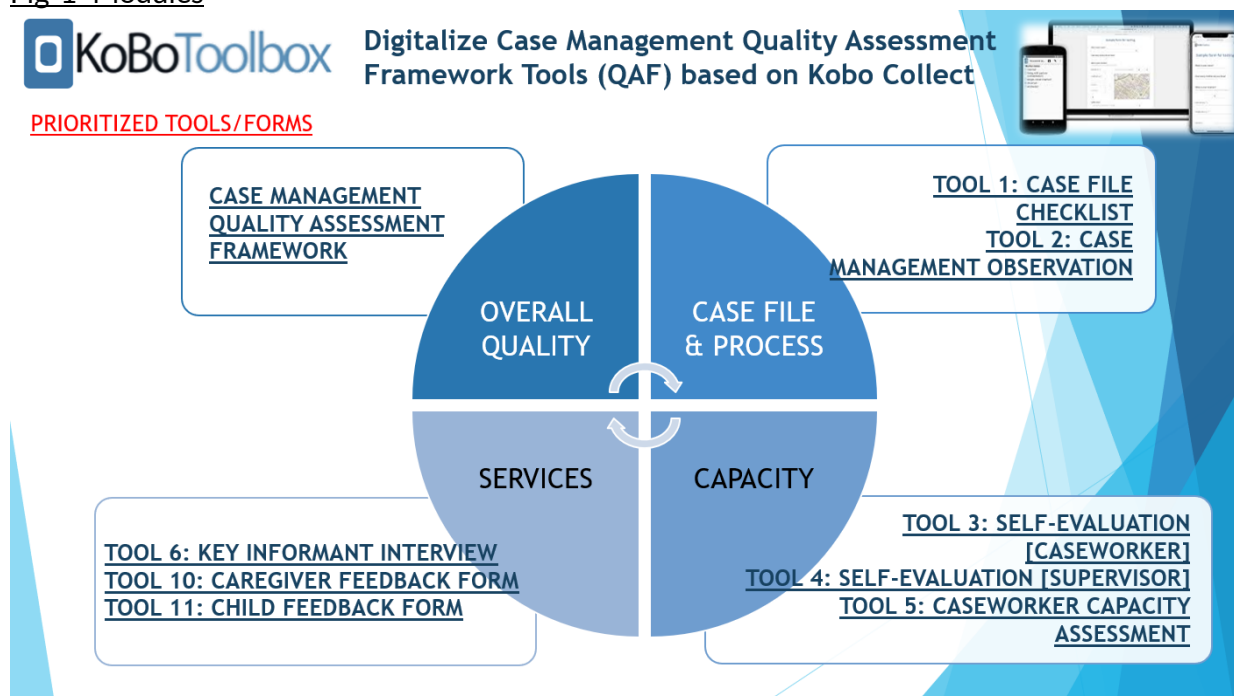
Note: The **QAF toolkit** is comprised of 2 sets of tools available in 4 languages (See [QAF resources](#), *Prioritized tools in Annex*):

- [Quality Assessment Framework](#) | [Cadre d'évaluation de la qualité](#)
- [Resource Collection - Data Collection Tools](#) | [Collecte des ressources - Outils de collecte de données](#)

For this project, the Toolkit will be unpacked into **4 modules** (Fig-1):

- Module 1: **Overall Quality** (Quality Assessment Framework)
 - Module 2: **Case File & Process** (tool 1, tool 2)
 - Module 3: **Capacity Assessment** (tool 3, tool 4, tool 5)
 - Module 4: **Services Satisfaction** (tool 6, tool 10, tool 11)
- **Power BI dashboard:** Develop a Power BI dashboard that consolidates and visualizes data from digitalized QAF Tools and **data cleaning R/Python scripts** including consolidation of multiple QAFs exercises to analyse trends across contexts.
 - **Training, technical guidance and support for field-testing:** The consultant should be able to develop a user-friendly basic operating manual that will document the technical and development process, and guide users on the use of the platform and the related tools. It is expected that the consultant to act as sounding board and offer potential support during the field testing.

Fig-1 -Modules



Experience and skill set required

The following are minimum requirements for the consultant to be considered for carrying out the assignment.

- Ability to design and implement of v1/v2 Kobo Toolbox APIs for both internal and external data access
- Excellent analytical, detail-oriented, presentation and problem-solving skills

- Proven work experience as a data/system analyst, and developer including use of web enabled systems; prior experience in development of an information management system for humanitarian organization will be an added advantage.
- Experience in developing data visualization tools/dashboards using Power BI
- Experience with data modelling and statistical tools, preferably in R and Python
- Familiarity of mobile data collection platforms including Kobo Toolbox, ONA and ODK
- Advanced degree in a relevant field (computer science, data/information management, advanced statistical analysis, information technology, software engineering and Monitoring and Evaluation)
- Evidence of similar works done in the last 3 years. Save the Children will be interested to verify related assignments conducted in the past 2 years.

Expected Deliverables

SCI expects the following deliverables to be provided:

| <i>Deliverable number</i> | <i>Deliverable title</i> | <i>Description</i> | <i>Format and style</i> |
|---------------------------|--------------------------------------|---|--|
| 1 | Inception report | Outlining the Plan of the platform design, functionality including key features | Presentation delivered to the Review Committee |
| 2 | Digitalize QAF Toolkit (All Modules) | Digitalize 4 modules of the QAF paper-based Questionnaires into Kobo - English/French versions (see details in annex) | Source files and sharable links |
| 3 | Power BI dashboard | Power BI dashboard for data visualization and trends analysis | .pbix/.html source files and sharable links |
| 4 | Training, technical guidance | User-friendly technical guide on the use of the platform operations and the related tools | |

Timeline

Estimated Commencement Date: **August 1, 2023**

Estimated End Date: **October 15, 2023**

The development of the digital platform and related reporting tools is expected to take place between **July and September 2023**. The **digital QAF** will then be piloted in 2 to 3 humanitarian responses in WCA in the period **August to September 2023**. The consultant will be expected to analyse the captured learning and deliver the final version of the Digital QAF in **October 2023**. The duration of the assignment will be 45 days excluding holidays and off-days. It is expected that the work will be done remotely and that the actual time line can be adjusted based on mutual agreement during inception phase.

| <i>Deliverable number</i> | <i>Deliverable title</i> | <i>Submit to</i> | <i>Delivery timeline</i> |
|---------------------------|---|------------------|--------------------------|
| 1 | Platform design and key specification | Review Committee | 3 days |
| 2 | Digitalize Case Management Quality Assessment Framework (QAF) Tools | Review Committee | 10 days |

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|---|---|------------------|----------------|
| 3 | Develop data preparation and cleaning scripts | Review Committee | 5 days |
| 4 | Initial review (by Inter Agency Review Committee) | | 5 days |
| 5 | Power BI dashboard | Review Committee | 7 days |
| 6 | Final review (by Inter Agency Review Committee) | | 5 days |
| 7 | Develop a user guidance (standard operating manual) | Review Committee | 10 days |
| | | Total | 45 days |

Status updates/reporting

The consultant is expected to provide update on the project progress on a regular basis. A focal person will be designated by the Review Committee to hold Bi-weekly progress updates with the consultant.

Acceptance

The Review Committee is responsible for the monitoring of the progress and confirm the completion of the deliverables. Findings on satisfactory completion or recommendations for improvement will be documented and submitted within the agreed upon timeframe:

- *Initial review - to be submitted by the Review Committee within 10 days of delivery date*
- *Final review - to be accepted by Project Board within 15 days of delivery date*

General assumptions and dependencies

This project is the fruit of and inter-agencies collaboration supported by the Case Management Task Force of the global Alliance for Child Protection in Humanitarian Action. A Review Committee will be put in place and will lead the entire development process.

Payment information

The payment modalities are defined according to SCI internal procedures and the agreed upon clauses between the consultant and SCI.

Payment will be made based on the contractually agreed daily rate and only for the contractually agreed services.

The Fees are inclusive of all costs, overheads and expenses, excluding travel, subsistence and accommodation.



Other important information

This consultancy does not apply to sub-contracting parts of the services is acceptable or any particular complications you expect as part of the project.










Annex

QAF prioritized toolkit:

- [Quality Assessment Framework](#) | [Cadre d'évaluation de la qualité](#)

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|  1. Introduction and Guidance.docx | <p><i>For guidance only.</i> Introduces the QAF and provides guidance on its use.</p> |
| Module 1 OVERALL QUALITY |  2. Case Management Quality <p>The framework and tool for assessment / planning of the case management response and the case management system in which it operates. It comprises of 8 main dimensions across which case management in a particular context is assessed against 4 different levels of quality.</p> |

- [Resource Collection - Data Collection Tools](#) | [Collecte des ressources - Outils de collecte de données](#)

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|---|--|--|
|  Summary of Data Collection Tools.doc | <p><i>For guidance only.</i> To support the planning of the assessment, the following table gives an indication as to when to use the different tools, and approximate time needed.</p> | |
| Module 2 CASE FILE & PROCESS |  TOOL 1 - Case File Checklist.docx | Template to use when checking case files / conducting case file audits. |
| |  TOOL 2 - Case Management Observer | To be used when observing a caseworker in a session in order to assess the caseworker's application of case management competencies. |
| Module 3 CAPACITY ASSESSMENT |  TOOL 3 - Self-evaluation Case | Self-assessment for caseworkers to reflect on their own competency levels. |
| |  TOOL 4 - Self-evaluation Supervisor | Self-assessment for supervisors to reflect on their own competency levels as supervisors. |
| |  TOOL 5 - Caseworker Capacity | The capacity assessment tool should be used to assess the caseworker's attitudes, knowledge and skills. |
| Module 4 SERVICES SATISFACTION |  TOOL 6 - Key Informant Interview. | This tool is to be used when interviewing key stakeholders. |
| |  TOOL 10 - Caregiver Feedback Form.doc | The purpose of the form is to record feedback from caregivers on the level of satisfaction regarding the quality of services provided. |
| |  TOOL 11 - Child Feedback Form.doc | The purpose of the form is to record feedback from children on the level of satisfaction regarding the quality of services provided. |

Submission of the proposal

The proposals for this End-line evaluation will include two submissions as electronic files (in Pdf format) delivered in separate files as follows:

1. A technical proposal.
2. Samples of previous work in similar consultancy work
3. The CV of the proposed consultants (education background, expertise, and experience), with a description of why experience is relevant to the task and using a matrix indicates how the proposed team complements each other as well as how they correspond to the profile.
4. A financial proposal based on activities/ requirements of the Consultant/Consulting firm.
5. Completed consultant EOI Form.

Interested applicants can view and send their applications to esaro.procurement@savethechildren.org submitted by **28th July 2023 at 2 PM.**