



**Terms of Reference (ToR)  
For  
Review & Update of ASF MIS and Website**

**Date: September 09, 2018**

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## **1. Overview of the Organization:**

Acid Survivors Foundation (ASF) was formed on 12 May 1999 with the growing concern of the rising trend of acid violence in Bangladesh. It began its journey with a vision of Bangladesh free from acid violence, where burn victims, especially women and children, live with dignity, voice and choice. It has been working towards its vision through an integrated, holistic (bio-psycho-social) and multi-stakeholder approach, which includes: prevention of acid and burn violence, comprehensive medical support, legal assistance, research & advocacy and social & economic rehabilitation combating acid violence from Bangladesh. Through ASF's comprehensive efforts the number of acid attacks over the years has been reduced. In the year 2002, the highest number of attacks was seen with 496 recorded attacks with 494 incidents. However, the trend started to decline from 2003 and in 2017 there were 38 numbers of incidents affecting 47 victims.

## **2. 1 Current Management Information System (MIS) of ASF**

ASF has a Management Information Systems (MIS) database which is used to record survivor's information starting from the notification to effective referral stage. The first entry of a survivor's information in the MIS creates a unique identification number which is followed by updated information with each time survivors receive service from ASF. It includes a collection of survivors' basic socio-demographic information, reasons for attack, medical information from physical check-up, follow-up visits information, investigations report, case management record, pictures, conviction statuses, information on referral care, and rehabilitation plan. MIS database captures both computerized and manual data collection information.

## **2.2 Current Web-Site of ASF**

ASF's website ([www.acidsurvivors.org](http://www.acidsurvivors.org)) which is used to provide information related to organization and about its works as well as different news and education, and to increase awareness in comprehensive manner both nationally and globally on Acid and other burn violence. Through the website stakeholders from all levels (both nationally and globally) are able to linkage with ASF. This is also creating opportunity to exchange and sharing knowledge, experience, professional skills which are ultimately helping to strengthen the capacity of ASF. But recently ASF thinks that the existing website is not much user friendly, hence, intends to

update this as per the requirement. ASF believes that by updating this website there will increase the visibility of ASF' s work more to the audience of the country and all over the world. This will create a global opportunity to get quality healthcare treatment facilities in both public and private sectors for thousands of burn patients if we strengthen our website as a social network. As a charitable organization, ASF would be able to raise fund for the survivors rehabilitation support through social media networking.

### **3. Purpose of this Consultancy**

With the growth of ASF as an organization, gaps are identified in the current MIS. For example, a major concern is although existing MIS provides a number of forms which have the potential to collect comprehensive information, however, these forms are not filled out or updated regularly with complete and, accurate information.. Besides this there are some questions on the MIS forms which are difficult to understand and cannot be differentiated. Moreover, in recent years ASF has been performing few new tasks which are not included in existing MIS; hence, ASF cannot generate important information from these new projects/tasks through the current MIS.

ASF believes that a regular and accurate form of collecting and record-keeping will ensure internal knowledge-sharing also portray an up-to-date image of the organization externally. Therefore, it is imperative that ASF reviews the current status of its information collection and record-keeping process and develop it accordingly to meet the needs of its employees, external users and in turn the acid survivors. Thus, under this consultancy, ASF hopes to further develop its MIS database and its usage in the future through updates in its software and increased training for users as it believes that a technologically sound internal infrastructure brings value to an organization by manifolds. This system should also provide suitable flexible interactive user-friendly tools to allow collection of inputs from various stakeholders, produce standard reports, and allow specialized queries to track all aspects of institutional progress at any time. The MIS will monitor all key inputs and activities of the institute.

Highlighting the above ASF management feels the necessity to update its existing MIS database that will allow addressing current gaps and generating timely information, performance tracking, regular feedback system with knowledge sharing and learning, and informed decision making. In this context, ASF would like to procure the service of a consultancy firm having adequate experience on MIS in similar field with the following objectives:

### **4. Objective:**

- Update/Design the ASF MIS and Website to make these user friendly and interactive for functioning all organizational activities
- Identify the inconsistency between MIS and different units of ASF especially using of different formats
- Minimize the gap between different units of ASF with MIS
- Access stored information easily and generate these as per the organizational needs

- Maintain records needed for quality control, and effectively produce reports for organization, as well as for donors and other relevant stakeholders
- Provide an orientation for all level of users i.e. inform them of the importance of regularly filling out the forms and updating them
- Allow timely, secure and transparent storage of data, easy handling of storage, processing and retrieval of large quantities of data, flow of information, searching and sorting of specific information uniformly, accurately & quickly and easy generation of reports.
- Embed security measures against the data hacking/ tempering, data access, and data in transit etc.
- MIS maintain and implementation support

## **5. Specific Tasks to be Performed**

The consultant/consultancy firm's duties and responsibilities will include but not necessarily be limited to the following

- Conduct inception meeting and prepare report with detailed process of the assignment
- Develop schedule/work plan for the entire assignment
- Conduct User/System Requirement Assessment with the ASF staffs in updating/designing process of the MIS and Website from All key aspects of design (MIS structure, indicators, report formats, information flow, etc.)
- Prepare and present a project blueprint covering all the aspects such as hardware and software requirement for the assignment
- Update/design a fully functional, user friendly and interactive MIS System and Website for ASF
- Migration of existing data/data-entry into the new system
- Testing the updated/newly designed MIS software whether this is working well or not
- To embed security measures against the data hacking/ tempering, data access, and data in transit etc.
- To have conditional access to the nominated person with defined level of access and appropriate security.
- Capture data at source and there must be enough validation checks and crosscheck which will prevent spurious data to be entered.
- Develop a training kit and users' manual for training purposes and as a reference guide for the users of the MIS. The users' manual will include a complete description of the MIS System and operating instructions.
- Facilitate one 3-day long training at ASF for capacity building of the MIS users for effective MIS implementation and sustainability
- The consultant/firm will maintain the system and provide supports in implementing process for a period of at least three years after completion of whole tasks

## **6. Expected deliverables from the Assignment**

- Inception report with detailed work plan and implementing process for performing the task
- A fully functional, user friendly MIS System and Website to ASF
- Maintain of the system after completion of the assignment. The maintenance support shall be assessed as per the agreed between the ASF and the Consultant/Firm.
- Migration of existing data/data-entry into the new system and provide training and capacity building for the MIS users as per the mutually agreed plan
- The final report of the assigned task

## **7. Duration of the Assignment**

The consultancy will be completed within 30 November 2018. The consultant/consultancy firm will be expected to start working from the date of signing the agreement and complete all responsibilities within agreed time. A detailed action plan (75 days) for updating/development of complete MIS system and website must be submitted along with the proposal, which will be used as progress assessment tool.

## **8. Required Experience and Skill**

- The consultant should be primarily an IT Company/IT background holder
- Minimum 8-10 years experience in designing, developing and supporting, implementation of a computerized MIS system. The consultant/ firm must have considerable experience in design and operationalization of MIS system in similar projects.
- The lead consultant along with members of the team should have excellent academic background and have proven track record in conducting similar 5-10 assignments in past years
- Sound knowledge on Website updating/development
- Excellent communication and facilitation skills
- Ability to produce high quality work under tight timeframes

## **9. Budget and Payment Procedure**

Applicants are expected to submit their financial proposal (inclusive VAT and Tax) for the entire exercise. Please note that all VAT and TAX amounts will be deducted from the total amount at source (i.e. ASF) as per Government Regulations. The consultant/consultancy firm will be paid in phases upon completion and submission of key deliverables. Payment will be provided in three installments. The payments will be made through account payee cheque.

- 30% of the contract sum will be paid after signing and submission of inception report,
- 30% of the contract sum will be paid after updating/designing the ASF MIS and Website
- 40% of the contract sum to be paid upon satisfactory completion of whole tasks and submission of the final report

## **10. Application Process**

Interested **Individual Consultant or Consulting Firms** are invited to submit an Expression of Interest (EOI) for delivery of the assignment. The EOI should include:

- Both **Technical and Financial** proposals
- Detailed technical proposal will include proposed understanding of the work, strategies and methodology indicating the overall process
- Clear work plan including deliverables and detailed time frame
- The financial proposal will include detailed budget containing total costs as per man-day rates, work plan and any other costs anticipated in undertaking process of the assignment
- Detailed CV of the consultant/firm with full description of the profile and experience
- Contact details from at least two independent referees
- Sample of 2-3 relevant assignment previously produced
- A cover letter outlining the suitability of consultant or consultant firm for the assignment

## **11. Deadline of the Application**

The application (in English) to be sent only in hard copy by-hand or by post to reach at ASF **on or before 04.30 PM, September 16, 2018**

**Submission of proposals should be addressed to:**

**Executive Director**

**Acid Survivors Foundation (ASF)**

**CRP Bhaban (6th Floor), Plot- A/5, Block-A,**

**Section 14, Mirpur, Dhaka-1206.**

Telephone No : +880 9678777148

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E-mail : asf@acidsurvivors.org

## **12. Disclaimer**

ASF reserves the right to accept or reject any or all proposals without any reason whatsoever.