

Expression of Interest

Project: Offline Mobile Data Collection and Case Management

In support of the VenEsperanza Consortium, Consortium for Urban Cash Assistance, and the Collaborative Cash Delivery (CCD) Platform.

1. Introduction

This is an Expression of Interest (“EOI”). The VenEsperanza Consortium, the Consortium for Urban Cash Assistance, and CCD are in the process of evaluating potential technology partners to support digital solutions that help improve coordination and the timely and quality delivery of cash assistance to individuals in Colombia. This EOI focuses specifically on the offline mobile data collection and case management component, with supporting cloud-based data storage functionality.

1.1 Vendor Directives

All inquiries concerning this EOI must be in writing and submitted via e-mail to: John Sandoval; jsandoval@mercy Corps.org (VenEsperanza), Javier Yesid Velandia e-mail: jvelandia@co.acfspain.org (Consortium for Urban Cash Assistance), and Charlie Rapoport CCD.Manager.Colombia@gmail.com (CCD)

The expression of interest (electronic version) must be received before **12:00 noon, Central Colombia Time on May 21, 2019** by at the above email addresses. Incomplete or late proposals will not be considered.

Each expression must represent an initial offer. The terms of the offer are not binding. All proposals must include the name and address of the vendor. The CCC, DANC, or CCD will not be liable for any expenses incurred by the vendor for proposal preparation.

All information supplied to the vendor in the EOI, or as a result of subsequent inquiries, is provided for the express purpose of preparing vendor bids, and must be treated as strictly confidential.

1.2 Timelines

- 10 May 2019 EOI submitted to vendors
- 21 May 2019 Deadline for submission of written proposals (5 pages max.)
- 22-24 May 2019 Evaluation and selection of shortlist
- 27-29 May 2019 Final evaluation & decision

2. Company Information

VenEsperanza Consortium: Led by **Mercy Corps**, the **International Rescue Committee (IRC)**, **Save the Children (SC)** and **World Vision International (WVI)** are four of the largest agencies implementing multi-purpose cash programming in Colombia, providing strong institutional readiness and context-specific technical and coordination experience. The interventions planned will build on consortium members' ongoing cash programs and incorporate cross-cutting gender and protection efforts in response to the Venezuelan migration crisis.

Consortium for Urban Cash Assistance: Led by **Action Against Hunger (AAH-Spain)**, **Danish Refugee Council (DRC)**, **Norwegian Refugee Council (NRC)** are three of the largest agencies implementing multi-purpose cash programming in Colombia, providing strong institutional readiness and context specific technical coordination experience. The interventions planned will build on consortium member's ongoing cash programs and incorporate cross-cutting gender, protection and nutrition efforts in response to the Venezuelan migration crisis.

Collaborative Cash Delivery (CCD) Platform: A group of 15 international NGOs that have come together to deliver cash effectively and at scale in global humanitarian settings. The CCD believes that the Global Compact on Refugees represents a significant opportunity to ensure that States and their humanitarian and development partners commit to respond in ways that ultimately contribute to the self-reliance and resilience of both individuals and communities. The members of the above consortia form the currently active members of the CCD Colombia.

3. Background

Ongoing political and socio-economic developments in Venezuela have led more than three million Venezuelans to migrate into neighboring countries and beyond. The Regional Refugee and Migrant Response Plan estimates that there were over one million refugees and migrants in Colombia at the end of 2018, and that the number will double before the end of 2019. The Government of Colombia (GoC) predicts that up to four million Venezuelans could be present in Colombia by 2021, exerting severe strain on the GoC's limited capacity and resources.

Venezuelans are leaving their country for a variety of reasons, including threats by armed groups, fear of being targeted on account of real or perceived political affiliations, insecurity and violence, lack of food, medicine or access to essential social services, and loss of income. Through a coordinated effort the VenEsperanza Consortium and Consortium for Urban Cash Assistance will provide MPCA to approximately 15% of the population in need to address basic needs such as food, shelter and essential

commodities. To provide assistance to the greatest number of individuals and maximize the resources available for these interventions, the two consortia seek to efficiently and effectively identify, enroll and manage beneficiaries.

4. Objective

Fundamental to the provision of effective and efficient cash assistance to individuals is a comprehensive data collection approach that streamlines household registrations (through mutually-agreed upon standard data standards) and prevents duplicate registrations across agencies, while also having ability to integrate with other business specific platforms in future. These may include external data repositories, UN platforms, or platforms that facilitate payments.

5. Scope

5.1 Geographic scope: Colombia, initially in the following departments:

Atlantico	Magdalena	La Guajira
Valle del Cauca	Antioquia	Norte de Santander
Bogota DC	Arauca	
Cundinamarca	Cesar	

5.2 Caseload: 75,000 households registered by September 2020, with total caseload estimated to reach over 175,000 beneficiaries.

5.3 Mobile data collectors: approximately 100 over seven (7) agencies

5.4 Involved organizations

As consortium lead, Mercy Corps will manage the launch of the digital platform for the VenEsperanza Consortium; Action Against Hunger (AAH)-Spain will manage the launch of the digital platform for the Consortium for Urban Cash Assistance Detailed roles and responsibilities are still being defined in a partnership agreement.

6. Deliverables

A robust offline mobile data collection and case management system is sought to streamline coordination processes across agencies—specifically, regarding client / caseload management. The software-as-a-service (SaaS) solution must support the allocation of consistent unique identifiers (UID) at group [household] and individual level, consolidate a cloud-based client registry, and advance ability to conduct longitudinal monitoring, management, and analysis of data Data collectors across all agencies must have ability to see and recall shared caseload lists in field (via mobile), including in offline environments. Data managers must have ability to see and export subsets of information

relevant to their agency (via web), with a limited core group of global administrators. Legacy data should be migratable through bulk Excel or web APIs uploads. The ability for a limited number of supervisory-level users to perform data spot checks and edits at individual and aggregate level should also be available.

6.1 Purpose

It is envisioned that this system would form the **data management backbone** of mobile case management functionalities and data storage that can then port to other platforms as needs evolve. These include third-party platforms that may support cash disbursements, biometrics, data visualization, SMS/IVR, or otherwise.

6.2 Data Collection Requirements

At this stage, four (4) related data collection components are anticipated:

- Targeting / Identification / Eligibility Scoring
- Enrollment
- Verification / Distribution
- Post-distribution Monitoring

Harmonized data collection tools are in the process of being finalized, to then be used by all CCD members. A data sharing agreement is also being finalized, while each consortium has (or will soon have) data protection, data sharing procedures and privacy policies in place as well.

6.2.1 Personally Identifiable Information (PII)

The collection of PII is meant to be kept to a bare minimum, only in order to fulfill Know Your Client (KYC) regulations and EU regulation for data protection GDPR and accurate distributions. At moment, PII collected on all household members may includes:

- Names
- Date Of Birth
- Address
- Identification Document(s): Type and Number (potential scans)
- Contact Information
- Signatures
- Fingerprints (or other biometric markers)
- Photo

6.3 Basic Functionalities and Service Provision

Providers should have the ability to support offline case management and caseload sharing (for mobile users), with no need for new software development or manual dataset management for mobile or web users. Digital solutions that are open-source software-as-a-service (SaaS) will be prioritized (*note: kindly specify your open source*). If solution is proprietary, a detailed description of transferability, maintenance, and total cost of ownership is required. Platforms must be user-friendly and practical for setup, use, and

maintenance by non-technical users. This includes out-of-box ability for non-technical users to make adjustments to data collection content and structure through a user friendly interface, easily create data export templates, monitor mobile user activity (including data spotchecks), and provide audit trails on changes to forms, users, and/or client content. Platforms must have multiple language options which can be set users. Any references to existing technical guidance or training materials should also be included. The platform should be prepared to become interoperable with the relevant cash transfer / humanitarian data ecosystem within the Colombian response (for example, connecting to bulk transfer or data analytics platforms).

7. Requested Information

Each EOI should address functionalities listed above, while also covering *proposed services* and *non-binding costing structures*. Inclusion of existing or turnkey integrations with relevant platforms (e.g. data visualization) should also be included if they exist. Costs should reflect licensing fees separate from optional service delivery support and are considered *non-binding estimates* to help evaluators gauge potential investment.

Each proposal should not exceed 5 pages, excluding appendices. Please refer to selection criteria in the next section in order to help inform your submission.

8. Selection Criteria

The successful candidate will ideally cover all of the functionalities outlined and demonstrate past experience with near-seamless integration with external platforms that support data visualization, biometrics, SMS/IVR, or other relevant component services.

Selection will be based on criteria such as:

8.1 Implementing experience (evidence of use in similar interagency operational environments and/or with cash transfer programmes; record of use within Colombia or Spanish speaking countries is added value)

8.2 Experience with deployments at scale (history of at least 35 past projects; any projects in support of government agencies; deployments of over 500 mobile users and/or 200,000 active cases)

8.3 Implementation approach, which includes explanation for self-managed setup as well as in-field deployment support (stakeholder management, concept, processes, effectiveness, speed)

8.4 User readiness for scaled cash response (fit-for-purpose: user friendliness, existing interoperability with relevant platforms, future interoperability with bulk payment / financial transfer platforms, and long-term financial sustainability of platform vis-a-vis other platforms that may be in use)

8.5 Respecting of data handling and security standards, including GDPR Compliance or equivalent; information provided on existing data hosting agreements including physical location of principal and backup servers.

8.6 Startup and Ongoing Technical Support to include deployment to project locations for initial rollout and availability of troubleshooting during life of contract

8.7 Fitness for replication for new agencies joining effort (ease of setup, licensing, user management)

9. Reference Customers

Please provide details of 3 reference clients, ideally to reflect experience in humanitarian response, interagency data management / share client registries, cash transfer programmes, and/or any deployments with caseloads of over 200,000 households. Please include the name, title, address, telephone number and e-mail address of the client's key-contact.

10. General information

- Please indicate your intent to participate in this bid by 13 May 2019 17:00 Central Colombia Time.
- Requesting Organizations will make themselves available for additional questions relating to this proposal on 15 May 2019 (Wednesday) and 17 May 2019 (Friday)—times to be determined based on interest in this; please let us know if you are interested to join one of these calls and the times can be determined and dial-in info will be provided.
- Please revert with your expression of interest by 21 May 2019, in terms of solution(s) proposal(s), estimated costs, schedule(s) and assumptions.
- Please try to limit your response to 5 pages; any additional volunteered information can be provided as annexes.

11. Terms & Conditions Please see *Vendor directives* in introduction.