TERMS OF REFERENCE

Monitoring Evaluation Learning and Sharing (MELS) Software Services for Action-Intervention Programs for the PAL Network

ABOUT PAL NETWORK
The People’s Action for Learning (PAL) Network is a south-south network of 15 members working in 14 countries across Africa, South Asia and the Americas. PAL Network members conduct citizen-led assessments and citizen-led actions to improve children’s learning. PAL Network supports its members across assessment, action, research and advocacy to realize a world where all children have a foundation for lifelong learning. Officially registered as a Non-Government Organization in Kenya, the Secretariat is headquartered in Nairobi, Kenya.

TERMS OF REFERENCE
PAL Network is seeking a consultancy team/organization to develop its Monitoring, Evaluation, Learning and Sharing (MELS) software for action programs implemented by network members.

INTRODUCTION AND SCOPE
PAL Network focuses on four core focus areas: Assessment, Action, Research and Advocacy. MELS for Action supports the Action focus area. As part of its focus on action, PAL Network supports its members on foundational learning interventions for children. The action programs have a significant focus on community participation and mobilization of local volunteers. The interventions use CAMaL teaching-learning methods (first developed by Pratham, a PAL Network partner). The programs focus on foundational reading and numeracy of children. The programs use capacity-based grouping to teach children at the right level. In so far, eight PAL Network member organizations are implementing action programs across South Asia, Africa and the Americas. A MELS system that also functions as a central data repository of action programs across the network, will also help in data-based decision making, program monitoring, learning and sharing of data. The proposed MELS for Action system will support the following core features:

- Program MELS for network members
- MELS of Action focus area at PAL Network
- Visualization of action programs
- Insights generation and impact stories
- Decision making (evidence-based)

The desired MELS for Action system features are explained in greater detail in Table 1.

Program MELS for network members: Network members typically implement programs that are best suited to their local contexts and conditions. Programs across members are 70-80% similar, with 30-20% differences. The broad dimensions and sub-dimensions of interest for action programs are Reach (geographic, children and communities), Inputs (financial, people, content, infrastructure, technology), design and planning (intervention models, planning, recruitment, content development), Activities (centralized training of trainers, regional training of trainers, mobilization, teacher, M&E, attendance, knowledge sharing), and Outputs/outcomes (assessments, M&E protocols followed, children’s learning progress across baseline and multiple end-lines, knowledge sharing and policy influence). Further details are provided in the Draft Indicator Framework provided in Annex 1.
<table>
<thead>
<tr>
<th>Portfolio level M&amp;E</th>
<th>Program level M&amp;E</th>
<th>Visualization</th>
<th>Insight generation and impact stories</th>
<th>Informed decision making engine</th>
</tr>
</thead>
<tbody>
<tr>
<td>▶ It includes tracking portfolio level indicators</td>
<td>▶ Monitoring of program indicators co-developed with members &amp; partners across geographies</td>
<td>▶ Tagging of indicators and measured values and visualization of indicators at two levels</td>
<td>▶ Innovations and challenges identified across people, process and tech</td>
<td>▶ Limited access decision making engine to design, plan, monitor, manage program and network outcomes</td>
</tr>
<tr>
<td>▶ Portfolio level indicator library</td>
<td>▶ Learner indicators</td>
<td>▶ Tagging feature allowing indicator aggregation at multiple levels</td>
<td>▶ High level analyses</td>
<td>▶ Adding projects</td>
</tr>
<tr>
<td>▶ Portfolio tracking</td>
<td>▶ Teacher indicators</td>
<td>▶ GPS maps</td>
<td>▶ Automated report</td>
<td>▶ Adding log-frames</td>
</tr>
<tr>
<td>▶ Enrolment</td>
<td>▶ Participation metrics</td>
<td>▶ Heat maps of critical parameters</td>
<td>▶ Members</td>
<td>▶ Indicator management</td>
</tr>
<tr>
<td>▶ Attendance</td>
<td>▶ Learning outcomes</td>
<td>▶ Mgmt views (activity tracking)</td>
<td>▶ Program staff</td>
<td>▶ Addition</td>
</tr>
<tr>
<td>▶ Learning gains</td>
<td>▶ Capacity building results</td>
<td>▶ Verification results</td>
<td>▶ Donors</td>
<td>▶ Creation</td>
</tr>
<tr>
<td>▶ Learning gains by baseline capacity</td>
<td>▶ Process tracking</td>
<td>▶ Network level comparisons</td>
<td>▶ External audience</td>
<td>▶ Modification</td>
</tr>
<tr>
<td>▶ Teacher performance</td>
<td>➢ TLM access</td>
<td></td>
<td></td>
<td>➢ Data entry, validation, and monitoring</td>
</tr>
<tr>
<td>▶ Community engagement</td>
<td>➢ TaRL process</td>
<td></td>
<td></td>
<td>➢ Project, indicator reports</td>
</tr>
<tr>
<td>▶ Empowerment of women and girls students</td>
<td>➢ Program mgmt. indicators</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▶ Capacity growth</td>
<td>➢ Sustainability</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>➢ Personnel mgmt.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>➢ Finance tracking</td>
<td></td>
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</table>

**Table 1: Proposed MELS system features**

**MELS of Action focus area at PAL Network:** While PAL Network members are primarily responsible for the implementation of action program, at the network-level it is important to have high-level overview of action programs and their growth. PAL Network also serves to enable collaborations, provide technical assistance and support the members in their action-program oriented advocacy.

**Visualization and insights generation:** The MELS for Action system will host visualizations that aid in program tracking, showcase program outcomes and impact, provide comparisons across programs, and GPS maps amongst other features. The system will also generate automatic reports for each program, and produce network-level MELS for Action reports that includes operational growth, outcomes and anecdotal evidence (qualitative) from the field.

**Decision making (evidence-based):** Lastly, the MELS for Action system will also double-up as a decision making platform where select personnel across the network members and PAL Network have privileges for user-management, update indicators, manage data entry and monitoring recheck of data.

Considering the expanse and heterogeneity of action programs within the network, the MELS for Action system integrate solutions for program management, data entry and collection (pen and paper, tab-based, and possibly OCR-based), showcasing outcomes, program reporting and provide a high-level overview of PAL Network’s action focus area to support evidence-based management.
DELIVERABLES
The main deliverable of the project is the MELS software. Below is a breakdown of the specification overview and the system features

a. Software Requirement Specification Overview
The purpose of the software requirement document is to present in natural language the functional description of the MELS for Action software system. The goal of the system is to serve as a codified repository of critical action program data throughout planning and implementation, including teaching-learning sessions, assessment, dissemination and community partnership. The system will also provide a means of evidence-based decision making for successful management and implementation of the action programs.

b. MELS System Features
The system features for the software are broken down into five categories; functionality, Reporting, security, Technical and Data quality. The table below list down the requirements in each category.

<table>
<thead>
<tr>
<th>#</th>
<th>Functionality</th>
<th>Reporting</th>
<th>Security</th>
<th>Technical</th>
<th>Data Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Add projects</td>
<td>Indicator Performance Tracking table (IPTT) report</td>
<td>User access levels</td>
<td>Mobile app</td>
<td>Data entry management (offline/online data entry)</td>
</tr>
<tr>
<td>2</td>
<td>Indicator Disaggregates</td>
<td>Indicator level</td>
<td>View identified beneficiaries lists</td>
<td>All web browsers</td>
<td>Data validation</td>
</tr>
<tr>
<td>3</td>
<td>Open text fields</td>
<td>Marketing summary</td>
<td>Secure Sockets layers (SSL) certification</td>
<td>Help pages</td>
<td>Data entry tracking</td>
</tr>
<tr>
<td>4</td>
<td>Common indicator search</td>
<td>Project log frames</td>
<td></td>
<td>Data backup</td>
<td>User activity log</td>
</tr>
<tr>
<td>5</td>
<td>Beneficiary list</td>
<td>Indicator tags</td>
<td></td>
<td>Multilingual</td>
<td>Highlight missing data</td>
</tr>
<tr>
<td>6</td>
<td>Custom Report</td>
<td>Custom and standard dashboards</td>
<td></td>
<td>No VPN required</td>
<td>GPS tracking</td>
</tr>
<tr>
<td>7</td>
<td>Data import / Export</td>
<td></td>
<td></td>
<td>No or local installation</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Tag global indicators</td>
<td></td>
<td></td>
<td>Tech support</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Searchable indicator database</td>
<td></td>
<td></td>
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</table>

APPLICATION REQUIREMENTS
1. Documentation of the understanding of the requirements, approach and methodology of the software solution
2. Identification of risks and solutions
3. Overview and mockup of SRS and MELS for Action system
4. Team, experience, budget, work-plan, timelines
INTELLECTUAL PROPERTY
Material of any nature whatsoever produced in the course of the project in whole or in part by the software vendor / developer in the course of service shall be considered the property of PAL Network. All information produced by the vendor / developer shall not be disclosed to the public nor used in whatever circumstance without written permission of PAL Network in line with the national and international Copyright laws applicable.

Note: Solicitations from individuals will not be entertained, to reduce the development-risk of the MELS for Action software system. Final selection of the vendor will be based on Quality Cost Based Selection (QCBS). The evaluation methodology employed will aim to identify the strongest technical proposal at the best price. Hence, each submission’s technical proposal scores and financial proposal scores will be weighted, based on the quality-cost balance set by the procurement team, and the weighted scores summed, the final results will be produced. The following weighting will be used:

- Weight assigned to technical proposal: 80%
- Weight assigned to financial proposal: 20%

EVALUATION MATRIX

<table>
<thead>
<tr>
<th>Evaluation Dimension</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team</td>
<td>10%</td>
</tr>
<tr>
<td>Experience</td>
<td>10%</td>
</tr>
<tr>
<td>Understanding of the requirements, approach and methodology</td>
<td>30%</td>
</tr>
<tr>
<td>Overview and mockup of SRS and MELS for Action system</td>
<td>10%</td>
</tr>
<tr>
<td>Identification of risks, risk mitigation and quality control</td>
<td>10%</td>
</tr>
<tr>
<td>Work-plan &amp; timeline (Timeframe: Oct/Nov- Dec/Jan)</td>
<td>10%</td>
</tr>
<tr>
<td>Budget (report in USD)</td>
<td>20%</td>
</tr>
</tbody>
</table>

Interested vendors/ software developer should send their applications to jobs@palnetwork.org with the subject line Proposal for MELS for Action Software Services - Vendor name.

Application deadline is November 20, 2019.