Terms of Reference (ToR)
for

Upgrading of the Management Information System (MIS) and development of an Android Application for Child Tracking and Local Sponsorship Management

1. Background

ActionAid Bangladesh (AAB) has been monitoring approximately 14,500 sponsored children to track key indicators such as migration, education, and family program inclusion. Historically, this was managed through a legacy MIS, which is now incompatible with recent updates made to the Sponsorship Database System (SK). This mismatch has created inefficiencies and increased manual work.

To address these challenges and align with the requirements of the Local Sponsorship Program (Support-A-Child initiative), AAB seeks to upgrade the MIS and develop a mobile application. The upgraded system will facilitate streamlined data management for children and donor tracking, financial integration, and enhanced reporting. The mobile application will support bilingual access (Bengali and English), online-offline syncing, and feature parity with the web-based MIS. The mobile application is expected to enhance field-level data collection, reduce delays in reporting, and strengthen real-time monitoring capabilities across sponsorship and programmatic operations.

2. Objectives of the MIS Upgrade and Application Development

The primary objectives of upgrading the Management Information System (MIS) and developing a complementary mobile application are as follows:

- To align both the MIS and the mobile application with the updated SK database structure, ensuring seamless integration, data consistency, and reduction of redundant manual entries.
- To introduce new data fields that support more comprehensive child tracking and in-depth program analytics across both platforms.
- To provide an intuitive, accessible, and user-friendly interface for the Programs and Sponsorship teams through both the web-based MIS and the mobile application.
- To enable real-time data visualization and facilitate strategic, data-driven reporting from any device.
- To ensure data accuracy, security, and integrity across all touchpoints, including mobile and web environments.
- To establish a simplified, searchable, and filterable data archive accessible via both the MIS and the mobile application.
- To integrate essential features for managing the Local Sponsorship Program, including tracking of sponsored children, donor/supporter management, and financial records and transactions, available on both platforms.
- To support the generation of dynamic, customizable reports that leverage real-time data from the MIS and the application for improved planning and decision-making.
- To ensure long-term sustainability by building internal team capacity and transferring technical ownership to ActionAid Bangladesh.

3. Scope of Work

System Review and Planning
- Assess the existing MIS and SK database structure.
- Review current workflows, data fields, and reporting needs of Programs and Sponsorship teams.
- Identify gaps and areas for improvement.
- Prepare a detailed technical plan for MIS and mobile app development.

MIS Upgrade
- Redesign and upgrade the existing MIS to align with the new SK database structure.
- Introduce new data fields for enhanced tracking, analytics, and reporting.
- Ensure MIS includes:
  - Data collection interface with update status indicators.
  - Real-time dashboards and visual analytics.
  - Child profile management with update functionality.
  - Dynamic report generation.
  - Data security, validation, and access control mechanisms.

Mobile Application Development
- Develop an Android-based mobile application with the following features:
  - Auto online-offline data sync mode.
  - Multi-language support (Bengali and English).
  - User authentication using unique IDs.
  - Two main modules:
    - **CT MIS Module:** Data collection, dashboard, child profile view/update, and report generation.
    - **Support A Child Module:** Child and supporter data entry, supporter information view/update, payment portal access, and supporter service.
- Ensure application usability and compatibility with the upgraded MIS.

Integration and Local Sponsorship Program Features
- Integrate features for Local Sponsorship Program management:
  - Sponsored child tracking.
  - Local donor/supporter database.
  - Financial records and transaction logging.
- Ensure seamless data flow between MIS and mobile application.

Testing, Training, and Deployment
- Conduct unit testing, user acceptance testing (UAT), and resolve any issues identified.
- Prepare user manuals and training materials in Bengali and English.
- Facilitate training sessions for relevant staff.
- Support phased deployment and go-live of the MIS and application.

Documentation and Handover
- Provide complete technical documentation for both systems.
- Support system handover, including admin credentials, backup plans, and maintenance guidelines.

4. Timeline

The assignment will be completed within **3 months**, starting from **15th July 2025** and ending on **15th October 2025**. The timeline includes the phases of requirement analysis, system development, deployment, training, and initial support.

5. Deliverables
- Technical assessment and implementation plan.
- The upgraded MIS aligned with the new database structure.
- Fully functional mobile application with described features.
- Training materials and user manuals (in Bengali and English).
- Final report with recommendations and system documentation.
- Source code must be handed over to AAB.
- Backup, hosting, and disaster recovery documentation must be included.

6. Expected Outcomes

Upgraded MIS Platform
- A modernized, web-based MIS that is fully aligned with the updated SK database structure.
- Enhanced functionality for child tracking, program analytics, and dynamic reporting.
- Streamlined data collection and management interface with real-time update status indicators.
- Secure access controls and user-friendly navigation for staff at various levels.

Fully Functional Mobile Application
- Cross-platform mobile app (Android and iOS) that mirrors key MIS functionalities.
- Auto online-offline data synchronization for field-level usability.
- Bilingual interface (Bengali and English) to support wider accessibility.
- Role-based login using User IDs for controlled access.

Integrated Program Modules
- CT MIS module and Support A Child (SAC) module operational within both the web and mobile platforms.
- Features for data collection, child and supporter profile management, real-time dashboards, report generation, and supporter servicing.

Local Sponsorship Program Management Features
- Effective tracking of sponsored children and donor/supporter records.
- Integrated management of financial records, transactions, and servicing activities related to local sponsors.

Real-time Data Visualization and Reporting
- Dashboards that support data-driven planning and program decisions.
- Ability to generate customizable, strategic reports from both the MIS and mobile app.

Secure, Accurate, and Reliable Data System
- System-wide protocols to ensure data security, accuracy, and integrity.
- Simplified, searchable, and filterable data archive for efficient information retrieval.

Capacity Building and Sustainability
- Trained internal team capable of managing and operating both platforms.
- User manuals and technical documentation provided in both Bengali and English.
- System handover with full ownership transferred to the organization.

7. Competency Required

The consultant or development firm must possess the following competencies to successfully carry out the assignment:

Technical Expertise

- Proven experience in **MIS design, development, and integration**, particularly in large-scale data systems involving multiple modules and user roles.
- Demonstrated expertise in **mobile application development (Android & iOS)** with offline data synchronization capabilities.
- Strong knowledge of **relational database systems** and ability to align with third-party database structures.
- Experience in developing **bilingual applications** (Bengali and English) with multilingual UI/UX considerations.
- Proficiency in implementing **role-based access control**, data validation, encryption, and other best security practices.

Project Management and Delivery

- Proven ability to conduct **system analysis, user requirement mapping**, and documentation.
- Capacity to manage testing, training, deployment, and post-deployment support.
- Strong coordination skills to work closely with multi-disciplinary teams and maintain **clear communication and reporting** throughout the assignment.

Communication and Training

- Ability to develop **user-friendly training materials** and conduct sessions for diverse audiences, including non-technical users.
- Strong written and verbal communication skills in both **English and Bengali**.

Experience with Development Sector and Donor-Funded Projects

- Prior experience working with **INGOs, NGOs, or child sponsorship programs** is highly preferred.
- Understanding of **child data protection**, ethical standards, and donor reporting needs.

8. Payment Terms

Payment Terms: 100% payment upon successful completion of all deliverables.
Payment Method: Account Transfer in favor of consultant. Applicable VAT/TAX will be deducted at source and deposited to the Government Treasury as per GoB regulations.

9. Budget Sources

Source: ActionAid Bangladesh Child Sponsorship Unit Budget

10. Reporting and Coordination

The consultant is required to share bi-weekly progress updates and notify in writing of any changes to the agreed timeline. The consultant will report to:

- **Md. Sariful Islam (Palash)**, Manager, ICT
- **Abdullah Al Mamun**, Manager, Child Sponsorship & Child Rights Programme
- **Asfak Siraj Bandhan**, Officer, Child Sponsorship

Regular coordination and technical assistance will be provided by the ICT and Sponsorship teams throughout the assignment period.

11. Submission of Proposal:

• Last date of Application is **04 August 2025**.
• Please click below the link to submit your proposals:

Link: https://jobs.actionaidbd.org/consultancy