Service Provider Terms of Reference

Activity name

Implementation of Operational and Capacity Building Plan per CSOs

Project name

Strengthening civic space for comprehensive development and empowering civil society organizations

Sponsor Name

European Union

1. Brief on the project

The project titled "Enhancing the Civic Space for Inclusive Development: Empowering Civil Society Organizations in Yemen" represents an innovative partnership between the SOS Foundation for Development, Care Yemen, and BFD, generously funded by the European Union. The aim of this project is to strengthen Civil Society Organizations (CSOs) as independent entities that contribute to promoting good governance and sustainable development in Yemen.

2. Project Outcomes

The project is designed to achieve the following outcomes:

- Enhanced Enabling Environment for CSOs: Create an environment conducive to the inclusion, participation, and empowerment of Civil Society Organizations (CSOs) within the governorate of Aden.
- Improved Contribution of Yemeni CSOs: Bolster the contribution of Yemeni CSOs towards addressing community needs within the governorate of Aden. This includes endeavors related to integrated human and social development, economic stability and growth, as well as the promotion of peace and security.

3. Organizational Capacity Enhancement

Internally and collectively organizing local civil society organizations in Yemen constitutes a cornerstone of our program. Presently, many of these organizations encounter challenges such as unqualified staff and insufficient organizational and planning capabilities. Notably, they operate with minimal strategic direction, lack long-term plans or internal monitoring and control systems, experience high turnover rates among staff and members, grapple with internal mismanagement, and exhibit a deficiency in transparency and consistency in management, operations, and finances. Addressing These issues are imperative to bolstering the efficacy and sustainability of them endeavors.

4. Introduction:

This activity is a key part of the institutional strengthening process for selected civil society organizations. Following the in-depth technical assessment, which revealed several important points, a capacity building, training, and qualification process was carried out to ensure the proper development of human resources within these organizations. This is followed by the implementation of grants and projects, which will be executed in the near future through contracting a specialized grant consultant, aiming to support these organizations in achieving their objectives.

This activity complements these integrated efforts, focusing on enhancing institutional capacities and addressing the gaps and deficiencies identified during the assessment. These efforts contribute to improving the overall performance of the targeted organizations, helping to increase their efficiency and enabling them to carry out their tasks more effectively and sustainably.

5. About the activity:

This activity is a vital part of the plan for developing institutional systems in selected civil society organizations. The goal of the activity is to improve and update work systems across all targeted institutions through transitioning to electronic operations and automating internal processes. This activity will be implemented by issuing a public announcement to contract with a specialized company in digital systems development, which will undertake the process of designing and implementing the electronic systems that contribute to simplifying procedures and enhancing work efficiency within the institutions.

The focus will be on automating all aspects of work, such as project management systems, performance reporting, accounting, and human resources systems, which will help improve the flow of information within the organization and ensure quicker decision-making. This project will also include training and qualifying staff on how to effectively use the new systems.

Through this digital transformation, both the staff within the organizations and relevant stakeholders will be able to enhance performance levels, ensure the sustainability of work in developmental fields, and facilitate access to data and information with greater accuracy and efficiency.

6. The main objective of the activity

The goal of this activity is to improve and develop institutional systems in the targeted civil society organizations by automating internal processes and transitioning to electronic operations. The activity aims to enhance work efficiency within the organizations, simplify administrative and technical procedures, and contribute to increasing performance levels and effectiveness in implementing developmental projects. This will be achieved through contracting a specialized company to design and implement suitable digital systems, along with providing the necessary training for staff to ensure optimal use of these systems and achieve sustainable digital transformation within the organizations.

7. Methodology

1. **Preparation and Planning of the Activity:**
   - Initially, a detailed plan will be developed for the activity, including the identification of main and sub-goals, as well as the allocation of tasks and resources needed for the successful implementation of the activity.
   - A public announcement will be issued to contract with a specialized company in digital systems development, setting the contracting criteria and technical specifications that align with the needs of the targeted organizations.

2. **Selection of the Specialized Company:**
   - A thorough evaluation process will be conducted for the proposals received from specialized companies in digital system development, based on their prior experience, technical competency, and ability to meet the needs of the organizations.
   - After selecting the appropriate company, a contract will be signed outlining the scope of work, timelines, and expected deliverables.

3. **Design and Implementation of Digital Systems:**
   - The contracted company will design integrated digital systems that include the automation of internal processes, such as project management, human resource management, accounting, and performance reporting.
   - During this phase, the specific technical needs of each organization will be identified, and the systems will be developed to suit these needs.

4. **Training and Capacity Building:**
   - Staff training will be provided to the targeted organizations on how to use the new systems effectively. This will include training staff on how to use the electronic systems to achieve optimal performance.
   - Ongoing training workshops will be provided to ensure smooth adaptation to the new systems.

5. **System Testing and Monitoring:**
   - After the implementation of the systems, initial testing will be conducted to ensure the reliability and efficiency of the systems in improving internal processes.
   - Continuous monitoring and performance evaluation will be carried out to ensure continuous improvement and address any technical challenges that may arise.

6. **Evaluation and Review:**
   - A comprehensive evaluation will be conducted after a period of system implementation to assess whether the defined goals of improving efficiency and automating systems have been achieved.
   - The processes will be reviewed to ensure the sustainability of the digital transformation within the organizations.

8. Service Provider Responsibilities and Tasks

1. Conduct a comprehensive analytical study of the needs of the targeted organizations and identify the required technical systems based on the gaps and needs identified.
2. Design integrated digital systems that include automating internal processes such as project management, human resources management, accounting, report generation, and other necessary systems.

3. Implement the designed systems according to the agreed-upon timelines and ensure system integration with existing systems in the organizations.
4. Conduct comprehensive testing of the systems to ensure their quality and efficiency before full implementation, and address any technical issues or feedback.
5. Provide training sessions and workshops for the staff of the organizations on how to effectively use the electronic systems, along with ongoing support to resolve any technical issues.
6. Provide continuous technical support and regular maintenance to ensure the sustainability and effective operation of the systems.
7. Prepare regular reports evaluating the progress of the work and providing ongoing updates on the implementation status, with recommendations for system improvements.
8. Conduct a comprehensive evaluation of the systems' performance after a period of use to ensure the achievement of the intended goals, and deliver user manuals and documentation for the systems.

9. Specifications for Electronic Systems and Automation for Civil Society Organizations

1. General System Requirements

- The system must operate in two modes:
    - **Online (Cloud-Based)**: Accessible from any location with internet access.
    - **Offline (Local Network-Based)**: Operates within a local network without internet dependency.
- Separate **technical and financial proposals** must be submitted for both the online and offline versions.
- Multi-user system with flexible role and permission management.
- User-friendly interface, supporting **multilingual use (Arabic and English at minimum)**.
- Scalable and upgradable without full redevelopment.
- Data security with modern encryption methods and automatic backup options.

2. Departmental Integration

- Full integration of core departments into a unified platform, including:
    - **General Management**
    - **Finance and Accounting**
    - **Human Resources**
    - **Secretariat / Office Administration**
    - **Project and Program Management**
- Real-time data synchronization across departments.

3. Electronic Approvals and Permits

- Fully digital system for managing administrative approvals and permits.
- Workflow engine to define hierarchical approval processes.
- Automated notifications and alerts at each approval stage.
- Full tracking of requests and approvals by user, date, and status.

4. Human Resources Management

- Comprehensive HR module covering:
  - Employee records management
  - Attendance and leave tracking
  - Performance evaluations
  - Payroll and compensation management
- Periodic analytical reports for performance and training needs.

5. Document and Correspondence Management

- Electronic archiving system for all internal and external documents and correspondence.
- Advanced search functionality within the archive.
- Access control and permission management for document visibility.

6. Technical Support and Maintenance

- Availability of local and remote technical support.
- Training for staff on system usage.
- Regular maintenance and security updates.

9. Application requirements:

- Valid commercial registration.
- Valid tax card.
- Valid insurance card.
- Company profile.
- Samples of similar previous work.
- Financial offer in US dollars.

10. Time to implement

Two month

11. road Payment

It will be Payment on Third party mediator and submit claim Finance and completion all Procedures (splitting payment according to project flexibility)

12. Receiving offers

Application: Please indicate " Implementation of Operational and Capacity Building Plan " as the subject line of your email.