



## Republic of South Sudan

### Ministry of Gender, Child and Social Welfare

Ref: SS-MGCSW-475648-CS-CQS

Date: 10<sup>th</sup> July 2025

Dear Sir/Madam,

Ref: **REQUEST FOR EXPRESSION OF INTEREST (REOI)**

Country : Republic of South Sudan  
Name of Project : South Sudan Women's Social and Economic Empowerment Project (SSWSEEP)  
Project ID : P176900  
Assignment Title : Development of a Database System and Digitization of GRM reporting  
Place of assignment : Juba, South Sudan

#### Background:

The Government of South Sudan has received financing from The World Bank through the Ministry of Gender, Child and Social Welfare (MGCSW) toward the cost of Women's Social and Economic Empowerment Project. The Ministry of Gender, Child and Social Welfare in partnership with the World Bank have agreed to contract the United Nations Entity for Gender Equality and the Empowerment of Women (UNWOMEN) to lead in the implementation of Components 1, 2, 3 and subcomponent 4a and 4b of the project. A Project Management Unit (PMU) is established within the MGSCW for SSWSEEP with the primary task of project management and overseeing the performance of UNWOMEN under the output agreement and other service providers, stakeholder outreach and communications, fiduciary and procurement management, Monitoring and Evaluation (M&E), community engagement, and risk management related to social and environmental safeguards, fiduciary oversight as well as maintaining infrastructure quality and standards.

The Ministry of Gender, Child and Social Welfare is applying part of the proceeds of the grant to fund the services of an IT and digital consultant. The overall goal of this assignment is to seek the services of a digital Consultant to develop a Consolidated Platform that will Manage all Quantitative data collated through the Implementation of SSWSEEP.

The planned procurement schedule subject to change is as follows:

REOI Published on:	10 <sup>th</sup> /July/2025
Clarification to Request for Expression of Interest (REOI)	14 <sup>th</sup> /July/2025 – 25 <sup>th</sup> /July/2025
REOI Closing date	25 <sup>th</sup> /July/2025- (05:00 PM) Juba local time

Evaluation of Expression of Interest/ Applications	31 <sup>st</sup> /July/2025 – 4 <sup>th</sup> /August/2025
Notification to shortlisted and non-shortlisted service providers	5 <sup>th</sup> /August/2025
Issue of Request for Proposal (RFP) dossier to shortlisted	11 <sup>th</sup> /August/2025

## 2.0 Objective of the Consultancy

The proposed consultant will provide MGCSW, the opportunity to have and manage a "single" source of unified database which will spearhead the revolution on how data is identified, accessed and utilized in the Women Economic Empowerment Project. As well as deployment additional platform for the of operation of a digital grievance Redress Mechanism using Kobo Toolbox, facilitating complaint registration, Investigation, feedback, monitoring & evaluation and reporting

## 3.0 Scope of Work

The consultancy is meticulously designed to deploy digital solutions for effective data utilization, control and the optimization of internal workflow processing of data from the Implementing Partners of SSWSEEP with adherence to the Country's data processing and protection policies.

In fulfilling the requirements of this Terms of Reference, the Consultant will be required to complete the following:

1. Development of Unified Organized Data Base System
2. Development of Internal Workflow Process Solution to enhance efficiency and improve collaboration
3. Compliance training & facilitates SSWSEEP PMU's and Implementing Partners registration on the Platform.
4. Establish and support the Implementation of data Governance framework for SSWSEEP.
5. Development of a functional Digitized GRM System on one of the platforms of the SSWSEEP Database: with user documentation, deployment and operation of a digital grievance Redress Mechanism using appropriate app, complaint registration, Investigation, feedback, dashboard for reporting.

S/N	ITEM	ACTIVITIES
1.	Development of the Unified Organized Database System	<p>Engage with Monitoring and Evaluation team, conduct requirement analysis, review the Project data collection tools and result framework to establish clear functional requirements</p> <p>Develop a unified SSWSEEP information ecosystem that will be collated and store specific dataset/endpoints directly from Partners spreadsheet and aggregates data from other diverse sources, and Utilizes processes to cleanse, normalize and retain the data in the SSWSEEP's unified database, which will serve as a single source Information Management System ensuring data accuracy, consistency, across all data processing platforms.</p> <p>Develop a robust database system capable of handling large volumes of time-series database and ensure data security and compliance with regulations through encryption and access control mechanisms</p> <p>Establish standardized data collection architecture, documentations, data governance protocols and integration methods to facilitate real-time data exchange, for seamless</p>

		<p>communication with other project management systems, applications, and third-party services.</p> <p>Develop a system that Implements different levels of Data Governance to enable the IT unit access to the backend and Monitoring and Evaluation Unit approve validated data before sharing with donors and key stakeholders.</p> <p>Develop a Power BI dashboard for All the Components of SSWSEEP Project.</p> <p>Design a user-friendly mobile responsive interface for different user roles, ensuring accessibility that enables stakeholders to seamlessly access, query, store, and retrieve data, democratizing data utilization, securely across the Women Empowerment and GBV space with for real-time monitoring, alerts, and notification modules</p> <p>Develop a geospatial analytical tool to serve as SSWSEEP achievement dashboard, with browser-side capabilities to enable users to sort and export interested resources, reports, case studies and customized datasets with ease</p>
2.	Development of Internal Workflow Process Solution to enhance efficiency and improve collaboration	<p>Analyze the documented processes to identify inefficiencies, delays, and bottlenecks, redesign the workflows to eliminate identified issues and sketch a wireframe</p> <p>Design a custom-built solution architecture and data flow between different components of the workflow, including input sources, models for each workflow, ensuring it supports scalability, security, and integration with existing systems such as the official g-suite account, local file storage system and other identified enterprise system to ensure seamless data flow and functionality</p> <p>Develop and deploy a user interface dashboards, forms, and notifications. Establish user roles and set permissions to ensure appropriate access control. and ensure the solution is accessible from mobile devices providing flexibility for on-the-go management</p>
3.	Compliance training & facilitate registration with the MGCSW - PMU	<p>Understand the core data principles and Requirements of South Sudan and conduct a data protection Impact Assessment by documenting all personal data processing activities within MGCSW - PMU and evaluate the potential risks and the measures to mitigate these risks.</p> <p>Develop a comprehensive data processing and protection policy that outlines how personal data will be collected, processed, stored, and protected, retention and destruction.</p> <p>Conduct training and awareness on data protection best practices and Protection compliance for all Implementing Partners.</p>
4.	Development of a functional Digitized Grievance Redress Mechanism (GRM) System on one of the platforms	<p>Platform for functional collection of data on Receiving of grievances, registering the complaint, Notification of complaint, closing of complaint, Verify, Investigate and Act, Monitor, Evaluate and Feedback, GBV and SEA Cases documentation and reporting</p>

## 4.0 Methodology

The consultancy will adopt a phased, inclusive approach to ensure thorough analysis, stakeholder engagement, and effective implementation. This includes:

**Requirements Gathering, Analysis & Documentation:** Requirements gathering, analysis & documentation to understudy the internal operations of the PMU, the current technologies trends and infrastructure being deployed in the Women Empowerment space.

**Design System Architecture:** Design the system architecture and data flow between different components of the workflow, user roles and output destination and integration with existing solutions.

**Development & Deployment:** Set up development environments with necessary tools and frameworks, develop core components, deploy solution and conduct unit testing to ensure individual components work correctly and solution meets their needs and expectations

**Integration with existing systems:** integrate solution with existing infrastructure like the MGCSW account and local file storage system.

**Training and Documentation:** Develop training materials and conduct training sessions.

## 5.0 Deliverables

The consultancy will produce a series of detailed deliverables that collectively contribute to the successful realization of the project's objectives. The deliverables are outlined as follows:

### Completed DBS System

A fully functional MGCSW Unified Organized Dataspace system that meets the project's development objectives and requirements that Seamlessly integrates with diverse data sources.

Integrated analytical tools, including aggregations, geospatial tool, maps, and charts, for data visualization.

Comprehensive user guides, Integration documentation and documented plan for operational support, troubleshooting and system maintenance for at least 6months after the launch of the DBS system

### Completed PMU Workflow Solution

A fully functional workflow solution that streamline operations, automate repetitive tasks, reduce manual procedures in the PMU and seamlessly integrates with the official emails and local storage systems

User friendly Graphical interface design ensures secure accessibility and ease of use.

Integrated analytical tools for reporting usage and accessing logs.

Comprehensive user guides, Integration documentations and documented plan for operational support, troubleshooting and system maintenance for at least 6months after the launch of the workflow solution

### Completed GRM reporting platform

A fully functional workflow solution that streamline operations, automate data entered from the state Kobo tool collect application. Deploy data entry page on the Kobo tool Application for complain data tracking which will transmit to the database.

## Project Management and Reporting

Submitted copies of all progress reports detailing project updates, challenges, milestones achieved, timelines and plans for operational support phases.

### 5.1 Reporting Deliverables and Payment Terms

The reports are expected to include the details of the following activities/key milestones as indicated within the indicated timelines:

S/N	Deliverables	Delivery Schedules	Payment Terms (% of Contract Amount)
1	<b>Progress Report No. 1</b> Requirements gathering, analysis & documentation to understudy and understand the internal operations of the SSWSEEP, the current technologies infrastructure being deployed across the Components, through stakeholder interviews and desk review.	Submission deadline is two (2) weeks from commencement	30%
2	<b>Progress Report No. 2</b> Set up development environments with necessary tools and frameworks, develop core components such as the workflow engine, Implement APIs to facilitate communication between different system components and external system and storage mechanisms to handle large volumes of data from SSWSEEP Implementing Partners. Deploy solution and conduct unit testing to ensure individual components work correctly and solution meets their needs and expectations. Provision the necessary infrastructure in the cloud and on-premises and set up monitoring and logging to track system performance and detect issues early.	Report to be submitted within four (3) weeks	20%
6	<b>Progress Report No. 3</b> Develop training materials and conduct training sessions and documentation covering system architecture, usage instructions, and troubleshooting guides and establish a support mechanism to address user issues and provide timely assistance.	Report to be submitted within seven (4) weeks from commencement	20%
7	<b>Final Report</b> To include the assignment completion of data harmonization and database test functional.	Report to be submitted within Eight (4) weeks from commencement	30%

The consultant shall report to the Project Management and through the Monitoring and Evaluation Specialist.

### 6.0 Duration of Assignment

This consultancy assignment is projected to span through a period of Eight (8) weeks only, with specific milestones set for each phase of the project. This timeline allows for thorough analysis, design, stakeholder engagement and training, design, deployment and support training

## 7.0 Consultancy Team

A multidisciplinary team comprising experts in System Design, Software architect, Full stack programmers and GIS Database Experts will execute the consultancy. The team will work closely with MGCSW - PMU and report to the Project Manager.

## 8.0 Qualification and Experience of Firm

The consultancy firm with the following qualifications are invited to participate in the assignment:

The ICT firm shall be a top tier IT consulting firm with a minimum of three (3) years operational existence as an organization.

Should have executed a minimum of one (1) similar assignment in the last three (3) years

Previous experience in a bespoke software deployment, cloud formation setting and API architecture will be an advantage

The Consultant shall provide the following experienced personnel to carry out the assignment with the following minimum qualification requirements:

S/N	KEY EXPERT	NO.	QUALIFICATIONS AND EXPERIENCE REQUIREMENTS
1.	Project Manager	1	Degree in project management, computer/communication/ software development, or related field; proven experience managing complex software projects; strong leadership and communication skills  extensive experience in software system architecture design; conversant with web.30 engineering and industry 4.0. processes  Experienced in managing technology projects using Agile methodologies.  Certified Blockchain Developer or related certifications is mandatory  Minimum of 10 years of work experience in Agile methodology and smart contracts.
2	IT Specialists	1	Degree in design Computer Engineering, Telecommunication and related discipline  Experts in deploying and managing IoT devices for remote monitoring.  Professionals who ensure reliable and secure connectivity for remote monitoring systems.  Specialists who can analyze data from remote monitoring systems to provide actionable insights.
3	GBV or GRM Specialist	1	Degree that is relevant to the Position and at least 6 years of experience in GBV or GRM Programming and ability to identify and use data elements or KPIs on GBV or GRM.
4	Frontend Software Developers	1	Degree in design Computer Engineering, Telecommunication and related discipline  Internet webmaster certifications. Knowledgeable in at least 2 frontend frameworks.

5	Quality Assurance Engineer	1	Bachelor's degree in computer science or related field; experience in software testing and quality assurance practices
6	GIS expert	1	Bachelor's degree in Geographic information system, business administration, or related field; strong skills in the use of GIS applications database

## 9.0 Reporting

Upon completion of the assignment, the Consultant firm shall submit a functional database system with seamless transmission and analysis of data entered into the data entry page, Kobo collect applications, Database User Guide/Manual the final report in three (3) hard copies and in an electronic format (submitted in a flash drive or Compact Disc) to the Monitoring and Evaluation Specialist.

## 10.0 Consultant's Selection Method

The Consultant will be selected in accordance with the Consultant's Qualification Based Selection (CQS) method set out in the Procurement Regulations for IPF Borrowers dated Fifth Edition, September 2023 available on [www.worldbank.org/procurement](http://www.worldbank.org/procurement).

Submissions of signed Expressions of interest (EOI) should be delivered in a written form to the address below (in person or by email) by **Friday 25<sup>th</sup>/July/2025 at 5:00pm (CAT)** marked clearly as – **“Expression of Interest for Development of a Database System and Digitization of GRM reporting”**

**Attention: The Procurement Department**

**Project Management Unit (PMU)**

**South Sudan Women's Social and Economic Empowerment Project,**

**Ministry of Gender, Child and Social Welfare,**

**Juba, South Sudan.**

**E-mail:** [procurement@pmusswseep.org](mailto:procurement@pmusswseep.org) with a copy to [info@pmusswseep.org](mailto:info@pmusswseep.org) and [ssweeppmu@gmail.com](mailto:ssweeppmu@gmail.com)