



DEFENDERS  
COALITION

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# CONSULTANCY: TERMS OF REFERENCE

## DEVELOPMENT OF AN INTEGRATED DATABASE AND CASE MANAGEMENT SYSTEM FOR DEFENDERS COALITION

### 1. Introduction and Background of the Organisation

The Defenders Coalition (NCHRD-K) is a national organization incorporated in the Republic of Kenya as a Trust. Its mission is to champion the safety, security and wellbeing of Human Rights Defenders (HRDs). Established in 2007, Defenders Coalition is the only national organisation that works primarily for the protection of HRDs.

Defenders coalition is guided by the Strategic Plan 2020 – 2025, which outlines the vision, ambition and strategies of realizing the same. The Plan, which is also aligned to global human rights instruments seeks to effectively position the Defenders Coalition, as leader in the rapidly changing environment especially in technology. The Defenders Coalition takes a holistic approach in its work geared towards a safe and secure environment for HRDs through an established rapid response mechanism, capacity building and knowledge management structures. Addressing concerns of HRDs is the core business of the coalition and thus works towards increasing their capacity in safety and security as well as their knowledge in the policy and legal environment within the human rights context as well as inclusion of technology in the work of HRDs as well as at the secretariat

### 2. Objective of the Integrated Case Management System

Defenders Coalition currently has a manual case management system which is used to record incidents of violation against HRDs.

The overall objective of this is to create and develop a web-based system which captures the processes of intake, processing, support and exit of the client support as well as a platform for archiving the Defenders Coalition membership database.

### 3. Methodology

The design and development of the case management system will be conducted by an external consultant who will lead the project team and will work under the supervision and support of the Defenders Coalition Executive Director.

The consultant is expected to develop a technical detailed methodology and for framework design of the case management system, taking into consideration the local context. The consultant will develop, build and design and maintain case management and handle all the source code and data used. The sample design and proposed development tools will be discussed and approved by the Defenders Coalition team before the commencement of the development of the system.

#### **4. The Expected outputs and Outcome**

- Design and develop a secure web based integrated case management system and membership management system where the cases well stored for quick access.
- Review the existing Defenders Coalition membership database and identify the existing gaps to integrate the case management systems

#### **5. Duration and Reporting**

This assignment will be completed within two months and it's expected to start in June 10th, 2022. A breakdown of how these days shall be utilised shall be reflected in the schedule of work to be presented to the Defenders Coalition by the consultant.

#### **6. Profile of Consultant(s)**

The consultant(s) should have the following qualifications/expertise:

- a. Master's degree in information technology management or any other relevant field
- b. Minimum five years of experience in Mobile Application Development and Information Management
- c. Working experience within multicultural teams and human rights organization or communities and human rights issues
- d. App design, coding, backend web service knowledge
- e. Knowledge in UI & UX
- f. Strong knowledge in iOS and Android SDK
- g. Excellent communication skills, oral, written and presentation
- h. Cross-browser compatibility, web user interface design (UI)
- i. Prototype software experience for Mobile Developments

## 7. Modalities of remuneration

The consultant shall present to the Defenders Coalition both financial and technical proposal for the project. The technical proposal must cover all important aspects of the solution and the financial proposal should cover professional and support cost.

## 8. Application Procedure

Interested applicants who meet the job requirements and qualifications and with the right personal attributes are invited to complete and submit the following:

- i. A technical proposal detailing the methodology and work plan
- ii. Financial proposal
- iii. A brief description of the resource person outlining recent experience in similar assignments (three assignments over past four years)
- iv. At least three references of similar assignment
- v. Sample work that is similar to this assignment
- vi. Presentation of the sample work

All applications should be sent to Defenders Coalition [info@defenderscoalition.org](mailto:info@defenderscoalition.org) copied [ict@defenderscoalition.org](mailto:ict@defenderscoalition.org), by **Thursday, May 12th 2022**.

Quote **"DC Case Management System"** in the subject line of your email.

Successful applicants will be notified by **Friday, May 27th, 2022** and given further guidelines on the assignment.

*Defenders Coalition is an equal opportunity employer, committed to ensuring diversity, inclusivity and gender equality within our organization and work. Defenders Coalition, thus will recruit/award the consultancy to the most qualified person /company irrespective of race, color, marital status, sexual orientation, religion, gender, ethnicity. Only successful candidates will be contacted.*