



GREATER VIRUNGA TRANSBOUNDARY COLLABORATION
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Terms of Reference for Consultancy to Develop an Online Monitoring and Reporting System for the Greater Virunga Transboundary Collaboration (GVTC) and Partners

1. Background

The Greater Virunga Transboundary Collaboration (GVTC), in partnership with WWF, Gorilla Doctors, International Gorilla Conservation Programme (IGCP) and International Union for Conservation of Nature (IUCN), is implementing the World Bank-funded Pandemic Fund Project in the Greater Virunga Landscape (GVL). The project aims to strengthen wildlife health monitoring, biodiversity conservation, and pandemic preparedness through coordinated, cross-border interventions.

To improve project performance monitoring, accountability, and learning, GVTC and its partners require a robust, flexible, and user-friendly Online Monitoring and Reporting (M&R) System. This system will track planned and implemented activities, monitor expenditures, analyse qualitative and quantitative data, and facilitate data storage and sharing.

2. Objectives of the Assignment

The primary objective of the consultancy is to design, develop, and operationalise an Online Monitoring and Reporting System that:

- Allows tracking of planned versus implemented activities.
- Tracks budget allocations against actual expenditures.
- Aggregates and analyses both qualitative and quantitative project data.
- Supports multiple projects and partners with the flexibility to add new initiatives and activities.
- Enables secure information storage and easy data sharing.
- Generates reports and dashboards for different user levels.

- Disaggregates plans, implemented activities, budgets and results by implementing partners

3. Scope of Work

A. System Design

1. Conduct consultations with GVTC, WWF, Gorilla Doctors, IUCN, and relevant stakeholders to understand monitoring and reporting needs.
2. Define system architecture, features, and data management protocols.
3. Design the database to capture:
 - Planned activities
 - Implemented activities (with progress updates)
 - Funds budgeted and funds expended
 - Qualitative narratives on progress
 - Quantitative indicators
4. Design user interfaces (front end) and administrator panel (back end).
5. Develop data visualisation and reporting dashboards.

B. System Development

1. Build a secure, cloud-based online M&R system.
2. Develop functionalities for:
 - Activity planning and tracking
 - Financial tracking and budget comparison
 - Aggregation of qualitative narratives
 - Collection and analysis of quantitative data
 - Automated report generation
3. Ensure system flexibility for adding new projects, activities, and indicators.
4. Integrate role-based access control (for partners, project managers, and administrators).
5. Incorporate document and evidence storage functions.

C. Testing and Deployment

1. Conduct user testing with GVTC and partner teams.
2. Train designated staff and system administrators.
3. Prepare system user manuals and technical documentation.
4. Launch the system and provide a three-month support period.

4. Detailed Functional Requirements

Module / Component	Functionality	Key Features	User Level
1. User Management & Access Control	Secure login and role-based access	Individual accounts for GVTC, WWF, Gorilla Doctors, IUCN, and other partners	Admin, Project Managers, Partner Users
		Role-specific permissions (e.g., admin, project manager, partner user, read-only)	
		Password reset and two-factor authentication	
2. Project & Activity Planning	Input and track planned activities	Project creation with objectives, indicators, timelines, and budgets	Admin, Project Managers
		Activity scheduling with milestones	
		Assignment of responsibilities to specific partners	
3. Activity Implementation Tracking	Record implemented activities against the plan	Status updates (e.g., Not Started, In Progress, Completed)	Project Managers, Partner Users
		Upload supporting evidence (photos, documents, reports)	
		Link activities to indicators and outputs	
4. Financial Tracking	Track funds allocated vs. spent	Budget entry by activity and project	Finance Users, Admin
		Expense logging and tracking	
		Automatic variance calculation (budget vs. actual)	
		Currency conversion (if needed)	
		Text boxes for progress narratives	All Users

Module / Component	Functionality	Key Features	User Level
5. Qualitative Data Management	Capture narrative reports	Thematic tagging (e.g., conservation, health, community engagement, implementing/reporting partner)	
		Search and filter by keywords or themes	
6. Quantitative Data Management	Capture indicator-based data	Numeric data entry linked to indicators	Project Managers, M&E Users
		Graphs and charts auto-generated	
		Import/export data in CSV/Excel formats	
7. Data Aggregation & Analysis	Automatic consolidation of data	Generate project-level and partner-level summaries	Admin, M&E Users
		Combine qualitative narratives with quantitative results	
		Track trends over time	
8. Dashboard & Reporting	Real-time visual monitoring	KPI dashboards (progress, budget, outputs)	All Users
		Customizable charts and graphs	
		Automated report generation (PDF/Excel)	
		Scheduled report emails to stakeholders	
9. Multi-Project Flexibility	Handle multiple projects concurrently	Add new projects, activities, and indicators without coding changes	Admin
		Switch between projects from a single interface	
10. Document & Evidence Storage	Centralized file repository	Upload and categorize documents, reports, and media	All Users (with permissions)
		Search by project, activity, or keyword	

Module / Component	Functionality	Key Features	User Level
		Download permissions based on role	
11. Security & Backup	Protect and preserve data	SSL encryption	Admin, System Host
		Automated daily backups	
		Data recovery options	
		Compliance with relevant data protection laws	
12. Training & Support	Ensure effective system use	On-site or virtual training sessions	All Users
		User manuals and video tutorials	
		Post-launch helpdesk support (minimum 3 months)	

Note: The system must be **mobile-responsive** (usable on smartphones and tablets) and optimised for **low-bandwidth environments**, given the operational context of the Greater Virunga Landscape.

5. Non-Functional Requirements

In addition to the functional requirements, the system must meet the following non-functional requirements:

- System uptime should be at least 99.5% annually.
- Average page load time should be under 3 seconds on standard 3G mobile networks.
- Support concurrent access by at least 100 users.
- Be scalable to accommodate growing data and user volumes.
- Must include audit trails for critical actions.

6. Data Ownership and Hosting

GVTC and its partners will retain full ownership of all data collected and managed within the system. The system should be hosted on secure cloud infrastructure that complies with local and international data protection laws. Preference will be given to solutions hosted in data centers located within East Africa or aligned with the Rwanda data sovereignty policies.

7. Support, Maintenance, and Sustainability

Beyond the initial three-month post-launch support period, consultants should provide optional maintenance agreements for up to one year. All source code, documentation, and administrative credentials must be handed over to GVTC upon project completion to ensure sustainability and future scalability.

8. Interoperability and Integration

The system should be capable of integrating with existing tools such as KoboToolbox, DHIS2, or financial software commonly used by GVTC partners. Open APIs should be included to facilitate data import/export and interoperability with third-party systems.

9. Risk Management and Mitigation

The consultant should identify potential risks during the design and implementation phases and propose mitigation strategies. Examples include power outages, internet instability, data breaches, and staff turnover.

10. Accessibility and Inclusion

The system should be designed in compliance with WCAG 2.1 standards to ensure usability by individuals with disabilities. Additionally, data should be disaggregated by gender and age where applicable, to support inclusive reporting.

11. Deliverables

The consultant will deliver:

- 1) Inception Report – detailing needs assessment, proposed architecture, and work plan.
- 2) System Prototype – for review and testing.
- 3) Final Online Monitoring and Reporting System – fully functional, deployed, and tested.
- 4) User Manuals & Training Materials – for administrators and end-users.
- 5) Training Sessions – for GVTC and partners.
- 6) Technical Documentation – for system maintenance and future upgrades.

12. Duration

The consultancy is expected to last **3 months**, including design, development, testing, deployment, and training.

13. Required Qualifications

- Proven experience in developing online monitoring and reporting systems for NGOs or multi-partner projects.
- Strong knowledge of database design, data analytics, and dashboard development.
- Experience integrating financial tracking and qualitative/quantitative reporting tools.
- Familiarity with conservation, public health, or development project monitoring frameworks.
- Proficiency in web technologies (PHP, Python/Django, Node.js, Microsoft Dynamics, etc.), database systems (MySQL, PostgreSQL), and cloud hosting.
- Excellent communication skills and ability to train non-technical users.

14. Reporting and Coordination

The consultant will report to the **GVTC Executive Secretary** (or designated M&E Lead) and work closely with focal points from WWF, Gorilla Doctors, IGCP and IUCN.

A project steering committee will be established to oversee development. The consultant is expected to attend biweekly review meetings and provide progress updates. Feedback loops will be used to guide iterative improvements.

15. Payment Schedule

Payments will be made upon completion of key deliverables:

- 20% upon delivery of the System Prototype
- 40% upon acceptance of the Final System
- 40% upon completion of training.

16. Proposal Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- 1) Technical understanding of the assignment – 40%
- 2) Relevant experience in similar systems – 30%
- 3) Financial competitiveness – 20%
- 4) References and testimonials – 10%

About three bidders will be invited to present their technical ideas to the selection team, which will be the final stage of the evaluation process.

17. Application Process

Interested consultants must submit the following documents:

- Technical proposal (understanding of assignment, methodology, and work plan).
- Financial proposal (budget breakdown).
- CV highlighting relevant experience.
- Examples of similar systems developed.
- Letters of reference and contact details from at least two institutions where a similar assignment was implemented, directly referring to the applicant's name.

Interested candidates should submit a detailed CV, cover letter, and contact details of three referees via email to: es@greatervirunga.org with a copy to rkabeya@greatervirunga.org

Subject line: Technical and Financial Proposal for Developing an Online Monitoring and Reporting System

Deadline for submission: 24th November 2025 (23:30 Central African Time).