



Title:	To Hire a Consultant for Developing a TOR Document to Create a Case Management System at Children's Ombudsman's Office
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1. Background

The Children's Ombudsman was appointed by the President on 23rd July 2020, in accordance with Article 113 of the Child Rights Protection Act (19/2019). The Children's Ombudsman's Office (COO) is created to assist the Ombudsman to carry out the duties assigned to her as per Article 115 of the Act.

As per the Section 115 of the Act, the Children's Ombudsman has the following responsibilities;

- To identify the extent to which state institutions adhere to the act and to take all necessary measures to ensure the implementation of the act;
- To identify the extent to which state institutions adhere to the Convention on the Rights of the Child and to take all necessary measures to ensure the implementation of the Convention;
- To monitor and evaluate the conduct of the staff and state institutions that are mandated to ensure the rights of children;
- To investigate and review the conduct of the staff and state institutions that are mandated to ensure the rights of children;

1.1. Vision

Ensure every child grows up with protection and their rights guaranteed without any discrimination.

1.2. Mission

- To ensure all state institutions and employees mandated to protect the rights of children in the Maldives adhere to the laws, regulations and conventions.
- To investigate and attend to cases regarding children in a responsive manner and review without bias.

2. Current Status and Difficulties

Currently the four main responsibilities of the office are carried out by the below departments within the office.

- Investigation and Legal – Tasked with monitoring and evaluating the conduct of the state institutions and it's staff, that are mandated to ensure the rights of children, as well as investigate and review their conduct.
- Compliance and Enforcement – Tasked with identifying the extent to which state institutions adhere to the Act (19/2019) and UNCRC and taking necessary measures to ensure the implementation of both the Act and the convention.
- Monitoring and Evaluation – Department is planned to be created at the start of 2022 and will be tasked with continuous monitoring of the recommendations and issues identified by the above two departments, until the recommendations are implemented or issues solved.

The current process heavily depends on manual work and physical documents. Case management is done manually throughout the registration, evaluation and investigation process. The lack of a state-of-the-art investigation system, leads to difficult and complex case management process, time management issues, susceptibility to human error, difficulty in making fast informed decisions. The need to make fast investigative decisions plays a key role in ensuring child rights in Maldives, given the current status quo. Thus, a robust and modern case management system is very important to ensure rights of the children guaranteed in the Constitution and laws as it assists efficient law enforcement.

Audit planning, field work and reporting is also carried out manually, which may cause difficulties in the future as we strive to achieve the ambitious task of auditing all the related state organizations every two years. Also going forward, implementing self-auditing in the islands may prove to be a difficult task, if we remain in the current model that heavily depends on official letters and documents.

Finally monitoring the recommendations and issues identified in the investigation and auditing process will be a huge task for the monitoring department. From the Baseline study conducted in 2020, which was done in just three selected islands, we observed 66 recommendation and issues that needed to be corrected. Also, these issues related to different state agencies which makes the monitoring process even more difficult.

Due to the above reasons the use of a fully-fledged Case Management System is very important for Children's Ombudsperson's Office to carry out our legal obligations.

3. About the Proposal

We have planned to start the CMS development work in early 2022. We have also received the funding to develop the system from the state budget for 2022.

Objective of this proposal, is to acquire funding from UNICEF to hire a consultant to prepare a functional and technical requirement paper for developing a Case Management system for the office. As we currently do not have the staff with the appropriate technical knowledge to carry out a requirement analysis, we decided to outsource this to a professional.

However, we do not have the necessary funds to carry out this portion of the work from the 2021 budget and therefore are requesting funding from UNICEF.

4. Objectives of the Requirement Analysis

At the end of the requirement analysis the following information must be available.

- the functional requirements from the various departments of Children's Ombudsperson's Office and related state agencies.
- how the system can be integrated with the existing systems of related agencies.
- the software and hardware requirements for such a system.
- the security risks to such a system and how to mitigate these risks.
- Estimated cost and time frame for the software development phase.

5. Deliverables

- Fully developed TOR Document to be used for the software development.

6. Working Arrangements

The consultant is expected to be based in the Greater Male' area. All the supporting documents and materials will be provided by the Office wherever possible. The Office will assist in organizing meetings and any other administrative activities relevant to the requirements of the consultancy.

The consultant is expected to honor the working hours of Children's Ombudsperson's Office and relevant state agencies during the length of the consultancy.

7. Remuneration and Time Frame

The project should be completed within 60 days from the date of signing the agreement. The quoted price should not exceed MVR 70,000 for the whole project.

8. Evaluation Criteria

Proposals will be evaluated based on the below criteria.

Experience (30%)	Experience will be assessed based on similar projects carried out in the last 7 years. 2 marks will be given for each experience document. A maximum of 10 documents can be submitted. Marks for this section will form 30% of the total marks.
Education (20%)	Applicants are expected to have at least a Bachelor's Degree in a related field. If the applicant is a firm or a team, at least one member of the team should meet the education criteria.
Proposal (50%)	Applicants are expected to outline the work plan and methodology for the project.

9. Submission of Proposal

Interested and qualified applicants should submit their proposal **in person on 14th November 2021 at 11:00am to Children's Ombudsperson's Office**. The following documents are required.

- Bid Submission Form
- Proposal
- Details CV's of applicants/team members
- Educational Certificates of applicants/team members
- Previous work portfolios (Reference Letters)
- National ID card copies of applicants
- Business Registration Certificate Copy for firms