

## **TERMS OF REFERENCE (TOR)**

**Statement of Work: Provision of software services to aid the conduct of Program/Project Planning, Monitoring, and Evaluation at the ECOWAS Centre for Renewable Energy and Energy Efficiency (ECREEE)**

**Project Title: Capacity-building support for the ECOWAS Centre for Renewable Energy and Energy Efficiency in the scope of the Global Network of Regional Sustainable Energy Centre (SAP ID: 180287)**

**Date: 18th January 2022**

### **1. PROJECT SUMMARY AND OBJECTIVES**

Under this project, UNIDO assists ECREEE to adapt technically and institutionally to the new requirements of the ECREEE Strategic Plan covering the period 2017 to 2021. ECREEE is at a crossroads and needs to adjust its internal proceedings and competence to changing demands of the ECOWAS Member States. Since its operationalisation in 2010, major progress has been achieved. Currently, the creation of ECREEE has been considered as an effective regional policy response from the ECOWAS Ministers of Energy to the oil price emergency in 2008 and the urgent need to reduce fossil fuel dependency. In a very short time, ECREEE has positioned itself as an entry point and hub for promoting renewable energy and energy efficiency in the ECOWAS region. The centre has established a regional policy framework, which includes specific targets for the years 2020 and 2030. In 2020, ECREEE celebrated its first 10 years anniversary.

### **2. GENERAL BACKGROUND INFORMATION**

The ECOWAS Centre for Renewable Energy and Energy Efficiency (ECREEE) is a specialized agency of the ECOWAS Commission responsible for the development and promotion of renewable energy and energy efficiency. The objectives of the agency include the following: a) coordination of projects and programs relating to the promotion and development of renewable energy resources, the increase of energy efficiency to improve access to modern energy services and energy security in the Member States; b) sensitization and capacity building in the region on renewable energy and energy efficiency; c) policy harmonization and quality assurance of renewable energy and energy efficiency services; d) energy research and technology transfer; and e) program development and resource mobilization.

Not only has ECREEE become a center of excellence for renewable energy and energy efficiency in the ECOWAS region but also, it is a reference for other economic blocks in Africa to set up similar agencies. The Centre is currently part of a Global Network of Regional Sustainable Energy Centers (GN-SEC), an innovative south-south multi-stakeholder partnership established by the United Nations Development Organization (UNIDO) to accelerate the energy and climate transformation in developing countries. ECREEE has been facilitating the development and implementation of sustainable energy projects. Its work program has three main areas—renewable energy, energy efficiency, and cross-cutting themes. The cross-cutting themes include a) sustainable energy policy and enabling environment; b) climate change; c) certification of sustainable energy skills; d) gender mainstreaming; e) resource mobilization; f) energy data collection, management, and

publication; g) program communications and, h) information and communication technology. Currently, 15 sub-programs and projects are being implemented across the three program areas.

Key Stakeholders that ECREEE reports to stakeholders twice a year. Further information about ECREEE is available on: [www.ecreee.org/](http://www.ecreee.org/)

Currently, ECREEE does not have a centralized repository for program/project information such as:

- Start and End Dates;
- Budgets and expenditure;
- Status of implementation of activities;
- Results, i.e., Outputs, Outcomes, and Goals/Impacts;
- Reporting and payments deadlines
- Results Indicator values, i.e., baselines, targets, actuals, as well as deviation narratives arising from the comparison of indicator target versus actual values;
- Types of planned independent evaluations and their purposes;
- Reports on completed independent evaluations;
- Status of implementation of independent evaluation recommendations; and
- A map showing types of interventions in the ECOWAS Member States.

On several occasions, the lack of a centralized repository of program and project information has led to:

- Inability to trace program data/information. They are either captured in several versions of reports or, hidden in many emails or several folders;
- Confusion as to which version of a report is correct or final;
- Delays in response to reporting requests from the ECOWAS Commission; and
- Inability to adequately respond to program information needs of independent evaluators and potential financial and technical partners who conduct pre-award assessments.

Within this framework, ECREEE intends to hire a software company to provide consultancy services to assess ECREEE current system in place, suggest and install software to oversee the planning and management of projects/programs from their inception until their closing, helping to monitor and evaluate results.

### **3. OBJECTIVE OF THE ASSIGNMENT**

The main objective of this assignment is to provide project management software to allow ECREEE program officers to efficiently plan, monitor, manage and evaluate its interventions. Specifically, the Centre requires a tool that will allow the carrying out of the following tasks:

- a) Inputting of planned program/project documents: This involves developing i) concept notes, ii) performance monitoring plans, and iii) activity budgets and implementation schedules. Please find the details in Annex 1 in the attached Excel file;
- b) Inputting of planned independent evaluations: Some sub-programs or projects may require that consultants are hired to conduct independent evaluations. Planning those evaluations involves stating the evaluation type, proposed date of commencement, illustrative evaluation questions, and the budget. Details are in **Annex 1**;
- c) Monitoring of programs and projects: This task area involves the inputting of status data/information into the system to enable the comparison of planned and actual data/information and further analysis. This implies the tracking of activities implementation, results, reporting needs, payment schedules, and the

implementation of decisions taken during programs and projects performance reviews, flag the need for corrective measures. Details are described in **Annex 2**;

ECREEE also intends to have a geo-spatial mapping feature that would allow users to view maps that illustrate information about interventions in the Member States. Such information includes the following:

- Sub-Program/Project name,
- Date of commencement,
- Date of closure, if applicable,
- Type of intervention/assistance,
- Name of implementing partner
- Number of beneficiary communities, where applicable, e.g., EREF projects
- Number of persons/beneficiaries (disaggregated by male and female), and
- Name of beneficiary institution(s), where applicable.

**Annex 3** provides a screenshot of an example of the desired map.

Besides these, ECREEE would need to upload the following program/project documents for referencing purposes: i) Site visit reports in Microsoft Word and PDF; ii) Photos, videos, and audios of field visits, training sessions, workshops, conferences, etc., and iii) Implementing partners' status reports.

- d) Generation of reports from the data described in Section 3 c), quarterly and annually: This would facilitate the agency's internal performance reviews and report to stakeholders, including the President of ECOWAS Commission, the ECOWAS-Donors Consultation Committee, National Focal Institutions (NFIs), Funding and Technical Partners, and beneficiaries of interventions. Parts 1 and 2 of **Annex 2** provide the formats for these reports.
- e) Tracking of independent mid-term or end-of-project evaluation actions after they have been completed: Information to be inputted and reported include i) the title of the independent evaluation conducted, ii) evaluation report submission date, iii) recommendations iv) ECREEE Management's position on the recommendations, v) status of implementation vi) next required action if not completed and vi) status of dissemination of the evaluation report to stakeholders. **Annex 4** provides details on this intended use. ECREEE intends to upload evaluation reports in PDF formats.

ECREEE will provide samples of program or project information for the Service Provider to use during the set-up/training sessions.

#### **4. THE SCOPE OF THE PROPOSED CONTRACTED SERVICES, DELIVERABLES**

ECREEE has expectations of the Service Provider regarding four key areas, namely:

a) Features of the software, b) User Access Management, c) Training of Users and d) Software Ownership and Subscription Management

##### a) Features of the Software

The required software should have features that will permit the conduct of the following tasks, at a minimum:

- Design of customized forms;
- Creating a database;
- Capturing data for both quantitative and qualitative indicators;
- Collecting and processing data on mobile devices (e.g., smartphones and tablets);

- Data entry even when the internet connection is not available;
- Storing, importing, and exporting data in Excel and portable document format (PDF);
- Uploading of photos, audio and video files, and documents in Word, Excel, or PDF,
- Translating descriptive texts in the system from English to French and Portuguese;
- Geospatial mapping of interventions;
- Creating on-demand attractive and flexible reports;
- Employing security protocols when transferring data;
- Protecting data and confidential information;
- Operating on popular web browsers on all major operating systems, and
- Keeping an audit trail that shows the author of any input/change to the information available and the precise time the input was made.

ECREEE uses **Microsoft 365 E3 Suite®** and the service provider may consider the integration of the proposed solution into this suite of applications.

b) User Access Management

The system should be able to accommodate multiple users in different locations across the 15 ECOWAS Member States with varied access rights. Access rights will include: i) view only, ii) input and edit data and view reports/dashboards, iii) create forms, enter, and edit data, and view and download reports, etc. Users who will be given the access rights to make entries should be able to do both online and offline.

There are two main categories of people that would use the system— internal and external users. Internal users include the Monitoring and Evaluation Point of Contact, Program Officers, Finance Officer, the Director of Administration, Finance, and ICT, and the Executive Director, whereas the external users comprise designated representatives of program/project implementing partners, the ECOWAS Commissioner for Energy and Mines, and Funding and Technical Partners.

Specifically, the users will interact with the software in the following ways:

User	Access rights
Monitoring and Evaluation Points of Contact	Create forms for capturing indicator data, monitor data in-flow, provide feedback to the supplier of data and service provider, generate and export reports, create and view dashboard
Program Officers and six potential implementing partner representatives	Enter data and view reports and dashboard
ECREEE Executive Director	View dashboard, approve and download reports.
Commissioner for Energy and Mines	View dashboard and reports
Funding and Technical Partner representatives	View dashboard and reports

c) Training of Users

The software should be user-friendly. The service provider will be required to train the M&E Points of Contact, 10 Program Officers, one Finance, and one Procurement Officer to undertake the tasks outlined in Section 3 of this TOR. They will, in turn, train any other staff and external stakeholders on how to use the system. The software should also be reasonably costed in terms of training and continued support. Training should be adequate as limited training would be impractical for ensuring an understanding of the system.

d) Software Ownership and Subscription Management

ECREEE understands that Project Management software is usually owned by service providers. ECREEE will choose a subscription/licensing plan that best suits its needs and is easy to maintain internally. Besides these, the software developer should be able to provide frequent revisions of the software to prevent outmodedness. The service provider will have to commit to providing updates on the user manual as-and-when an upgrade of the software becomes imperative.

It is proposed that the assignment be structured into four deliverables, to be completed within 47 working days. The assignment has the following scope:

Tasks	Outputs/ Deliverables	Indicative Duration in Working Days (WDs)
<b>Task 1: Inception report</b>		
<ul style="list-style-type: none"> <li>✓ Organize an inception Zoom/Skype call with the ECREEE team for a better understanding of goals and context.</li> <li>✓ Assess ECREEE and ECOWAS current internal systems for project design, management, monitoring, and evaluation through desk review and consultations with the key stakeholders identified in agreement with the M&amp;E officer</li> <li>✓ Draft an inception report including the initial concept and a work plan for implementation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Inception report including the initial findings and recommendations, the scope of work, expected features and proposed architecture, hosting review, user interface details, and a work plan</li> </ul>	3 WDs
<b>Task 2: Customize/develop software and produce a user manual</b>		
<ul style="list-style-type: none"> <li>✓ Customize or develop following ECREEE’s agreement of the initial concept</li> <li>✓ Develop a user manual</li> <li>✓ Make a general validation presentation to ECREEE</li> <li>✓ Install and officially launch software</li> </ul>	<ul style="list-style-type: none"> <li>▪ Software transferred to ECREEE and functional</li> <li>▪ Testing report</li> <li>▪ User manual including detailed guidance with screenshots, FAQ, troubleshooting guidelines (List of main errors and solutions/alternatives found)</li> </ul>	6 WDs
<b>Task 3: Training of selected users</b>		

<ul style="list-style-type: none"> <li>✓ Training of the M&amp;E Point of Contacts, his alternate and selected staff on how to carry out the following tasks in the software: <ul style="list-style-type: none"> <li>➤ Inputting of activity budget and implementation schedule;</li> <li>➤ Inputting of 'Sub-Program'/Project performance monitoring plans;</li> <li>➤ Inputting of independent evaluation plans;</li> <li>➤ Inputting of information on activity implementation status;</li> <li>➤ Generating a 'Sub-Program/Project's performance indicator tracking table based on inputted data;</li> <li>➤ Generating charts showing comparisons of planned and actual values for indicators under a 'Sub-Program/Project';</li> <li>➤ Inputting of decisions taken during programs &amp; projects performance reviews;</li> <li>➤ Generating maps showing the number, type, and photos of interventions the ECOWAS Members States;</li> <li>➤ Inputting of post-independent evaluation actions.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Training plan</li> <li>▪ Training report including final agenda, list of participants, evaluation results, photos of the training</li> </ul>	8 WDs
<b>Task 4: Testing of software</b>		
<ul style="list-style-type: none"> <li>✓ Support to M&amp;E Points of Contact and selected staff to pilot-test the system</li> </ul>	Report on testing of the software	3 days
<b>Task 5: After-sales service</b>		
<ul style="list-style-type: none"> <li>✓ Develop a security and backup plan</li> <li>✓ Operation and maintenance <ul style="list-style-type: none"> <li>➤ 12 months guarantee support maintenance after the launch of the software</li> <li>➤ Helpdesk: provide advice on any IT issue with regards to the software</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ After-sales service report</li> <li>▪ Security and backup plan</li> </ul>	3 WDs
<b>Task 6: Final reporting</b>		
<ul style="list-style-type: none"> <li>✓ Provide a final report including the findings, recommendation, training report.</li> </ul>	Final report	3 WDs
<b>Total Duration</b>		<b>26 WDs</b>

## 5. GENERAL TIME SCHEDULE

The deliverables of the assignment shall be provided within **26 days** after the countersignature of the contract.

Deliverables	Working Days					
	3	6	8	3	3	3
D.1: Inception report including the initial findings and recommendation, the scope of work, expected features and proposed architecture, hosting review, user interface details, and a work plan						
D.2: Software transferred to ECREEE and functional; Testing report and User manual including detailed guidance with screenshots, FAQ, troubleshooting guidelines (List of main errors and solutions/alternatives found)						
D.3: Training plan; and Training report including final agenda, list of participants, evaluation results, photos of the training						
D.4: Report on testing of the software						
D.5: After-sales service report; and Security and backup plan						
D6: Final report						

## 6. COORDINATION AND REPORTING

The service provider will report to the ECREEE Executive Director and his coordination team. ECREEE will ensure compliance with the ECOWAS data protection protocols. The contractor will provide all prepared files, raw data, etc. to ECREEE and the counterparts.

**Disclaimer: The contractor must explicitly agree that any information collected and analyzed during the contracting period is subject to a data privacy clause and a non -disclosure agreement. All products and services delivered under this contract shall pass into the exclusive ownership of ECREEE, including all use and distribution rights connected to it.**

## 7. LANGUAGE REQUIREMENTS

The working languages for this assignment will be both English. French and Portuguese are an assets.

## 8. EVALUATION and PERSONNEL QUALIFICATION

Received bids need to comply with and will be evaluated according to the following criteria:

MINIMUM ELIGIBILITY REQUIREMENTS		VALUE	SCORE
1	Immediate availability of the contractor;	Yes	qualify
		No	does not qualify
2	IT company, registered as a legal entity with at least seven (7) years of relevant experience, providing management / M&E software solutions to organizations or inter-governmental organizations (please provide a copy of the <u>Certificate of Incorporation</u> );	Yes	qualify
		No	does not qualify

3	Financial Strength of the company. Please provide the completed and signed <u>UNIDO Financial Statement Form</u> ;	Yes	qualify
		No	does not qualify
4	Completed and signed Statement of Confirmation (Annex 1 to the TOR);	Yes	qualify
		No	does not qualify
5	Completeness of the technical and financial offer (e.g. CVs, track-record of at least two successful provision of similar services – M&E software supply, installation and commissioning projects, legal and financial documents, all-in price incl. all taxes);	Yes	qualify
		No	does not qualify
6	Proof of manufacturer’s authorization that the firm is authorized to supply the proposed software;	Yes	qualify
		No	does not qualify
7	Secure off-site office/computer facilities with the necessary computer hardware and software to develop the software, transfer it, monitor, and take care of the after-sales;	Yes	qualify
		No	does not qualify
8	Track-record of the team with regard to software development, database development experts, data entry, hardware/network development, and training;	convincing	qualify
		poor	does not qualify
9	Team leader demonstrates at least seven (7) years of experience in managing project for the supply, installation and commissioning of management / M&E software solutions to organizations or inter-governmental organizations. Experience in developing digital result-based monitoring and evaluation tools and solutions is essential. Experience in installing software in the energy field is an asset;  Fluency in English and French is required as all reports need to be issued on both languages. Understanding Portuguese is an asset.	Yes	qualify
		No	does not qualify
10	Team should include at least one software and database development expert, and one hardware expert experienced among others in M&E/MIS systems, monitoring and accounting software, and relational databases. Expertise in PC-based computer hardware and networking is essential;	Yes	qualify
		No	does not qualify
<b>CRITERIA FOR THE QUALITY ASSESSMENT OF TECHNICAL OFFERS</b>		<b>VALUE</b>	<b>SCORE</b>
1	Quality and coherence of the overall technical offer and efficiency of the proposed execution modality and team set-up;	convincing	40%
		regular	20%
		poor	0%
3	Quantity and quality of the provided track-record of the project team with regard to procurement, installation, commissioning and after the sale of similar management/M&E software complexity and specialisation;	good	30%
		regular	20%
		poor	0%
4	Scope of experience of the project team in software development, database development experts, data entry, hardware/network development and training with a focus on management/M&E software.	good	30%
		regular	20%
		poor	0%
<b>MAXIMUM SCORE</b>			<b>100%</b>

In accordance with UNIDO procurement rules the technical acceptable bid with the lowest (**all-inclusive**) price will be awarded. Only technical proposals with a quality score of 70% or more will qualify. UNIDO reserves the right to request additional information from bidders if necessary.



## 9. APPLICATION PROCEDURE

Prospective service providers should submit:

- a) A technical proposal that shows i) how the solution being proposed meets the service requirements described in Section 4 of this TOR, ii) methodology, iii) detailed implementation schedule, and iv) responsibilities of the service provider and ECREEE staff;
- b) A financial proposal, preferably in EUR (or \$USD), including a detailed budget, showing: i) estimated time allotted to each task; ii) the cost of undertaking each task; iii) and iv) any other related expenses;
- c) CVs of key personnel;
- d) Written endorsements from, at least, two clients of the service provider;
- e) A signed declaration of the absence of any conflict of interest.
- f) Copies of certificates and any other relevant documents as described in the evaluation criteria.

Applications will be evaluated based on the responsiveness to the TOR. If selected, the service provider will be required to sign a confidentiality agreement.

## 10. ANNEXES (in Excel File)

Annex 1: Templates for Planning Monitoring and Evaluation

Annex 2: Templates for Tracking Activity Implementation and Results

Annex 3: Map Example

Annex 4: Template for Tracking the Post-Independent Evaluation Actions.

Please click [here](#) to access all four annexes.

## 11. FURTHER INFORMATION

Applicants are requested to submit their proposals no later than 18:00 hrs (CET) of 1st March 2022, by sending applications to [training-mon@ecreee.org](mailto:training-mon@ecreee.org). You may access more information at:

- [www.ecreee.org](http://www.ecreee.org)
- [www.unido.org](http://www.unido.org)