NRC NIGERIA

Terms of Reference: Development and Implementation of a Web-Based Community Feedback Mechanism (CFM) E- Database and Mobile Documentation Application

Duration: 21 Days

Main locations: Nigeria, to cover all NRC locations of intervention.

Type of Consultancy: Development and Implementation of an E-database (web based) and mobile documentation Application for CFM

ORGANISATION BACKGROUND

Norwegian Refugees Council (NRC) is an international, independent, non-profit and humanitarian non-governmental organization, existing under the laws of Norway with Headquarters at Princess Gate 2, Olso, Norway and while in Nigeria Offices at Plot 69,1st Avenue, Gwarimpa, Abuja, Nigeria.

The Norwegian Refugee Council (NRC) works to protect the rights of displaced and vulnerable people during crisis. Through our programmes, we provide assistance to meet immediate humanitarian needs, prevent further displacement and contribute to durable solutions.

In Nigeria, NRC provides assistance through different core competencies, including thematic areas such as Information, Counselling and Legal Assistance (ICLA), Education including Youth programme, Livelihoods and Food security, Shelter and Settlements, Water, Sanitation and Hygiene promotion (WASH). Protection from violence, Rapid response mechanism (RRM) and Coordination and advocacy. Additionally, we work on building self-reliance and enabling pathways to durable solutions as per the 2022 – 2025 country strategy.

We operates in 3 States in North East and Central Nigeria in over 49 target locations across 3 Area Office Maiduguri (Borno State), Yola (Adamwa) and Jos, Plateau State, North East and Central Nigeria respectively.

BACKGROUND AND RATIONALE:

In Nigeria, accountability to affected populations (AAP) is a core pillar of humanitarian response, ensuring two-way communication, meaningful participation, and integrity in programming. However, many current community feedback systems remain fragmented, paper-based, and reliant on manual processes limiting real-time responsiveness and weakening data integrity.

To address these challenges and in alignment with global trends toward digitalization, NRC seeks to develop a web-based CFM system that provides centralized, real-time, and secure management of complaints and feedback. The digital system will strengthen community engagement, increase transparency, and improve program responsiveness.

DESCRIPTION OF THE PROJECT/PROGRAMME

With funding from the NORAD Grant, the Norwegian Refugee Council (NRC) is implementing a project focused on enhancing Accountability to Affected Populations (AAP) through the development and deployment of a digitized Community Feedback Mechanism (CFM) system across its areas of operation in Nigeria. The project, titled "Enhancing Accountability through a Digital Community Feedback Mechanism (CFM)," responds to the urgent need to modernize and streamline how feedback, complaints, and suggestions from communities are collected, managed, and responded to in a timely and secure manner.

Currently, many feedback systems in humanitarian response contexts are paper-based or fragmented, limiting real-time responsiveness, data quality, and inclusiveness. This project seeks to transform NRC's accountability framework by establishing a centralized, secure, and user-friendly web-based CFM platform complemented with a mobile application for offline and field-level data entry and documentation.

The digitized system will enable NRC to:

- Improve real-time data analysis and program adaptation through dashboards and analytics tools.

- Enhance accessibility by incorporating multiple input channels (mobile, web, offline forms).

- Ensure secure handling and ethical management of sensitive community data.

- Increase transparency, trust, and responsiveness in line with global AAP standards.

The system will be designed based on a user-centred approach, ensuring that community members, field staff, and program teams can interact with it easily and effectively. Key features will include multilingual support, low-bandwidth functionality, customizable feedback tagging and categorization, automated alerts for sensitive cases, and visual status tracking of responses.

To inform the development and ensure relevance, NRC will undertake a requirements-gathering and user analysis phase, engaging field teams, CFM focal points, and community representatives. The project will also include a pilot test phase, training of key users, and iterative improvements based on feedback.

By digitizing its CFM, NRC aims to significantly strengthen community engagement, foster inclusive and data-driven decision-making, and ensure that complaints and feedback contribute meaningfully to improving program quality and accountability in Nigeria.

PURPOSE AND SCOPE OF CONSULTANCY

Purpose of the consultancy
To design, development, and deployment of a web-based (electronic) CFM database/collection system that strengthens community engagement, enables real-time decision-making, and enhances NRC's commitment to accountability and continuous learning.

a. Develop a robust web-based (Electronic) CFM system that allows for the efficient gathering, analysis, and reporting of feedback from participants and the public.

b. Create a user-friendly web interface for feedback submission.

c. Implement a secure and scalable database to store feedback data.

d. Build an admin panel for managing feedback, generating reports, and analyzing trends.

e. Ensure data protection and compliance with relevant regulations and ethical standards.

f. Develop mechanisms to encourage program participants and beneficiaries to provide feedback.

g. Integrate data analytics and visualization tools for actionable insights.

h. Provide user support and training for system users.

Expected Outcomes and Added Value:
- Streamlined Feedback Processes: A centralized platform for collecting, storing, and managing feedback reduces administrative workload and operational inefficiencies.

- Real-Time Reporting and Analytics: Dashboards and data visualization tools provide timely insights for programmatic decisions.

- Improved Accessibility: Beneficiaries can submit feedback via web, mobile devices, or offline apps, increasing inclusiveness and reach.

- Enhanced Data Security: Compliance with data protection standards ensures ethical handling of sensitive community information.

- Stronger Accountability: A digital trail of actions taken in response to complaints strengthens internal controls and donor confidence.

- Global Best Practice Compliance: Aligns NRC with international standards for humanitarian accountability and digital transformation (e.g., CHS, Sphere, IASC commitments).

Key Features and User Requirements

The proposed digital Community Feedback Mechanism (CFM) E-database will be developed based on user-centred design principles and informed by operational needs at the country, area, and field levels. The following are key features and user requirements of the system:

User Requirements:
- Simple, intuitive interface for field and community-facing users

- Multi-language input (e.g., English, Hausa)

- Low bandwidth compatibility for remote areas

- Mobile-responsive design with offline data collection capability

System Features:
- Feedback Capture: Forms, chat-style submissions, and voice notes (optional) through web, mobile, and offline channels.

- Grading and Tagging: Automated or manual grading by issue type, urgency, core-competence, location, etc.

- Secure Login and Access Control: Role-based permissions for users at different levels (e.g., field staff, MEL, Area Office).

- Automated Alerts and Notifications: For urgent/sensitive cases (e.g., GBV or safeguarding-related complaints).

- Feedback Management Dashboard: End-to-end tracking from receipt to resolution, including status update logs.

- Data Analytics and Visualization: Prebuilt dashboards for trends, locations, categories, and response time.

- Data Export and Reporting: Downloadable reports and integration with NRC's MEL and reporting systems.

- Feedback Loop Tracking: Status indicators for whether feedback was acknowledged, acted upon, and closed.

- Data Protection and Audit Trails: Encryption, backups, and activity logs for traceability and security compliance.

The scope of work

The consultant will focus on as follows.

a. Design and development of a web-based feedback submission form.

b. Implementation of a database to store feedback data securely.

c. Developing a mobile app for offline data collection.

d. Development of an admin panel with user management and reporting features.

e. Integration of data analytics and visualization tools.

f. User training and support during and after the system deployment.

g. Hosting services.

METHODOLOGY

The Consultant/Researcher is expected to follow the requirement in this terms of reference and make contact with the CFM Coordinator for insight and concept of the proposed system

- Desk review of current CFM database and documentation tool

DOCUMENTS TO REVIEW:
- CFM database and documentation tool

KEY DELIVERABLES

- An inception report: detailing the process and procedure, including data protection and firewall on hosting of the web-based platform and documentation App. This is due 2 days after the contractual agreement.

DURATION OF THE ASSIGNMENT:

The duration of the assessment will be for 20 days to cover from the day desk review commences to the day of handover of the platform.

QUALIFICATIONS AND EXPERTISE REQUIRED

- Degree in Information Technology, Computer Science, Software Engineering, or a related field.
- Proven experience in developing web-based databases and mobile applications, preferably within the humanitarian or development sector.
- Strong understanding of data management principles, user interface/user experience (UI/UX) design, and secure information architecture.
- Demonstrated expertise in integrating feedback, complaints, or case management systems into digital platforms.
- Familiarity with accountability to affected populations (AAP) standards and data privacy protocols, particularly in humanitarian settings.
- Ability to translate user requirements into functional technical specifications.
- Strong communication and report-writing skills, with the ability to document system architecture and user manuals.
- Consultant must have the technical capacity to independently collect, analyze, and validate user needs to inform system design and deployment.

![NRC - Norwegian Refugee Council logo]

APPLICATION PROCEDURE AND REQUIREMENTS

Candidates interested in the position are expected to provide the following documentation:

- A **technical proposal** with a detailed response to the TOR, with a specific focus on the scope of work, sampling, and methodology to be used. The document should be a maximum of 4 pages inclusive of a **detailed budget breakdown (Financial proposal)** based on expected daily rates and work plan.

- Work plan based on the methodology outlined, and indication of availability

- Attach your CAC, TCC, Company profile Including CV of staff and Evidence of similar experiences to your application.

- All applications must be submitted to **ng.tenders@nrc.no** no later than Monday, 14th August 2025, at 12:00 p.m. Nigeria time.

- The application should be titled: **"ITB 30/NRC-NAT/NG/2025 - Development and Implementation of an E-database (web based) and mobile documentation Application for CFM"** clearly stated in the subject line. in the e-mail subject.

- Late bids shall be rejected, and no liability will be accepted for loss, late delivery or non-delivery, whatsoever.

- NRC reserves the right to select/reject any bids, in part or full, as it may deem necessary. No liability or claim in that respect would be admissible or entertained whatsoever.

- In case you have any questions regarding this consultancy, please direct them to: **ng.tender@nrc.no**

6. Data ethics, Safety and security

The assessment process will prioritize the protection of interviewees' rights by ensuring confidentiality and security. Measures will be in place to avoid exposing respondents to any risks or discomfort.

To achieve this, data collection tools will undergo pre-testing, and the assessment activities will be designed to create a safe and creative environment where respondents feel that their thoughts and ideas are valued. All personnel, including staff and enumerators, as well as participants, will receive briefings on NRC's Safeguarding Policy and Code of Conduct, which they are required to adhere to.

The data collection plan will outline how NRC intends to organize and secure the data. Enumerators, both male and female, will undergo training in ethical data collection techniques.