

Terms of Reference

Consultancy to conduct review of solutions and feature analysis for the NORCAP Expert Reporting System (ERS) Project.

Duration: by end of December 2025

Responsible: Kostyantyn Bazhenov, Hilde Faugli, Fredrik Magnussen, NORCAP MEL

Location: NRC HO, Oslo or remote support

Background information

Who we are: NORCAP

NORCAP works to improve aid to better protect and empower people affected by crisis and climate change. We do this by providing expertise and solutions to humanitarian, development and peacebuilding partners.

NORCAP works in two complementary ways to improve aid:

- We provide targeted expertise to strengthen our partners' response.
- We collaborate with partners to develop solutions to unmet gaps and challenges.

NORCAP is a part of the Norwegian Refugee Council.

The NORCAP MEL unit is responsible for monitoring, Evaluation and Learning withing NORCAP. The MEL unit has initiated a project for a new Expert reporting system (ERS), to organize and streamline reporting by experts within the organisation. As a first step in the design of the new ERS, the MEL unit is looking for a consultant to analyse existing solutions and propose a set of evidence-based recommendations on the way forward.

Our work

NORCAP is the department that houses a variety of projects within humanitarian, peacebuilding and development sectors. Examples of projects are within humanitarian crisis response, inclusion and empowerment, protection, peace and democracy, climate adaptation and support to governments.

NORCAP works through partners in two different business models, system support and system change – where assignments of experts to support and work with different partners is a core activity. At any time, NORCAP has over 350 experts on assignment around the world. The experts employed by the NRC / NORCAP and deployed to more than 60 partners. Around 50 % of partners are in the UN (United Nations) system.

Other partners are the Organisation for Security and Cooperation in Europe (OSCE), The African Union (AU), other multinational and regional institutions, and NGOs. National governments are also partners at the receiving end of NORCAP expertise.

Purpose of the work and intended use

Overall purpose/objective/mandate:

Conduct a comparative analysis of existing software and systems that could be used for an Expert Reporting system against a set of criteria and requirements for the ERS (provided by NORCAP); conduct an analysis of how required features are implemented in the solutions analysed (best practices), to support key project decision node:

1. Whether NORCAP should adapt an existing solution for ERS or design one from scratch, and what would be the costs and benefits of each decision.
2. How various key requirements should be implemented in the new ERS system.

Intended users:

- NORCAP MEL unit, ERS reference group and NORCAP management (NMT), to provide necessary information and evidence to support taking a decision on the next stage of the project (whether to develop a new or adopt an existing system).
- ERS developers – to advise on the best practices for implementation of key features.

Deliverables

Key deliverables for the consultant:

- Prepare a detailed methodology and approach for analysis (market analysis, cost analysis, and feature analysis), describe it in the **inception report**.
- Identify and map all potential solutions that may be used for ERS, including:
 - (1) Solutions available in the market,
 - (2) Solutions not currently available in the market, but which could be used for similar purposes,
 - (3) Solutions currently or previously attempted by NORCAP and NRC.
- Conduct a market analysis of the solutions: how well they correspond to the ERS requirements and conduct a cost analysis for those among them that fit the ERS requirements - if it were adopted for ERS. The market analysis should include a feature review and a conversation with the developers / maintainers of the system.
- Conduct a feature analysis of the solutions – how the separate requirements are implemented in different systems – and identify best practices.

- For (3) – NRC and NORCAP solutions specifically – identify lessons learned from past/current development, reasons for success and failure.
- Prepare a **summary table for market analysis** (with cost analysis for solutions that fit the ERS requirements)
- Prepare a **summary table** for best practices in feature implementation
- Prepare a **final report** with
 - (1) **Summary of the market analysis**
 - (2) **Summary of the feature analysis**
 - (3) **Outline of lessons learned from past developments**
 - (4) **Recommendations** on the different options for the key decision node to be taken by NORCAP management team on the second stage of ERS development (development roadmaps)
- Participate and provide expertise in the management meetings to discuss the decision on the second stage of the ERS project

Required Qualifications and Experience:

Education

Bachelor or master's degree in computer science, Software engineering, data management, or similar, or over 5 years of experience in managing software development products.

Experience

- At least 5 years of relevant professional experience:
- At least five years of experience managing similar data management projects, in international humanitarian and development sector
- Extensive experience with reporting in international humanitarian and development sector
- Excellent project management skills and experience to deliver on strategic goals within a demanding timeframe.
- Experience in data management and knowledge management approaches
- Experience in communication, facilitating workshops and collecting inputs from stakeholders and external informants.
- Knowledge of NRC and/or NORCAP is an asset.

Languages

- Fluency in English is required.

Desirable Competencies:

- Thoroughness and attention to detail
- Planning and organizing - plans work, anticipates risks, and sets goals within area of responsibility.
- Professionalism - displays mastery of subject matter.
- Stakeholder orientation – works effectively well with project stakeholders.
- Project structure– listens and communicates clearly, adapting delivery to the audience.

Bids

Please send your completed bids, including the following documents, to kostyantyn.bazhenov@nrc.no and hilde.faugli@nrc.no:

- Technical proposal (a brief explanation of the consultant's understanding of assignment)
- Suggested work plan and availability
- CVs of consultant(s)
- Proposed budget

- Examples of similar work

Deadline: 1st October 2025

For any questions please contact: kostyantyn.bazhenov@nrc.no

Annex 2: Deadlines & Deliverables

The service is estimated to take up to 40 working days, workplan and deadlines will be agreed with the consultant.

Start date: October 2025

End date: 31 December 2025

Key deadlines:

1. Identification and mapping of all potential solutions by end of October 2025
2. Market and feature analysis: final products –as per Deliverables - delivered and presentation to NORCAP Management Team December 15, 2025.

Any significant changes shall be approved by NORCAP.

Annex 3: Prices and Payment Provisions

The Payment for the Assignment, phase 1 of the project, is agreed as follows:

Schedule of payments

- 1st payment after the completion of the inception report in accordance with number of days worked in 2025 (but no more than 4 days and 10% of the total.
- 2nd payment after the completion of the final report – 80%
- 3rd payment upon finalization of project – 10%
- In case the consultant needs to acquire subscriptions or cover software costs to access solutions for testing, Norcap should be ***consulted beforehand and agree to the purchase for each case.*** These licenses or subscriptions should be transferred to Norcap and the costs invoiced by the consultant as part of consultancy expenses.

Invoicing: The invoice must be specified and documented in a way that NRC can easily check that the agreed fee has been complied with. If expenses are to be reimbursed, they have to be preapproved by NRC and original receipts/invoices must be enclosed unless otherwise agreed in writing.