

Terms of reference (ToR) for the procurement of services up to the value of EUR 20,000

Terms of reference (ToR) for Consultancy Service to Conduct Training of Trainers
(ToT) on Software Installation & Operation of Household Market Information System
(HMIS)

Cost Centre: EnDev-Ethiopia
Cooking Energy Component
Project number/ PN 14.2275.7-207.00

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General information

1. Brief information on the project.

EnDev ET Commissioned a consulting firm to design, develop and implement a scalable Household Market Information System (HHMIS)¹¹ for solar and improved cook-stove technologies in regional energy offices of **Amhara, Oromia, SNNPR and Tigray** whereby energy offices have real-time access to suitable household energy information, which will help them to make more informed decisions as client-server or desktop software platform²². Accordingly, Farka ICT solutions PLC has been successfully developed and installed in the regional energy bureaus since the end of 2019.

As a follow-on action, tricking down the system and the skill to lower government structures, like zonal and Woreda office is one of the important action for government office to independently and sustainably use the system in a wide range of their structure.

In this regard, the Bureau of Water, Irrigation and Energy has requested GIZ Energy Programme Ethiopia (EPE) in support of financing to conduct the first phase training by hiring independent local ICT consultant which support to provide training for selected zonal and Woreda experts as training of trainers to see the functionality of the system and thoroughly look at its scaling up.

This TOR is developed to operationalize developed Household Market Information System(HHMIS) through providing training of trainers (TOT) for selected regional, zonal and Woreda energy offices staffs and the following sessions defines the objective, scope and deliverables of the consultancy assignment.

¹ HHMIS is an off-grid household market information system to make marketing information accessible to key players and stakeholders at the right time to make informed decisions.

² HHMIS has both desktop and web based features which makes it easy & flexible for use.

2. Objective of the training

2.1. General Objective

The main objective of this training is to familiarize Regional, Zonal and Woreda energy experts in the Amhara, Oromia, Sidama, Tigray and SNNPR region with the HEMIS in order to start using the system at their office and regularly convey the information and data to the Water, Irrigation and Energy Development Bureau.

2.2. Specific objectives for the Consultancy

- Conduct/offer training for regional, Zonal and Woreda Experts about HHIMS with both desktop and web based feature
- Provide training for Regional, Zonal and Woreda Experts about data extraction, transformation and uploading of data on the HHMIS as well as specialized data handling, database backup, recovery and data security.
- Provide training for Regional, Zonal and Woreda Experts user authentication, provide technical troubleshooting support.
- provide Maintenance and support service for installed software at four EnDev Ethiopia intervention regions (SNNPR, Amhara, Oromia and Tigray) and the support includes Hotline support (Telephone and Email) and in some case physical
- Provide a final report on trainings conducted, support offered to the zonal and woreda experts and the regional energy bureau as a whole

3. Contractor's anticipated contract term

GIZ shall hire the contractor for the anticipated contract term (Assignment period). The duration of the contract shall be for a maximum of 2 years up on signing of contract from **September 01, 2021 to April 30, 2022.**

4.The contractor work/service

The overall focus should be in familiarizing the trainees with the necessary theoretical and practical skill, on operation and uses of Web base and Desktop application of HHMIS for Data entry, sharing and generating report. The consultant is expected to propose his/her methodology for delivering the training,

4.1. Scope of Work/ Work Assignments

- Operation and easy use of both Web based and Desktop application feature of HHMIS
- Install HHMIS on trainee's laptop/desktop
- Ensure individual and group practical exercises in application
- Familiarize the trainees with sample data, sharing and reporting using Web based and Desktop app.
- Install and configure the HHMIS on the RWIEDB computer network/server, test and verify its proper operation
- Review both HHMIS software (**web-based system and Desktop app**).
- Carry out the evaluation of the training at the end of the training
- Give final training report to all five Regional Water, Irrigation and Energy Development Bureau and GIZ EPE Amhara office, Oromiya, Tigray, SNNPR.
- Provide Maintenance and support in accordance with terms of the Maintenances and support agreement (the consultant will furnish the installation, support, any error correction services on the Household energy Market information system)

4.2. Methodology

As the training of trainers (TOT) is mainly intended for literate group, participatory and practical will be assumed during the 4 days training period. Among the approaches, some of them include:

- The theoretical training session will use participatory methods and familiarizing the participants with key skill and knowledge and principles and concepts of HHMIS package and application.
- Practical session will include individual and group exercise in computer application in installation, data entry, sharing report from Woreda to Zonal and Regional office, generating report under different energy component

4.3. Training participants

The training is mainly intended for:

- Regional energy experts
- Selected Woreda energy experts

- Regional energy and ICT experts
- GIZ EPE (Amhara, SNNPR, Oromia and Tigray) office and GIZ Endev HHC

A total of 140 trainees are expected from 60 zonal energy offices, 40 woreda energy offices, 24 Regional Water, Irrigation and Energy Development Bureau and 12 GIZ EPE (Amhara, SNNPR, Oromia and Tigray) offices

Training Content:

| | Web based user training content | Desktop application user training content |
|----|---|---|
| 1 | What is HHEMIS? | What is HHEMIS? |
| 2 | How do I log in to the HHEMIS? | How do I log in to the HHEMIS? |
| 3 | How to maintain producers? | How to maintain producers? |
| 4 | How to maintain suppliers? | How to maintain suppliers? |
| 5 | How to maintain end users? | How to maintain end users? |
| 6 | How to maintain inventory? | How to maintain inventory? |
| 7 | Maintain master data | Maintain master data |
| 8 | How to maintain change password, user manual and logout | How to maintain change password, user manual and logout |
| 9 | How to maintain left side menu | How to maintain left side menu |
| 10 | Products | Products |
| 11 | User management | User management |
| 12 | AUDITLOGS | AUDITLOGS |

4.4. Place of Assignment

The Training will be conducted in Bahir Dar, Hawassa, Mekele and Addis Ababa for Oromia

4.5. Major Activities

- Review relevant background documents (**web-based system and Desktop app**)
- Prepare operation/user training manual
- SQL and Wamp Server installation
- Installation and configuration of Web based and desktop HHMIS (in trainees laptop and desktop)
- Hands on practice on web based and Desktop HHMIS using real data extracted from different Woreda

5. Project management of the contractor

The service provision by the service provider will be managed by EPE regional offices and RWIEDB. While Regional Manager oversees overall managing of the assignment, GIZ Senior Energy Advisor and RWIEDB, Biomass Directorate will be responsible for overall coordination activities.

5.1. Role of the consultant

- The consultant will strictly follow the work plan and time schedule as agreed with GIZ
- The consultant will undertake collection of all the required data /information from various sources, including GIZ EnDev and ICS, ECCA, Energy office and other relevant sources.
- An appropriate methodology will have to be determined by the consultant in consultation with GIZ EnDev .

5.2. Role of GIZ EnDev and GIZ EPE regional office.

- Shall avail all important documents following the request of the consultant.
- Follow up, supervise, monitor and evaluate the progress of the project based on submitted workplans.
- Review and approve submitted report with concerned partners.

- Organize meetings and briefings, if required, for the consultant to ensure access to all information and communication exchanges required for the assignment;
- Approve final work and reports.

5.3. RWIEDBs are responsible for:

- Prepare computers and servers.
- Printing and providing training manuals for each trainee
- Prepare sample data for the purpose of the training

5.4. GIZ EPE regional Offices are responsible for:

- Facilitate logistic/transport for all activities of the assignment
- Provision of accommodation and transport related costs to the Consultant the assignment frame work time (as per GIZ per diem scale)
- Facilitate transport for the consultant (round trip to all intervention regions, and during major activities of the assignment)

6. Deliverables

The local consultant shall be responsible to provide the following deliverables:

- An inception brief/report outlining the training approach/methodology and execution schedule. This shall be submitted for review and approval by GIZ EnDev AA Office two (2) days after the signature of the contract (before the commencement of the work)
- Materials needed for the training including laptop etc.
- Submit HHMSI operational/user manual and final training report in electronic and hard copy (word and pdf format)
- Final training report in electronic and hard copy (word and pdf format)
- Submit HHMSI software softcopy with installation manual

TENDER REQUIREMENTS

1. Qualifications of proposed staff

Two national experts with relevant qualification and experience to be hired as assignment of personnel

1.1 Expert 1:

1.1.1 General qualifications Education:

University qualification (first degree/master's) in computer science, information system, system engineering or related field of study.

1.1.2 Experience in the region/knowledge of the country

Professional experience: 5 years' experience in designing hardware and software for mobile application and web-based system.

Working in SNNPR, Addis Ababa, Oromia , Tigray and Amhara for more than 5 year

1.1.3 Language skills:

- Strong communication and training skills.
- The consultant should have business fluency in Amharic and English

1.2. Expert 2:

1.2.1. General qualifications

Education: for example, university qualification (first degree/master's) In computer Science

1.2.2 Experience in the region/knowledge of the country

Working experience of 5 years in software and web-based system and working in Ethiopia for 3 years

1.2.3 Language skills:

- Strong communication and training skills.
- Business fluency in Amharic and English

2.Appropriateness of proposed concept

The assignment is appropriate and relevant to achieve the following objectives and deliverables

- Conduct/offer training for regional, Zonal and Woreda Experts about HHIMS with both desktop and web-based feature

- Provide training for Regional, Zonal and Woreda Experts about data extraction, transformation and uploading of data on the HHMIS as well as specialized data handling, database backup, recovery and data security.
- Provide training for Regional, Zonal and Woreda Experts user authentication, provide technical troubleshooting support.
- provide Maintenance and support service for installed software at four EnDev Ethiopia intervention regions (SNNPR, Amhara, Oromia and Tigray) and the support includes Hotline support (Telephone and Email) and in some case physical
- Provide a final report on trainings conducted, support offered to the zonal and woreda experts and the regional energy bureau as a whole

3. Specification of inputs

| Fee days | Number of experts | Number of days per expert | Comments |
|--|-------------------|-----------------------------------|-----------------|
| • Preparation/debriefing | 2 | 40 | |
| • Implementation | 2 | 40 | |
| Travel expenses | Number of experts | Number of days/nights per experts | Comments |
| • Per-diem allowance in country of assignment | 2 | 40 | |
| • Overnight allowance in country of assignment | 2 | 40 | |
| • Travel costs (train, private vehicle) | 2 | 4 | |
| Flights | Number of experts | Number of flights per experts | Comments |
| • International flights | | | |
| • Domestic flights | 2 | 4 | |
| Other costs | Number of experts | Amount per experts | Comments |
| Purchase of software for installation on expert Computer | | | For 60 computer |

3.1. Costing Requirements

Based on this ToR and information provided, interested consultants will develop a proposal for the assessment and shall submit two separate documents; one for technical and one for financial.

3.1.1. Technical proposal

- Any suggestions for improvement of the ToR and/or the assessment
- An outline of the proposed approach/ methodology;
- A tentative work schedule for the assignment;

3.1.2. Financial proposal

- Detail cost break down;
- Proposed budget

3.1.3. Proposal submission and deadline

GIZ shall not consider any application that arrives after the deadline for submission of document. Any document received after the deadline for submission of application shall be declared late and rejected. The application of documents, both the Technical and Financial in separate and sealed envelopes, must be received within 15 days of bid floating to the address to be communicated by the responsible GIZ procurement/contracts department.