

Helen Keller International Request for Consultant Services

Planning Phase: Digital Platform for Global Program Monitoring & Evaluation Data Management

Background

Helen Keller International is a global health organization dedicated to eliminating preventable vision loss, malnutrition and diseases of poverty. Co-founded by Helen Keller – and guided by her fierce optimism and belief in human potential – the organization delivers life-changing health solutions to vulnerable families where the need is great but access to care is limited. In the US, Africa, and Asia, Helen Keller’s proven, science-based programs empower people to create opportunities in their own lives and build lasting change.

Helen Keller Intl is seeking to develop a global digital platform to manage, analyze and report on data related to program performance and impact, to replace the multiple project-specific platforms and manual data processing currently in place. This is a large-scale effort to systematize data management within the organization, with the aim of improving program planning, project monitoring and quality assurance, reporting and other communication, and new program development.

This global digital application for program monitoring and evaluation (M&E) data management would serve as a platform to facilitate programmatic decision-making as well as feed into reporting needs at multiple levels. Such a platform would be structured to ensure consistency and comparability across projects and country programs, while maintaining flexibility to support specific local needs. To ensure effective use of such a platform, a management and training plan will ultimately be developed to define staff roles and responsibilities, map out data and information flows (including feedback loops), ensure appropriate staff training, and build in-house expertise.

Helen Keller Intl seeks to engage a qualified consultant to oversee an initial Planning Phase, the first of four phases envisioned for this project. This Planning Phase will focus on identifying an appropriate software application (in parallel with an internal review of key indicators, which will not be the responsibility of the consultant), and is critical to informing the subsequent project phases focused on system design, development and testing, and implementation.

Scope of Work

The Consultant will be responsible for conducting a detailed assessment of Helen Keller’s current M&E activities and data management practices and needs, incorporating activities at the local, regional and global levels. The consultant will conduct staff interviews and review related materials to outline the structures and methods of our current practices, with emphasis on those current elements and strengths that need to be sustained, and the key gaps in our M&E data management practices that need to be filled. Topics to be covered in this assessment include, but are not necessarily limited to:

- The systems and tools in use for overall data management, including collection, analysis, reporting, and visualization at Helen Keller.
- Program data needs of both internal and external stakeholders for Helen Keller
- Data flows between different Helen Keller units and the types of feedback loops that exist and/or are needed (as identified by staff and the consultant)
- Helen Keller’s ability to analyze and report on the impact of our work

The consultant will also investigate the various digital platform options available for data management, which will include:

- Evaluation of potential platforms based on key criteria identified during the needs assessment and developed in consultation with the Global M&E Team
- Orientation discussions and product demos with vendors (as needed/appropriate)
- Differential scenarios based on product cost tiers, components, and customer support

The consultant will work closely with the Global M&E team to inform the assessment, facilitate staff participation, review progress and approve deliverables. **While all pieces are important, the focus of this work will be on the identification of a suitable digital platform to manage program data.**

Deliverables

The final product will be a report that Helen Keller Intl can use to move into the design, development and testing and implementation phases of the project. This final report should:

- Provide a brief description of the broad context, activities and needs of Helen Keller Intl's current M&E data management efforts across the organization
- Clarify the core objectives for Helen Keller's future M&E data management application
- Identify the critical elements of the M&E data management system that Helen Keller Intl will need to address and resolve in the design of its M&E data platform
- Identify 2-3 potential applications that Helen Keller Intl should consider as a platform for its M&E data management system based on key criteria identified by staff as well as vendor research.
- Outline a detailed plan for Helen Keller's digital platform for M&E data management, including timeline, requirements and projected costs for vendor selection, design, development and testing, and implementation phases.

Interim deliverables include:

- Key stakeholder list
- Staff interview guide
- Matrix of criteria for platform vendor assessment
- PowerPoint slide deck presenting assessment results and recommendations

Specific Skills & Experiences

- Familiarity with a range of digital data management platforms and products
- Demonstrated experience in designing and implementing data management systems
- Experience in working with non-profit organizations, particularly in international and health fields
- Oral and written proficiency in English required; French language skills, a plus

Budget & Timeline

The fee for this consultancy will be negotiated and applied in accordance with Helen Keller Intl regulations. The consultancy will require an estimated 10-15 days of work and must be completed by June 30, 2021. The final report will be due by June 30, 2021; the specific timeline of interim deliverables for the consultancy will be developed jointly upon hire.

To Apply

Please submit a cover letter along with your CV, proposed gross rate, and three references that can be contacted by Helen Keller Intl. Submissions can be sent to consultants.recruitment@hki.org with **Global M&E Digital Platform Planning: Consultant Services** noted in the subject line. Submissions will be accepted and reviewed on a rolling basis until the deadline on April 19, 2021. Only short-listed candidates will be contacted.