
TERMS OF REFERENCE

Discovery for Data Architecture at Malteser International

Place of Assignment: Remote

Duration of Assignment: 20 working days

Consulting period: 09.12.2024-17.01.2025

Malteser International (MI) is the international humanitarian relief agency of the Sovereign Order of Malta. For over 60 years we provide relief and recovery for people during and following conflicts and disasters around the world. Christian values and humanitarian principles form the foundations of our work. In over 30 countries in Africa, the Americas, Asia, Europe, and the Middle East, we support people in need – regardless of their religion, origin, or political convictions.

MI's Vision: We aspire to a world where all individuals – particularly those in need and those who are displaced – live a life of health and dignity.

MI's Mission Statement: We improve the health and well-being of suffering and displaced people in crises situations around the world. In this way, we especially fulfil the mission of the Sovereign Order of Malta to “serve the poor and the sick”.

MI's Approach: We intervene to provide medical and mental health support, clean water, sanitation, and hygiene (WASH), food and nutrition security, and protection. We take a holistic approach to health in our programming, which includes the protection of nature and the interconnections between environmental, animal and human health (One Health approach). We work with local resources and engage local partners, as well as the Order of Malta's global network, to provide rapid and effective responses in even the most remote locations. People are at the center of our assistance. Our goal is to sustainably increase the resilience of those worst affected by disasters. We are also committed to contributing to the achievement of the UN Sustainable Development Goals. In doing so, we extend our support to all individuals in need regardless of gender, political belief, origin, or faith.

Background Information

As an international NGO we are located across over 30 countries with over 1000 people as working staff. DT&I has determined that MI's data is extensively fragmented, and each fragment has evolved independently over time. Our data is currently stored in numerous Microsoft Excel spreadsheets, resulting in the absence of a single source of truth. There is a lack of standardization, structured data architecture, and cohesive data governance.

Human-chain processes of data handling result in cumulative inclusion of unknown and difficult-to-trace human error which resultingly erodes of our confidence in the quality of the data.

Within the last weeks, MI has run an extensive consultancy with Accenture of its status quo regarding data, identifying pain points across all departments to identify clearly defined Use Cases to solve the current challenges. Together with the executive management the DT&I department has prioritized Use Cases and developed a (high-level) roadmap for implementing those in a phased order. These include a Centralized Data Platform, the link between financial and project data, and a (semi-)automated report generation. Over the next months and years, MI is seeking to solve challenges from the current Use Case Catalogue by implementing solutions in a modular approach.

We are looking for a technical partner to develop a prototype foundation data architecture including the first three prioritized Use Cases mentioned above for rapid experimentation in order to test the small-scale architecture and gather feedback.

Scope and Objective of the Partner

The objective of this Discovery is the preparation of the necessary groundwork to commence work on a functioning prototype of our foundational data architecture. To achieve this objective, we identified the following key uses cases which are the focus of the future architecture:

- Set up a centralized data platform
 - Ensuring compatibility with existing and future tools and systems
- Ability to link financial and project data
 - Consistent integration of relevant data, tracking and analysis of historical and future data
 - Improvement of forecasting and resource allocation
 - Facilitation of adopting future project management and finance tools
- Implement (semi-)automated reporting and dashboards
 - Reducing manual processes
 - Accurate and consistent reporting
 - Support informed decision-making
- Establish foundational data governance and security
 - Creating standards
 - Basic access controls and compliance

Approach and Methodology

In this engagement, MI seeks to regularly co-work and collaborate with the partner for which DT&I is committing one full-time dedicated employee to that task. Remote work is expected.

MI will provide any necessary data (e.g. guiding documentation of status quo, existing data sheets for financial and project data, reports, findings of workshops with international and HQ staff, etc.) as requested by the consultants.

DT&I works in rapid prototyping cycles and is expecting close agile collaboration with the future partner. The focus should exclusively be on the mentioned Use Cases above, which are communicated within the organisation and are prioritized and supported by the executive management.

Expected Tasks and Deliverables

At the end of the collaboration the partner is asked to provide the high-level deliverables below. Further, the partner is asked to specify these deliverables within their proposal. This Discovery as a first part will lead into a build tender and cycle. The deliverable will be core of the further process.

Deliverables:

- A fully qualified backlog which you have a reasonable degree of confidence can be delivered within the 6-week build period.
 - Consisting of Product Backlog Items (PBI) which are reasonably estimated and sized so that each PBI can be delivered to “QA Testing Done” within a maximum of 2 weeks.
 - The fully qualified backlog is to be delivered as a .csv export emailed to the Product Owner. Ideally, as an export from your project management (such as Jira) which you would then use during a future build.
- A document named the “Project Proposal”, which includes;
 - An itemised pricing proposal including Total Cost of Ownership (TCO) for;
 - The delivery of previously mentioned fully qualified backlog within the first 6-week build period.
 - A pool of developer hours to be used to incorporate user feedback generated during the second 6-week rapid feedback period.
 - Detailed technical specification of any requirements reasonably expected from MI for the success of that rapid prototype.
 - A Project plan to support the successful outcomes of the two separate parts of this rapid prototyping.
- A document named “Indicative Managed Service Proposal”, which includes,
 - Indicative, non-binding, pricing for the roll-out to the entire organisation of MI and the Operational run, assuming prototyping phase is successful.

Once MI receives the deliverables of this Discovery, MI will analyze the results and decide whether to proceed into contracting according to the previously mentioned Project Proposal document. We want to emphasize our strong interest to proceed into build and rapid feedback stages of a data architecture, however selection to conduct Discovery does not guarantee the subsequent contract.

Intended Timeframe

MI suggests a collaboration for 20 working days between 09.12.2024-17.01.2025. Interested consultancies are asked to provide their roadmap to tackle the challenge with tangible activities mapped to thematical streams based on information given above.

Required Qualifications and Expertise

MI is seeking for operational excellence and great personal fit.

Essential qualifications:

- Demonstrated capacity and experience in leading Data Architecture projects and discoveries in this area
- Technical expert knowledge in Data Architecture
- Demonstrated skills in roles Data Engineer, Data Architect, Business Analyst, BI Developer
- Experience in working in rapid prototype cycles
- High English and German language proficiency (spoken/written)
- Experience of working with NGOs
- Demonstrated oral and written communication and presentation skills

Expression of Interest

Interested partner teams must submit a proposal including the following:

- The partner's excellent competence within the addressed context (e.g. case studies, references, proven record of successful projects)
- The partner's understanding of MI's challenge space including an approach how to tackle/address it with tangible activities
- Financial proposal / budget in Euro for the Discovery including a breakdown of daily fees, also in relation to the number of working days anticipated over the estimated project period
- Curriculum vitae of the team members detailing in relevant experience

Please refrain from sending flowing text documents and extensive standard slide decks with more than 20 slides. Showing individuality is welcome.

Offers must be submitted electronically referenced to the contact person below. The process is as follows:

- Submission phase: 14.11.-25.11.2024
- Evaluation phase by MI: 26.11.-05.12.2024
- Pitch phase: 02.12.-04.12.2024
- Final decision: 05.12.2024
- Project start: 09.12.2024

Questions can be asked via mail until 20.11.2024. Answers will be given until 21.11.2024. Please note that we cannot answer questions regarding budget or topics that might jeopardize neutrality.

Contact person at Malteser International:

Malte Jess

Global Digitalization Manager

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Deadline for submission: 25.11.2024, EOB

Annex I – Selection Criteria

Qualitative Parameter	Organizational capability of delivering functioning software within 3 months supported by proposal and related past work e.g. in the form of copies of service contracts with scope of work.
	Organizational capability of rapidly integrating user feedback during 6 weeks of usage supported by proposal and related past work e.g. in the form of copies of service contracts with scope of work and/or references
	Organisational timezone coverage
	Proven experience/case study of successful working with an international Non-Governmental Organisation within the topic
	Relevance, quality and comprehensibility of proposal to our stated Product goals
	Proposed Team capacity, relevancy and competency for the task (how many people are assigned in the Proposal) supported by CVs of assigned team members
	Proposed Team comprehension of and consent to our Product goals and expectations.
	Proposed Team English proficiency (incl. understandability of accent, comprehension etc.)
	Proposed Team German proficiency
Quantitative Parameter	Cost Analysis: Total Cost for Consultancy