

TERMS OF REFERENCE FOR IT Services to a database with real time streaming features to DEVELOPMENT & Monitor JRS E - SMART UA (ESF + project)

Background information

About the Jesuit Refugee Service Europe

Jesuit Refugee Service (JRS) is an international Catholic organisation with a mission to accompany, serve and advocate for the rights of refugees and others who are forcibly displaced. In Europe, JRS is present in 23 countries and has a regional office in Brussels. It serves more than 180.000 people around the continent annually. JRS Europe's strategic framework 2021-2025 identifies four key strategic areas: Access to protection, Ending Immigration Detention, Promoting Social Inclusion and Awareness Raising. The key ongoing projects at a regional level are: (1) the environmental change and migration awareness raising program "CHANGE Environment", (2) the advocacy driven detention reporting "Detention Under the Spotlight" and (3) the response to the crisis in Ukraine "The One Proposal".

Background of the project SMART UA

SMART UA is an 18-months' project to boost the integration of Ukrainian refugees in Hungary, Romania and Slovakia through a multi-stakeholder cooperation. The project is coordinated by JRS Europe (Belgium) in a consortium with 11 beneficiaries and partners, including local authorities, social institutions, research institutes,

Key elements of the innovative social inclusion approach include: enhancing the EU skills recognition profile tool; in depth analysis reports of the existing gaps and emerging innovative schemes in the housing and labor market in Hungary, Romania and Slovakia; capacity building on base of the research findings with 3 wider networks of 90-150 actors on local level; setup of local and interconnected multi-stakeholder cooperation's in the 3 EU MS to promote innovative schemes for housing and employment; a transnational exchange and share scalable practices through an European event and online 100.000 users through awareness raising.

SMART UA target group is UA refugees, particularly women with children, elderly, with disabilities, who make up 95% of the target group. The project tackles the main obstacles to UA refugees' integration: accessing decent housing and matching with labor market opportunities. Further, housing and job placement centers, human resources departments in enterprises and local authorities are facing multiple challenges in their integration efforts, due to a drain of resources and isolation of initiatives. SMART UA will document innovative insights and produce sharable tools for replication and adaptation

1. The main Project Activities and Deliverables

Supporting UA refugees in gaining access to housing

- Housing Stakeholders Mapping report in 3 National contexts Slovakia, Hungary and Romania;
- 3 National House market analysis report
- Database with reliable landlords and public services (filters and contact persons)
- 10 in person Housing information workshops and report on good practice (registration info session and self-evaluation of lessons learned)

- 1750 Assessments of vulnerability UA refugees (beneficiaries forms and data management)

Supporting UA refugees in gaining access to the labour market

- Labour market stakeholders Mapping report (3 National contexts Slovakia, Hungary and Romania: Database and data analysis)
- 400 Skills assessment of UA Refugees to provide tailored employment orientation
- Training courses for 250-300 UA refugees (language courses, soft skills, IT skills and Self employment)

Communication and Advocacy

- Dissemination material, articles, social post and videos

2. Terms of reference

JRS Europe seeks an IT company to develop a database including real time streaming technology to manage and implement a project to support UA refugees through an innovative multi-stakeholder cooperation (ESF SI 2024-UA-01-0074).

The service provider is expected to develop

1. Database connected to a registration of all the beneficiaries involved in the project with their vulnerability and skill profile assessment
2. Database on the stakeholder's report to display the information on a dashboard
3. Database registration of all the beneficiaries participating in the different workshops and trainings provide language courses, IT, Soft skills as well as self-employment course
4. Display the real-time data visualization (dashboards) to monitor and analyze all the data as it is generated. The data collected on different dashboards and will allow the project partners to use different filters to show the information.

3. Language

The main language of the web platform will be English

4. 4.2 Period of Performance

The contracted period will be from the date of signing of the contract to June 2025, with the exact dates to be determined in the contract (January 2026). The database platform must be completed in a period of 6 months after signing the contract. The first "draft" proposal of database must be completed and delivered 40 days after signing of the contract.

5. Payment •

The payment for the assignment will be in two instalments. The first payment within the 15 days after the signature of the contract and the final payment will be at the end of the contract.

6. Approximate timeframe

(A more precise timeframe will be agreed upon after the contract agreement)

- **Publishing of the Terms of Reference:** 23 May 2023
- **Deadline for providing offer** 6 June 2025 at 24.00
- **Evaluation of the offers:** 6-12 June 2025
- **Communication of the results of the evaluation:** 16th June 2025

- **Kick-off meeting with JRS Europe:** 17-20th June 2025
- **Concept presentation:** 27th June 2025 online meeting to the partners
- **Product development:** July / December 2025
- **Delivery of the final product:** January 2025

The evaluator will work in close contact with the JRS Europe Programs Manager and the members of the UA desk.

7 Required Qualification

- Proven experience in database management and real time data streaming Architecture to provide high performance tools for collecting, storing and processing the data
- At least 2 similar works
- Fluency in English is required

8 Application process

- The service provider is expected to send a short offer as well as 2 previous similar project by Sunday 8th June 2024 at 23.59. Moreover, JRS Europe requires a written estimate of the cost of services

9 . Contacts

- Please send it by email to carola.jimenez@jrs.net /david,dangeli@jrs.net **"IT Services TOR"** as subject heading.

Evaluation score

0 -n/r	The proposal fails to address the criterion or cannot be assessed due to missing or incomplete information
1 Poor	The criterion is inadequately addressed, or there are serious inherent weaknesses
2 Fair	The proposal broadly addresses the criterion, but there are significant weaknesses
3 Good	The proposal addresses the criterion well, but a number of shortcomings are present
4 Very Good	The proposal addresses the criterion very well, but a small number of shortcomings are present
5 Excellent	The proposal successfully addresses all relevant aspects of the criterion. Any shortcomings are minor.

Annex

Evaluation Criteria

The technical evaluation will be considered in accordance with the following information:

EVALUATION CRITERIA MATRIX

	Overall Weighting	Category		
PRICE		Service quality	30%	Cost competitiveness
Quality		Technical	20%	Clarity / pertinence of the objectives /
		Capacity	30%	Methodology: quality and effectiveness of the work plan /
		Efficiency / implementation	20%	Efficiency of the work plan / appropriateness of the tasks / resources and deliverables

