

TERMS OF REFERENCE (TOR) FOR THE CHS ALLIANCE DATABASE USER INTERFACE

1. Introduction

The [CHS Alliance](#) is a global alliance of humanitarian and development organisations committed to making aid work better for people. Together with our 150+ member organisations, we are a movement to strengthen accountability and to put people affected by crisis at the heart of what we do by implementing the Core Humanitarian Standard (CHS).

The CHS Alliance is seeking a company to:

- Develop a new fit-for-purpose database user interface (project basis)
- Provide day-to-day support and maintenance (ongoing basis)

The CHS Alliance database is running on a MySQL InnoDB. As it is already connected with our website and other tools (such as Tableau Server) we do not envisage a database migration. The database contains 33 tables which are all linked together by foreign keys. For the new interface, we are open to different platforms provided they can directly access our database and are using common and accessible scripting languages and technologies. The system must be scalable and adaptable so we can easily add new functionalities, fields and tables as required.

2. Objectives of the database user interface

- A well-structured and user-friendly database interface to perform a variety of tasks with different user access rights.
- Integration with an online survey platform via API to store survey responses in the database.
- Have email capabilities to send messages to contacts (e.g. about change of details, invoicing, etc.) and able to prepare different kind of email lists.
- Integration with Mailchimp via API to synchronise email list.

Potentially

- Third parties (database contacts) can access their data and update them with a special link.

3. Functions of the interface

Login secured with 2-step authentication, and a user friendly and easy to navigate home page with functionalities for recording keeping, data retrieval, filtering and sorting, and management of:

- Organisations (member and non-member)
- People (employees of organisations and subscribers to our email lists and community of practices)
- Events

Theme pages or dashboards for easier management of:

- Finance (all fees and revenue tracked with direct invoicing and payment feature)
- CHS Verification Scheme and data of organisations
- Thematic programme areas (showing records relating to):
 - People Management
 - Protection against Sexual Exploitation and Harassment
 - Accountability to Affected People
- Membership (summary and list of members with general details)

Database administration:

- Functionality to search for duplicate or obsolete entries with the possibility to merge records into one
- Give different access rights (read/write) to users

Many areas will need to be easily linked. We can supply a more detailed map of the content and functionality to the agreed supplier.

4. Selection criteria

The company or the individuals should have:

- Strong experience in database interface development
- Understanding of end users' needs to match them with adequate technical solutions
- Strong track record in website security and administration
- Experience with external databases and third-party integration
- Ability to work in English

5. Selection process

The proposal should:

- Clearly establish an understanding of the services required
- Refer to best practices and solutions in membership organisations similar to the CHS Alliance
- Describe how the company engages with its clients: what internal processes they follow to meet deadlines, be transparent about the rates of their services and ensure quality and accountability
- Provide a costed proposal with estimated timeframes

Expressions of interest with supporting documentation should be emailed to Balint Hudecz bhudecz@chsalliance.org by 2 March 2020.