

Selection of an Expert to
develop ITCN Dashboard for
Urban95 Phase II project in
Udaipur

Terms of Reference for developing ITC Dashboard

1.1 Project Background

ICLEI SA in association with Ecorys India Pvt. Ltd. is supporting Udaipur Municipal Corporation to implement the Urban95 phase II project in Udaipur. A dashboard is proposed to be developed under the project as a part of one of the project activities. The detailed scope of work for the developer is given below.

1.2 Proposal Submission

- The Terms of Reference (ToR) can be downloaded from the ICLEI South Asia website ([ICLEI South Asia – Local Governments For Sustainability](#)).
- The financial & technical proposals should be submitted as separate documents.
- The interested applicants are requested to apply by submitting a detailed approach, methodology, work plan, similar experience, team details to carry out the project. The Proposal can be submitted by the applicant through email to ashish.rao-ghorpade@iclei.org with cc pushpendrasrivastava80@gmail.com on or before 25th November 2022

1.3 Rationale

The Monitoring and Evaluation framework provides an overview and operational mechanism of Urban95 Phase-II Program for Udaipur from the perspective of set targets/ goals and necessary steps needed for achieving those targets on time as per the overall work plan- detailing out the activities and its sub- activities along with the set and agreed timelines. In the context of Urban 95 programme, the process allows PMSU, PMU and UMC to track the overall program progress and let them provide timely and necessary feedback and/ or recommend and suggest course correction to PMU if needed.

Under Urban 95, typically the Monitoring and Evaluation begins with baseline-research, progresses to monitoring, and closes with evaluation. ITC Evaluation Metrics prepared under the M&E system will elaborate list of key Service Level Benchmarks where a parallel dashboard tool will offers UMC-PMSU/PMU and authorities accurate and simplified comparison across all KPI, milestones and activities-projects. The resulting findings help guide program design, determine whether program implementation is occurring as planned, suggest midcourse improvements, provide evidence that the program influences behaviour, guide the design future programs. The PMU will keep updating this Dashboard on Quarterly, bi-annually or annually basis, using various methods such as user interviews, surveys, observations via site/ field visits etc. during the entire project duration in coordination with concerned stakeholders

Dashboard will fundamentally be a reflection of analysis of entered data inputs (i.e MIS) both quantitative and qualitative data which serve as programme- level platform providing information/ insights on all the ITC categories (ITC destinations, neighborhood, outdoor built environment including roads, streets etc.

The dashboard would:

- **Visualise data to enable effective monitoring**
- **Target needs and decision-making by supporting review**
- **Match resources and needs by informing funding decisions**
- **Build partnerships by supporting engagement**
- **Track and compare performance and**

The dashboard offers linkage of project progress by moving measurements into management by providing a visual and comprehensive comparison of performance between physical and financial progress, KPI and milestones over time.

It includes implementation progress, project types, delivery timescales for different priorities and an overview of objectives met and benchmark scores. The ITC Dashboard supports the review process of the Urban 95 centrally, by aiding priority management and informing delivery decisions.

1.4 Objective

The objective of ITC Dashboard is move measurements into management by providing a visual and comprehensive comparison of progress under key components of Urban 95 projects (it's physical and financial), its key performance indicators (KPIs) and the milestones against timeline using monitoring and evaluation system.

This will enable tracking of program activities, outputs, impacts (including behavioral indicators), and decision-making processes. This dashboard (covering informatics and visual analytics), will provide useful insights and enable the evaluation of project implementation including the priorities, milestones and progress of projects.

1.5 Key components of the layout

The broad components of the ITC Dashboard includes but not limited to following.

1. PMIS to store the data related to physical, financial, KPI basically guide the list of required Data set for analysis
2. Dashboard to track project progress through analytics of the Physical, Financial progress
3. Dashboard to track analytics of key performance indicators
4. Dashboard to track milestones against target timeline

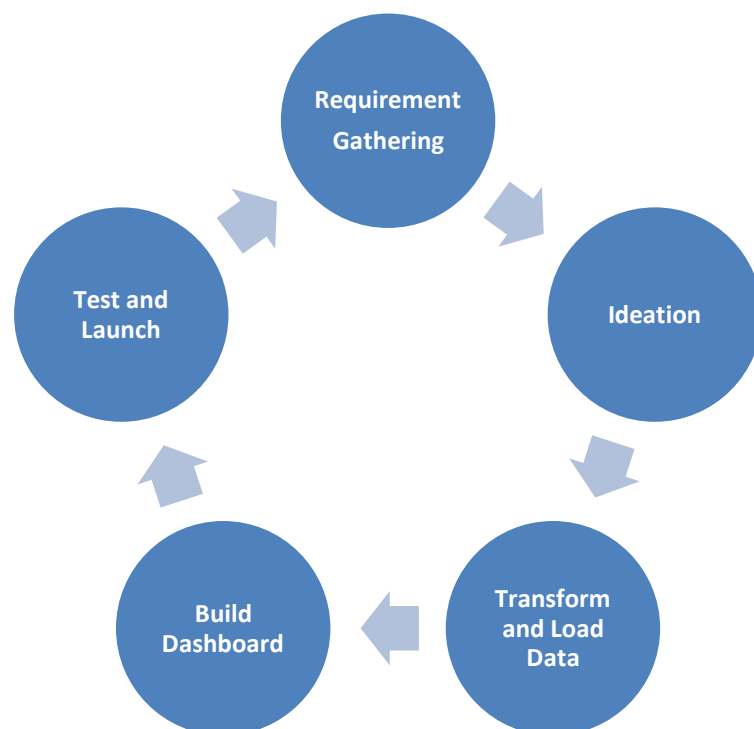
1.6 Strategy

The overall strategy is to involve requirement gathering, ideation/wireframe extract, Transform & Load Data, build Dashboard, test and launch to be undertaken by ULB with support of PMU-PMSU M&E Expert



1.7 Proposed activities

The activities under this will involve preparation of Dashboard with its architecture including finalization of layout and guide the IT team to develop the wire-frame and launch. This will involve alignment with Key Performance Measures; also make sure the the required Data set is collected, stored, cleaned. The steps involved begins with requirement gathering, ideation/wireframe extract, Transform & Load Data, build Dashboard, test and launch.



1.8 Scope of Work

The scope of work under the project is:

- Study of the existing M&E MIS system
- Requirement Gathering and functional specifications for new system to be developed
- Information Architecture
- Quality Assurance and testing and Security Audit of the System
- Project management services for successful implementation of the project
- Operations and maintenance of the Centralized Project Monitoring System-cum-Dashboard for PMU after its completion and deployment. The other services to be provided as part of the warranty/operations/maintenance are
 - a. Database management.
 - b. Refurbishment of Centralized Project Monitoring System-cum-Dashboard at regular interval
 - c. Fine tuning of Centralized Project Monitoring System-cum-Dashboard for better performance
 - d. Monthly Web analysis and progress reports
 - e. Hit rate and source domain and o Visits from search engines

1.9 Deliverables

- Implementing agency/expert has to share the Design Documents based on the clients Requirement and share document for clients Review & Sign-off.
- Implementing agency will be responsible for developing, hosting and maintaining the system for one year after the deployment on Production server and Go-Live.
- Technical documentation of design and development stages of the Web Application, database, training to users etc. shall also be provided Implementing agency is expected to deliver additional features/customizations required by the client during the course of Development and O&M of Centralized Monitoring System - cum - Dashboard with same terms and conditions.
- Wireframes
- Security Audited Web Site as per the specifications/functions/features mentioned in the document and agreed as per requirement specification/functional design document
- Source Code
- Progress Report
- Links for sharing Web Application
- Comments provided by the user on email account shall be provided

1.10 Designs

- The website design will be responsive display according to the display device.
- Web Application should build in a way that it is easy to use and navigate.
- All the design/Creatives/images to be provided by the selected agencies.
- Creative, ideas and design will be the copyright of client.

1.11 Preferred Technology:

The system should be developed using open source technology.

1.12 Hosting

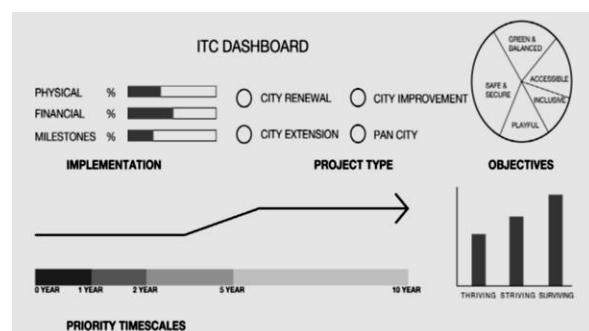
- The Web Application will be developed using API platform and hosted on server as given by client. The selected agency should provide proof of ownership (licenses) of various software used by them for the development as well as for the hosting of Web Application.
- Implementing agency will provide clients Full Access to server hosting the Web Application

1.13 Support

- Implementing agency should 'develop and provide support for remaining project duration.
- Implementing agency to provide Web Application customization and upgrade.

1.14 Outcomes

- Flexible, interactive platform that interprets U95 progress toward the transformation of ITCNs,
- Platform that allows to conceptually transforming disaggregated pieces of information, into holistic, valuable indicators of the wellbeing of ITCs.
- Measures and monitors the



performance of the Urban 95 programme, offering a comparison of progress and performance across different wards, sectors, timeline and outcome in India.

1.15 Timeline

Below is the timeline for its approval and implementation.

S/n	Tasks	Timeline
1	Architecture and Layout Finalization	September '22
2	Approval of Report	October '22
3	Go Live layout, wireframes	Nov, 2022
4	Go Live launch	December 2022

Terms & Conditions

- In case of any doubt/query regarding any portions of ToR, the applicant should send it by mail to contact person mentioned in ToR.
- ICLEI South Asia reserves the right to reject any Proposal, and to terminate the selection process and reject all proposals at any time, without thereby incurring any liability to the affected applicant or any obligation to inform the affected applicants of the grounds for such decision. The decision of ICLEI South Asia will be final.
- The proposals received will be scrutinized & evaluated by ICLEI South Asia in consultation with Ecorys India Pvt. Ltd. The decision shall be informed to the winning applicant.
- Detailed Work Order will be issued to winning applicant within 7 days of announcing the results.
- The selected applicant will forward the signed and sealed work order to ICLEI at the earliest or not more than 7 (seven) days of issue of work order.