

Request for Quotation / Terms of Reference

Maintaining and updating digital components of NRC Assure in 2025

1. Background

NRC Assure is the system that allows NRC to provide assurance to managers on the effectiveness of key internal controls, the management of key risks and to allow those managers to read trends of materialise risks. This system relies among others on several digital elements that allow collecting, standardising, and visualising information regarding the effectiveness of key internal controls, trends of risk levels and materialised risks.

As any digital product all of NRC Assure's components require maintenance and further development to ensure that they work as intended, that users can interact with them and that these products interact as a whole enabling NRC's triannual reporting process and the availability of information regarding the management of key risks in the organisation.

For this work NRC requires an external provider as currently the organisation does not have the capacity to conduct this work in house.

2. Objectives and Deliverables

Objectives

These Terms of Reference (ToR) describe the deliverables, scope of work, project management arrangements, and timeframe/schedule that will allow the consultant

to work with the NRC's business owners to maintain and further develop a set of digital products that help the organisation manage key risks.

The system in focus, **NRC Assure**, was established in 2022 and currently demands ongoing support and maintenance. The system has been implemented in the organisations and demands regular maintenance; however, some of its elements are new and the role of the consultant will be pivotal to ensuring their smooth transition and handover to NRC.

Deliverables

The following deliverables collectively aim to ensure an ecosystem of applications are well maintained and supported and continue to align with NRC's business objectives.

System Architectural Design:

- Update the Entity Relationship Diagrams (ERDs) for each NRC Assure application to ensure that those ERDs capture changes introduced to applications after enhancing tasks requested by NRC and in adherence to best practices in both PowerApps-specific guidelines and general data modelling principles.

Stakeholder collaboration and translation of Business Requirements:

- Collaborate with business stakeholders and product owners including each product's focal point to understand business requirements and translate them into concrete and feasible changes to the specific NRC Assure digital product.

System Sustainability and Post-Implementation Maintenance:

- Maintain production-level dashboards and its data connections for the PBI elements listed in Annex 1 (end of document):
- Advise and incorporate system sustainability and post-implementation maintenance measures into each of NRC Assure product's design and architecture to ensure their functionality during NRC's triannual reporting cycles.

New feature development and enhancements

- Work with business stakeholders to validate user requirements and improve functionality in existing applications and PBI elements.
- Introduce newly supported key controls into NRC Assure including establishing an ETL process for new data connections to the dashboards and relevant updates that impact the use of these dashboards and reports.

3. Institutional and organisational arrangements

NRC will own the intellectual property rights to all materials submitted by the consultants under the contract. The consultants must therefore ensure that they have possession of any materials provided to NRC as a part of the deliverable. The rights to reproduce the reports will fall to NRC and its contracted agents. NRC will be free to reproduce the materials at will and to grant reproduction rights.

Duties of the consultant

- Everything submitted to NRC must be the original work of the consultants. Any plagiarism in any form, or any other breach of intellectual property rights, will automatically disqualify the consultant from receiving any further payments under the contract by NRC, and NRC will seek to recover any payments already made.
- Reports should be submitted in Microsoft Word format, in UK English. All text should be unformatted. Graphs or other graphical devices should be editable (i.e., not pictures). All references must be cited according to convention, and detailed in a bibliography, using the Harvard system as set out in the [UNESCO Style Manual](#). All verbatim quotations must appear in quotation marks and must not be of excessive length. All data collected under the consultancy must be submitted with the deliverables, in a widely recognised format such as Microsoft Excel. Any use of Generative Artificial Intelligence tools to produce any content should be clearly signposted as part of the document, indicating the section of the document and the tool used.
- The consultant will follow [Ethical Research Involving Children guidance](#) on the ethical participation of children. In addition, all participants in any study or other interaction will be fully informed about the nature and purpose of the interaction and their requested involvement. Informed consent must be obtained for any photographs, audio, or video recordings, etc., in accordance with NRC's policy on consent.

Duties of NRC

NRC will provide:

- Access to the organisational digital environment where NRC Assure digital components are located through dedicated service accounts.
- Licenses to conduct this maintenance work (Power automate, Power BI)
- A project management platform to enable the posting, estimation of work, approval of work estimates, reporting on actual work conducted and exchange on each of the tasks related to this work.

4. Implementation schedule and estimated inputs

In collaboration with the Global Risk Management Specialist and the Business Owners, the consultant's deliverables will be structured as follows:

- Given the broad nature of the outlined deliverables, NRC's project team will provide the consultant with specific tasks and deliverables, organised within a four-week timeframe (sprint planning) in which the tasks and deliverables are to be worked on.
- Before commencing work on an issue, all tasks will be created and assigned to the consultant following a standard request template.
- The consultant will then provide an estimate regarding the effort required to fulfil each task.
- The consultant is required to report a status update every two weeks on the objectives and deliverables.
- Both Consultant and NRC are responsible to keep work in line with the scope, the intended outputs and the allocated resources.
- There might be cases where requirements for further improving a digital element are not sufficiently define by NRC. In such cases, the Consultant will request authorisation to conduct discovery sessions with the relevant NRC team and should develop "mock up's" of changes until a clear final desired product is defined.

5. Qualifications of the consulting company / sole trader

We seek a consultant (sole trader or company) with a proven track record in conceptualising, constructing, and delivering solutions on the Microsoft Power platform. Specifically, we are interested in demonstrated expertise in handling complex access control, simplifying ETL processes for low maintenance, and utilising best practices in the PowerApps platform.

Experience and qualifications

These qualifications provide a measurable overview of the candidate's extensive experience and expertise in Microsoft Power Platform development, ERP system architecture, data modelling, CI/CD pipeline management, release management, team collaboration, and effective communication.

Microsoft Power Platform Implementation

- Demonstrated proficiency with over 5 years of hands-on Power Platform development experience.

ERP Data Modeling and Solution Architecture

- Accumulated 5+ years of expertise in systems development, particularly within the architecture and ecosystem of ERP (Enterprise Resource Planning) systems. Provide examples of past projects demonstrating these capacities.
- Proven track record in data modelling and designing technical solution architectures. Provide any example of ERD diagrams or technical designs that are relevant to the terms of reference.
- Preferably, possesses experience in ERP system implementation within humanitarian organisations.

Product Requirements and User Design

- Successfully demonstrated experience working with users to gather requirements and document using Product Requirements Documents (PRD) to communicating how a product evolves over time.
- Proven experience working in an iterative development process.

Quality Assurance Testing and Release Management

- Track record of successfully implementing quality assurance steps in applications built using the Power Platform. Provide examples of past projects and its quality assurance steps used across the development process.
- Has demonstrated experience setting up and administering a CI/CD (Continuous Improvement/Continuous Delivery) pipeline for Power Platform implementations. Provide examples of past release management processes you've implemented.
- Ability to explain best practices in test-driven development methods to the product development team.
- Experience using version control and release management methods when developing apps in the Power Platform.

Communication and Documentation

- Ability to articulate complex and technical concepts to a non-technical audience. Provide examples of facilitating past workshops on Power Platform implementations.
- Ability to document recommendations and best practices in a concise manner. Provide examples of past documentation deliverables.

6. Schedule of Deliverables

Commencement

The Assignment shall commence on **January 15th, 2024**.

Period for the Assignment

The Assignment shall continue until **December 31, 2025**.

The Assignment shall be provided on an ongoing basis until the upper financial limit for the Agreement or total number of hours has been reached.

Schedule of Deliverables

These deliverables collectively aim to ensure a well-architected, maintainable, and high-performing Microsoft PowerApps applications that aligns with the NRC's business objectives and contributes to the overall technology strategy.

System Architectural Design:

- Updated existing Entity Relationship Diagrams (ERDs) for each NRC Assure application (see the list of those in annex 1), adhering to best practices in both PowerApps-specific guidelines and general data modelling principles. ERDs should incorporate interoperability between other dependent business systems and its data connections throughout the organisation.

Stakeholder collaboration and translation of Business Requirements:

- Collaborate with business stakeholders and product owners including each product's focal point to understand business requirements and translate them into concrete and feasible changes to the specific NRC Assure digital product.

System Sustainability and Post-Implementation Maintenance:

- Maintain production-level PBI dashboards and its data connections for PBI elements described in Annex 1
- Advise and incorporate system sustainability and post-implementation maintenance measures into each of NRC Assure product's design and

architecture to ensure their functionality during NRC's triannual reporting cycles.

Documentation and Knowledge Transfer:

- Update existing documentation for architectural designs and technology solutions for each product.
- Document the use of any tools or packages used in the implementation of NRC Assure including evaluating the pros and cons and any technical risks or dependencies that might implicate future development.
- Facilitate at least 1 knowledge transfer sessions with the team and relevant stakeholders to ensure NRC is equipped to maintain and troubleshoot NRC Assure's applications and data connections after changes included during this consultancy.

New feature app development and enhancements to data infrastructure

- Work with business stakeholders to validate user requirements and improve functionality in existing applications and PBI elements.
- Introduce newly supported key controls into NRC Assure including establishing an ETL process for new data connections to the dashboards and relevant updates that impact the use of these dashboards and reports.

7. How to apply

Quotations should be sent to nrc.assurehelp@nrc.no by 18th December 2024

Your quotation should clearly indicate the following:

- A cover letter expressing interest in the consultancy.
- Technical proposal that outlines the approach and work plan based on the schedule of deliverables.
- CV with relevant work experience and qualifications for every individual that will be involved in the consultancy.
- Financial proposal including the hourly rate. Please provide offers based on the following:
 - It is expected that the estimated amount of work will be a total of 450 hours throughout the duration of the contract.
 - Tasks will be conducted on a part-time basis with an estimated 8 - 9 hours per week.
 - Currency of offer: EUR.

- Price offer should be inclusive of any relevant taxes that the consultant is liable for.
- Validity of the offer: 90 days.

Annex 1. NRC Assure digital components

Element	Role in system	Type of element	Scope	Status	Maintenance requirements	Plans for enhancement 2025
NRC Assure data mart	Collect and standardise data for semantic models.	PBI Datamart	NA	In use	Triannual update to ensure all data is up to date for dashboards	Connect to NRC Exchange ¹ Four new key controls to be added
Compliance scoring app	Collect data from Regional Office staff on compliance scoring activities	Power App	100 users updating records every four months.	In use	Correct bugs. User list maintenance. Triannual update to include changes to key controls and to the org. structure (nomenclature of offices and applicability of app)	Four new key controls to be added Financial controls section to be added.
Compliance scores dashboard	Visualise compliance scores for managers across NRC	PBI report and semantic model	4-page report with several tooltip pages. Semantic model connected to SharePoint lists	In use	Triannual update to ensure dataset works fine, visuals are up to date and incorporate changes in compliance scores and to the org. structure (nomenclature of offices and applicability of app)	Four new key controls to be added
Compliance scores dataset dashboard	Allow access to records from compliance scoring app to technical experts	PBI report	3-page report Same semantic model as previous element.			
Key controls status dashboard	Visualise status of key controls implementation for managers across NRC	PBI report and semantic model	10-page report with tooltip pages Semantic model connected to SharePoint lists and Excel files.	In use	Triannual update to ensure dataset works fine, visuals are up to date and incorporate changes in key controls and aligned to the org. structure (nomenclature of offices and applicability of app)	Four new key controls to be added

¹ Site with collection of standardised data sets for organisational use.

Risk overview dashboard	Visualise information from risk registers for managers across NRC	PBI report and semantic model	5-page report Semantic model connected to SharePoint lists.	In use	Triannual update to ensure dataset works fine, visuals are up to date and aligned to the org. structure (nomenclature of offices and applicability of app)	Change in data source from excel based risks registers to SharePoint lists (power app – see next item)
Risk Register App	Collect information on risks from all operations	Power App	200 users updating records every four months.	Being rolled out in 2025	Correct bugs User list maintenance Triannual check to ensure functionality.	Release app for use in T1
Recommendations Tracker App	Collect information on recommendations from audits	Power App	200 users updating records every four months.	In use	Correct bugs User list maintenance Triannual check to ensure functionality.	
Recommendations Tracker Dashboard	Visualise information for managers on audit recommendations	PBI report and semantic model	3-page report Semantic model connected to SharePoint lists.	In use	Triannual update to ensure dataset works fine, visuals are up to date and aligned to the org. structure (nomenclature of offices and applicability of app)	
HSS² MRF³ App	Collect information on COs monthly reporting on HSS controls	Power App	60 users updating records every month.	In use	Correct bugs User list maintenance Monthly check to ensure functionality. Include changes to controls.	TBD – Including minor enhancement
HSS MRF Dashboard	Visualise information for managers on compliance to HSS key controls	PBI report and semantic model	10-page report with tooltip pages Semantic model connected to SharePoint lists	In use	Triannual update to ensure dataset works fine, visuals are up to date and aligned to the org. structure (nomenclature of offices and applicability of app)	

² Health, Safety and Security

³ Monthly reporting Framework

Access Monitoring App	Collect information from COs monthly reporting on access constraints	Power App	60 users updating records every month.	In use	Correct bugs User list maintenance Monthly check to ensure functionality. Include changes to controls.	
Access Monitoring dashboard	Visualise information for managers on access related incidents/constraints in operations	PBI report and semantic model	2-page report with tooltip pages Semantic model connected to SharePoint lists	In use	Biannual update to ensure dataset works fine, visuals are up to date and aligned to the org. structure (nomenclature of offices and applicability of app)	