IDMC Terms of Reference

Consultancy: Software Project Manager

Duration: 12 months

Starting date: 01.12.2024 – ending 31.10.2025.

Location: _Home-based with regular teleconferences and in person meetings._

BACKGROUND

The Internal Displacement Monitoring Centre (IDMC) is the world's definitive source of data and analysis on internal displacement. Since our establishment in 1998 as part of the Norwegian Refugee Council (NRC), we have offered a rigorous, independent and trusted service to the international community. Our work informs policy and operational decisions that improve the lives of the millions of people living in internal displacement, or at risk of becoming displaced in the future.

To enhance its operational efficiency and expand its capabilities, IDMC is investing in the modernization and expansion of its internal databases and the system architecture. The goal is to strengthen and scale existing systems while ensuring a secure and integrated framework that supports IDMC's growing range of data products. This includes optimizing current systems and applications – such as databases and front-end applications – while developing new functionalities to better serve both internal and external stakeholders.

The Software Project Manager will be responsible for overseeing the planning, development, and integration of IDMC's internal information management systems and data products, ensuring alignment with IDMC's strategic goals and technical requirements. This includes managing multiple vendors responsible for different components of the development and operations of IDMC's systems, while ensuring proper prioritization, documentation and progress tracking. The role ensures all work meets quality standards, stays within timeline and budgets, and fosters seamless collaboration across vendors, teams and systems.

Responsibilities:

- **Project Planning and Management:**
  - Develop a comprehensive project plan detailing timelines, milestones, resource allocation, and risks.
  - Manage multiple vendors involved in the system's architecture, front-end development, and back-end databases, ensuring smooth communication and collaboration.
  - Ensure projects are delivered on time, within scope, and budget.
- **Stakeholder Management:**
  - Facilitate regular updates to stakeholders, including IDMC's technical and Monitoring team, on project progress.

- o Address any issues that arise during development and manage communication across different teams.
- **Technical Oversight:**
  - o Work with vendors to develop technical specifications for the operations, maintenance and development of systems and applications.
  - o Ensure the system's design is scalable, secure, and compliant with industry standards.
  - o Supervise the integration of front-end applications with the back-end system, ensuring a seamless user experience.
- **Vendor Coordination:**
  - o Coordinate the work of multiple vendors to ensure seamless integration across all systems and components, fostering collaboration and resolving any compatibility issues promptly.
  - o Facilitate regular meetings with vendor teams to assess project progress, offer strategic guidance, and address any challenges or deviations from the plan.
  - o Ensure adherence to IDMC's quality standards, including performance and security benchmarks.
  - o Manage contracts and performance reviews for all vendors involved in the project.
- **Risk Management:**
  - o Identify potential risks to project delivery and proactively develop mitigation strategies.
  - o Provide regular risk assessments and update project stakeholders on risk status.
- **Documentation:**
  - o Ensure comprehensive documentation of project plans, requirements, design, and decisions.
  - o Maintain updated records of meeting notes, action items and project changes.
  - o Coordinate the development and update of technical documentation and system operation guides.
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CONSULTANCY OBJECTIVE

The objective of this consultancy is to oversee the modernization, development and seamless integration of IDMC's internal information management systems and system architecture. The consultancy will ensure the development of robust, scalable, and secure systems that effectively integrate various applications, including databases and front-end solutions, to enhance IDMC's operational efficiency and support its growing range of data products. A key focus will be on coordinating multiple vendors responsible for different components of the development and operations of IDMC's systems, ensuring their work aligns, integrates smoothly and meets established quality standards and project timelines.

CONSULTANCY TIME and IMPLEMENTATION TIMEFRAME

This is a consultancy of approximately **twelve months.**

The consultant should be available to work full-time, or at least 80%

This is a home-based consultancy, with regular interaction with teleconferences and possibly some face-to-face meetings.

Key Deliverables include:

Comprehensive project plan:

- A detailed project plan developed in the first month, outlining timelines, milestones, sprints, resource allocation, and risk mitigation strategies.
- Clear definition of sprint cycles, deliverables and success criteria to provide direction throughout the project.

Monthly progress reports:

- Provide a monthly report to IDMC's Information Management Advisor, summarizing progress made against the project plan, key milestones achieved, vendor performance, and any challenges encountered.
- Each report should include an updated timeline, budget status, risk assessments, and any corrective actions or decisions required.

Sprint planning and execution:

- Organize and manage frequent sprints for development of the components executed by multiple vendors.
- At the start of each sprint, deliver a sprint plan outlining objectives, tasks, team responsibilities, and success criteria.
- At the end of each sprint, deliver a sprint review report detailing progress made, challenges faced, and work planned for the next sprint cycle.

Comprehensive Documentation:

- Create and maintain detailed technical documentation for IDMC's information management systems, including documentation of system architecture, integration points and technical specifications.
- Develop and update operational guides with clear and concise instructions for operating and managing IDMC's systems, processes and applications, facilitating effective handover and continuity in system administration.
- Maintain comprehensive project documentation, including user requirements, design rationale, and implementation details, ensuring accountability and traceability throughout the project lifecycle for all stakeholders.
- Ensure the specifications meet industry standards for scalability, security, and performance.

Vendor coordination reports:

- Monthly reports on vendor performance, including adherence to quality standards, timelines, and contractual obligations.
- Document and address any issues arising from vendor coordination, providing recommendations for resolution.

Risk and mitigation plans:

- Deliver a comprehensive risk assessment at the start of the project and provide monthly updates on any new risks identified.
- Include mitigation strategies for all identified risks, with clear actions and timelines.

Integration and quality assurance plan:

- Provide a plan detailing how all vendor outputs, including database and application components, will be integrated to ensure a unified system.
- Implement a quality assurance (QA) process for testing system performance, security, and scalability, delivering QA reports at the end of each sprint.

Final system delivery and handover:

- Ensure the delivery of a fully integrated, secure, and scalable systems by the end of the consultancy.
- Ensure all documentation is compiled and handed over, including project planning documentation, technical documentation and operational guides for all IDMC's systems.
- Provide a final report summarizing the overall project, including system architecture, performance outcomes, lessons learned, and recommendations for future improvements.

MANAGEMENT

The consultant will be line-managed by the Information Management Advisor.

SKILLS and QUALIFICATIONS

- Advanced degree in computer science, software engineering, information systems, or related field. A combination of relevant experience and certifications may be considered in place of formal education.
- At least 2 years of experience in managing complex software development projects, particularly data-intensive systems with multiple vendors and stakeholders.
- Certifications in project management methodologies Agile, Scrum and/or Waterfall are highly desirable (e.g., Certified ScrumMaster).
- Proficiency in using GitHub for project management, version control, and collaboration.
- Experience managing repositories, branches, pull requests, and issue tracking.
- Familiarity with GitHub workflows for collaboration between different teams.
- Demonstrated success in delivering projects on time, within scope, and on budget.
- Experience managing scalable, secure, and high-performance data management systems.
- Proven experience in coordinating and managing vendor teams, ensuring seamless integration of various project components.
- Expertise in Agile methodologies, including sprint planning, backlog management, and iterative development processes.
- Strong skills in identifying potential project risks and developing proactive mitigation strategies.

- Strong ability to develop clear, detailed technical documentation, including system specifications, integration plans, and quality assurance reports.
- Ability to deliver according to agreed deadlines
- Excellent communication and writing skills in English, with other languages a strong asset for reading original sources
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- The consultant must be registered as a consultant, company or a sole trader/sole proprietor (as per requirements in their country of residence).

APPLICATION PROCESS

Consultants who meet the above requirements are invited to submit an expression of interest by Wednesday 27 November 2024, 23:59 CET to CH Geneva Tenders <ch.gvatenders@nrc.no and include the following as part of their application:

- Curriculum Vitae;
- Contact information including the consultant's name, email address and phone number(s);
- Proposed daily consultancy rate in CHF or EUR*, inclusive VAT and all charges;
- List of references that can be contacted to verify the quality of services;
- Proof of required registration as a consultant/sole trader/proprietor or a company in country of residence

*NB. This daily rate and currency will be fixed for the duration of the contract. Any payment for additional costs, third-party services or travel expenses will be discussed and decided on for each consultancy contract and thus these costs should not be listed in the application.

Please note: All service providers/consultants working with NRC should maintain high standards on ethical issues, respect and apply basic human and social rights, ensure non-exploitation of child labour, and give fair working conditions to their staff. NRC reserves the right to reject quotations provided by suppliers not meeting these standards. Consultants doing business with NRC will be screened on anti-corruption due diligence before NRC confirms a contract.