

TERMS OF REFERENCE (ToR) - Database expertise provider

Caritas EU Aid Volunteers projects

1. INTRODUCTION

PEACH II and TEACH projects are funded through the Education, Audiovisual and Culture Executive Agency of the European Commission and implemented by Österreichische Caritaszentrale (Caritas Austria) together with Caritas organization in 15 European and Asian countries.

Caritas Austria is the coordinator for the two above mentioned projects and is responsible for the implementation of the project activities and the achievement of the goals set. One of the project outputs is the development of a database for volunteer management. Caritas Czech republic is assigned with finding a suitable database solution for the Caritas consortiums.

The present tender aims to select a **qualified IT/Database expert** highly experienced in the field of database programming or existing database software that will support Caritas in the database for volunteer management. The selected expert will support Caritas in the development and setting up of the database tool/software and its implementation in the project

The selected expert will be contracted by Caritas Czech Republic, Vladislavova 12, Prague 1.

2. TASKS AND EXPECTED RESULTS

Based on the agreement signed with Caritas Czech Republic the expert will conduct the following tasks:

- Database development and its adaptation (existing software or tailor made database for project needs)
- Assistance in the process of data uploading and testing with selected project partners
- Final presentation to the project partners in respective meeting and testing of database with project partners during the regional meeting (Asia)
- System administration during the contract period

3. OVERVIEW OF THE FINAL PRODUCT

The database will use at least 15 National Caritas partners (EU and Asia countries). Each organisation has then a range of users on national and diocesan level. Data load may vary between several hundred to up to a million contacts (potential volunteers, partners and other stakeholders). Also key user numbers (operators) may vary greatly between partners.

Objectives of the volunteer database:

- a) Registration of current, past and potential persons interested in volunteering with Caritas (Contact information)
- b) Registration of current, past and potential partners/stakeholders (Contact information)
- c) Keeping clear information on skills, interests, etc. of volunteers for better assignment possibilities
- d) Facilitation of information exchange and updated documentation on status of volunteers (available, inactive, etc.)
- e) Support for planning volunteer placements (times, durations, location, ...)
- f) Management of administrative processes of deployed volunteers (sending automated reminders for payments, information updates, report submission, etc.)
- g) Possibility to have interfaces with other IT Services (mailing etc.)
- h) Multilingual platform – to be adjusted for each user

Database shall meet following criteria:

- a) The system needs to operate individually for each partner and needs to be easily adaptable to the organisation needs (changes in forms)
- b) Personal Data are protected regarding current EU GDPR policy
- c) Data entries will be managed individually and saved on local servers/individual clouds. (There is no need and interest to share uploaded data and information between partner organisations)
- d) User shall have opportunity works with general data online and offline (basic use)

Data protection criteria:

- a) Access right to the register requires a password granted by the main user of the database. The main user also defines the access right level granted to users.
- b) Starting up the application also requires a personal password - Use of the register and log-ins is monitored.
- c) Data are collected into the service's shared databases, which are protected by firewalls, passwords and other technical measures. The databases are located in locked and guarded premises, and data are accessed only by predefined persons.

The database will contain following group of data:

- a) Basic data of the registered person, such as name, address, telephone, email, language, age, photo, bank account, social security number
- b) Basic data of the partner/stakeholder, such as name, address, telephone, email, language, bank account
- c) Interests and other information provided by the registered person
- d) Uploaded relevant supporting documents (certificates, references, ...)
- e) Data related to invoicing and financial transactions
- f) Event data
- g) Forms, letter samples, reports

4. PROVISIONAL TIMETABLE AND DEADLINES

ACTIVITY	DATES
Deadline for the offer submission	3th of May 2019
Contract signing with the selected expert	17th of May 2019
Programming, testing and implementation	May – September 2019
Final presentation during the regional meeting	Autumn 2019

5. PAYMENTS

Details regarding financial reporting and payments will be specified in the contract.

6. CONTACTS

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