



CALL FOR TENDERS

Information Technology Specialist

FairInsight Steering Committee

This document outlines the terms of reference for a consultant engagement to ensure coordination and alignment across the Producer Networks and Fairtrade International, and with external technology partners.

Background

Fairtrade is an alternative approach to conventional trade and is based on a partnership between producers and consumers, aiming at offering producers a better deal and improved terms of trade. Fairtrade's mission is to connect disadvantaged producers and consumers, promote fairer trading conditions and empower producers to combat poverty, strengthen their position and take more control over their lives.

Since impact takes centre stage and Fairtrade measures its impact on people's lives, building on what works and adapting to what does not, gathering system-wide data in a secure and consistent manner, facilitating analysis, and turning data into information quickly and easily has become increasingly important to guide decisions at all levels in the Fairtrade system.

To this end, CAN (CLAC, FTA and NAPP) and Fairtrade International are currently implementing a Producer centric digital platform as part of an initiative called FairInsight. The target state is for FairInsight to be Fairtrade's global source for producer data and related insights coming from the different Producer Organizations and their Networks.

Today producer data is collected, transformed, stored, analysed, and shared by Producer Networks, Fairtrade International, National Fairtrade Organizations, and FLOCERT – with varying degrees of capability. These producer data stakeholders operate with a low degree of system wide harmonization and standardization in terms of people and organization, process, tools and systems and capabilities employed. As result there is a high level of duplication of effort and redundancy in producer data and information management practice.

This is a consultancy created to ensure coordination and alignment across the Producer Networks and Fairtrade International, and with our external technology partners.

Objectives

The primary objective of this consultancy is to enable Fairtrade in reaching the business objectives of FairInsight, the consultancy shall review and evaluate technology choices and development processes to ensure that they are fit for purpose, and make recommendations for improvements or alternative options.



FairInsight is an online reporting platform for Producer Organizations that allows more effective support from Producer Networks, it is one set of processed for all Producer Organizations where Premium use investments among other type of information is centrally managed in one place.

Scope of Work

The consultant shall perform the following tasks:

- Facilitate smooth integration of multiple stand-alone systems and user migrations to active directories.
- Advise on cost and benefits in the development functions contracted to the vendors.
- Facilitate shared digital policies and operational procedures for the tenant
- Advise on data and message exchange solution between systems.
- Facilitate building of automated testing of core parts of the system
- Conduct acceptance tests to ensure deliveries meet agreed specification.
- Ensure that deliveries by the supplier meet Fairtrade's quality criteria in terms of data security, performance, usability, etc.
- Understand the technical stack of FairInsight (backend: C# and front end: reactjs 17, azure SQL) and the wider Fairtrade digital ecosystem and work towards alignments and integrations.
- PO/PM role when development phases are happening
 - Seek input from operations for continuous improvement of features.
 - Facilitate consultations and provide recommendations to identify and prioritize features during developments.
 - Work with internal business partners (data governance, legal, communications, standards, assurance) and make sure their guidance and constraints are considered and respected in developing FairInsight.
- Facilitate setting up of a data security policy based on requirements.

Other expected monitoring and advisory functions:

- Part of the portal's technology stack (which is out of support from Microsoft) needs to be upgraded (from .NET 3.1 to .NET 6.0)
- Build source code based workflows on a workflow engine, if the source code is based on a standardized scaffolding.
- Pagination to be done on database level instead of it being done on browser.
- NNN document and Virtual Machine preparation by the vendor
- Source Code Reviewing on base use cases
- Preparation of an Azure environment
- Git Repositories as example to execute recommendations
- Identify the integration points from the different systems for smooth and effective integration.
- Advise on defining quality criteria in agreements with the development team



- Define Git Branching Flow to integrate the vendor development process with Fairtrade deployment.
- Design a UI/UX Guidelines across software development projects
- Develop the standard CI/CD template pipeline.
- Performance Testing practice led by API Layer.
- Layered project architecture Validation for integration.
- UI/UX Improvement across systems.

Deliverables

The consultancy firm shall deliver the following outputs:

- Inception report detailing the proposed approach, work plan, and methodology.
- Implementation roadmap outlining the steps, timelines, and resource requirements.
- Upon roadmap's approval, follow up of activities.

Timeline and Budget: The consultancy is expected to commence on May 1 2024 and be completed by end May 2026. The total budget for this consultancy will be determined through mutual agreement between the FairInsight Steering Committee and the consultant, based on the scope of work and deliverables.

Consultant Qualifications

The consultant should possess the following qualifications:

Knowledge and Professional Experience

- A master's degree in Computer Science or any other IT related subject
- At least 15 years' experience in designing applications within a large data-based project
- Direct experience of applying software based solutions to address sustainability issues;
- Experience in project management, including managing multi-stakeholder and complex projects;
- Experience in managing all aspects of data collection, storage and analysis;
- Experience in the use of ICT and other developing tools and approaches within application projects;
- Experience in the communication of complex information to diverse audiences;
- Experience of working with Compliance, supply/value chain management, farmer producer organizations, audits, digital technology onboarding and deployment, data warehouse or business intelligence service structures
- Deep knowledge and demonstrated experience overseeing current planning, scheduling and deployment of projects using Agile approaches, scrum, etc.



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Personal Qualities

- Team player with Intercultural understanding. Experience and eagerness to patiently work across cultural boundaries to work through challenges and build towards common goals.
- Flexible. Able to adapt to shifting deadlines and changing priorities.
- Self-guided. Able to work and keep on task without micromanagement.
- Deep care and understanding of the needs of Fairtrade producers and farmers/workers in the Global South.
- Leadership through influence. Ability to bring together stakeholders to work towards a common goal without a hierarchical management framework in place.
- Excellent analytical and attention-to-detail skills.

Technical Requirements

- Familiarity of Microsoft Azure Tenant systems and Active directories
- Expertise on creating a SSO for the different systems.
- Translating objectives into portal development roadmaps
- Expertise on cloud infrastructure governance, safeguard software artifacts,
- Expertise on software development project management

Languages

- Fluent English, both spoken and written. Ability to parley high-level English skills to expertly inform, convince, and influence.

Other

- Working knowledge of French and/or Spanish. Other languages relevant to Fairtrade producers (Brazilian Portuguese, Hindi, Bahasa Indonesia) an additional advantage.
- Ability to occasionally travel internationally for business-related reasons (up to 10% time).

Evaluation Criteria

The consultancy firm will be evaluated based on the following criteria:

- Expertise and experience in assessments and insource and outsource selection for similar projects.
- Understanding of the consultancy requirements.
- Clarity, feasibility, and comprehensiveness of the proposed work plan.
- Overall cost-effectiveness and value for money.



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Application Process

If you are interested in being considered for this consultancy, please send a short proposal (ideally 10-20 pages max) detailing: (1) how your consultancy meets the selection criteria (including links to past relevant work), (2) describing the methodological approach you would take, building off of what is details in this Terms of Reference, (3) a draft consultancy timeline (reflecting the deadlines listed above), and (4) a budget (detailing, at a minimum, the estimated number of days and cost per day for professional fees). Please include a mandatory 19% VAT payable in Germany (as this is where Fairtrade International is headquartered).

Please also include your CVs as an appendix (not counted towards the page limit) and references. Please note that all application materials will be shared with a selection committee, which will include representatives of members of the Fairtrade system located in multiple countries, including outside of the EU. Your submission of a proposal will be taken as de-facto consent to share your personal data with those on the selection committee.

The contact person at Fairtrade for this consultancy is Dr. Arisbe Mendoza, Director Global Impact at Fairtrade International (a.mendoza@fairtrade.net).

All proposals should be sent to the above email address with the subject line "FairInsight Information Technology Specialist Consultancy" before the deadline of 29 April 2024.