



ASEAN Regional Mine Action Center (ARMAC)

TERMS OF REFERENCE (TOR)

Expert Consultant /firm - Development and Implementation of the ASEAN Victim Assistance Management Information System (VAMIS) – Phase II

Under the Enhance Victim Assistance Programme for Explosive Ordnance (EO) Survivors in the ASEAN Member States – Phase II

Supported by: the ASEAN–Korea Cooperation Fund (AKCF)

1. BACKGROUND

The ASEAN Regional Mine Action Center (ARMAC) serves as the regional mechanism to strengthen cooperation and coordination in addressing the humanitarian impact of explosive ordnance (EO) across ASEAN Member States (AMS). In alignment with its mandate, ARMAC supports regional collaboration, capacity development, and knowledge exchange in mine action, particularly in the area of victim assistance (VA).

During Phase 1 of the Victim Assistance Management Information System (VAMIS), ARMAC successfully established a foundational web-based platform hosted on ArcGIS Online, featuring a secure document repository, basic dashboards, and trained personnel capable of managing and updating the system.

Building on this success, ARMAC now seeks to advance to Phase 2, transforming the VAMIS into a fully operational, collaborative regional platform that connects and empowers national focal points across six affected AMS.

Phase 2 aims to enhance data-driven coordination, evidence-based decision-making, and visibility of progress toward international commitments under the Sustainable Development Goals (SDGs), Convention on the Rights of Persons with Disabilities (CRPD), Anti-Personnel Mine Ban Convention (APMBC), Convention on Cluster Munitions (CCM), the Convention on Certain Conventional Weapons (CCW), and other related conventions.

2. OBJECTIVES

Overall Objective:

To establish a fully operational, collaborative regional information management system that enables ASEAN Member States to collect, share, and analyze victim assistance data, supporting regional coordination, treaty compliance, and informed policy and donor engagement.

Specific Objectives:

1. Enable secure, multi-country data collaboration and access.
2. Harmonize data standards, definitions, and reporting formats across AMS.
3. Provide interactive dashboards and analytical tools for decision support.
4. Streamline data processing and visualization for efficient reporting.
5. Build long-term capacity within ARMAC and AMS for independent system management.

3. SCOPE OF WORK

The selected implementing partner will design, configure, and deploy the VAMIS Phase 2 system over an estimated **11-month period**, including the following key components:

a. Information Management Assessment

- Review existing VA data collection, workflows, and reporting practices per AMS.
- Define standardized indicators, data dictionaries, metadata, and data-sharing protocols (including confidentiality levels and access tiers).

b. System Architecture and Database Development

- Configure and optimize a cloud-based ArcGIS Online environment with secure, role-based access.
- Develop database structures, validation rules, and data dictionaries.
- Set up automated backup, restore, and disaster recovery (RTO/RPO) procedures.

c. Dashboard and Analytical Tool Development

- Create interactive dashboards showing regional, national, and cross-country data.
- Integrate geospatial visualizations, dynamic indicators, and automated data processing to ensure that inputs immediately reflect on platform outputs.
- Provide export options (PDF/Excel/Image) and templated reporting views aligned to SDG/CRPD/APMBC/CCM indicators.

d. Workflow and Data Quality Tools

- Implement data validation, controlled vocabularies, and approval workflows.
- Configure automated synchronization of datasets and visual updates on dashboards.

- Establish quarterly data refresh schedules and compliance tracking

e. System Rollout and Training

- Conduct hybrid training sessions for ARMAC and AMS focal points — combining in-person regional workshops with virtual follow-up coaching and on-demand online resources.
- Provide user manuals, quick guides, video tutorials, and e-learning modules to ensure accessibility for all participants regardless of location or connectivity.
- Establish a helpdesk mechanism for post-training support and continuous learning.

f. Post-Deployment Support

- Provide technical assistance, troubleshooting, and feedback integration.
- Deliver final documentation and handover for ARMAC-led management.

4. EXPECTED DELIVERABLES

1. **Operational VAMIS Platform** – hosted on ArcGIS Online, accessible, secure, and scalable.
2. **Standardized Data Framework** – harmonized schema, metadata, definitions, and data quality rules..
3. **Interactive Dashboards and Visual Outputs** – regional and national-level dashboards that update automatically when new data is entered.
4. **Training Package** – hybrid regional and virtual training program including curriculum, materials, manuals, online resources, and workshop delivery.
5. **Documentation Set** – system/architecture diagrams, data sharing protocol, SOPs, admin guide, and DR/backup plan.
6. **Final Handover Package** – including all credentials, documentation, and lessons learned.

5. TECHNICAL REQUIREMENTS

The system must meet the following minimum standards:

- **Platform:** ArcGIS Online-based solution with integrated data visualization and sharing tools.
- **Architecture:** Cloud-hosted, modular, and low-maintenance; accessible 24/7 with automatic system updates.
- **Security:** Role-based access control and encrypted data transmission; no two-factor authentication required.
- **Usability:** Simple and intuitive interfaces suitable for non-technical users.
- **Scalability:** Capacity to onboard additional AMS or new data categories.
- **Data Protection:** Compliance with ASEAN data privacy standards and international good practice.
- **Automation:** Data processing and dashboard outputs must automatically refresh upon data input or validation (no automated report generation required).
- **Interoperability:** Import/export templates; open standards; optional API endpoints for future integration with national systems.

6. DURATION AND TIMELINE

The assignment is expected to be completed over **12 months**, following a milestone-based implementation plan:

Month	Key Milestone	Expected Output
1–2	Information Management Assessment	IM assessment report; standardized schema & data dictionary
3–4	Database and System Design	Database prototype; architecture & security documentation
5–6	Dashboard & Workflow Development	Functional dashboards; validation and approval tools
7–8	System Testing & Refinement	Tested report; revised platform; acceptance for rollout
9–10	Regional Training & Rollout	Operational system; trained AMS focal points; helpdesk live
11-12	Post-Deployment Support	Support log; fixes; final handover & completion report

7. REQUIRED EXPERTISE

Institutional Experience:

The implementing partner should demonstrate a strong track record in designing and deploying humanitarian or development information management systems, preferably using ArcGIS Online or similar platforms.

Key Personnel:

- Information Management Specialist (Team Lead)
- Database Architect / GIS Developer
- Dashboard and Visualization Designer
- UX / UI Specialist
- Data Security and Access Management Advisor
- Training and Capacity-Building Officer

Desirable: Experience with ASEAN bodies, mine action centers, disability/VA programs; familiarity with SDG/CRPD/APMBC/CCM reporting.

8. WORKING MODALITY, REPORTING & SUPERVISION

- The firm will work under the overall guidance of the ARMAC Executive Director and direct supervision of the designated Project Focal Point/Senior Project Manager.
- **Duty station:** Primarily home-based (remote), with **one regional in-person training** and optional AMS-specific virtual sessions.

- **Coordination:** Bi-weekly coordination meetings; ad-hoc technical clinics as needed.
- **Reporting:**
 - **Bi-weekly progress updates** (email + call notes).
 - **Milestone reports** at the end of each phase (incl. risks/issues log).
 - **Final presentation & handover** to ARMAC and AMS representatives

9. ACCEPTANCE CRITERIA & WARRANTY

- **User Acceptance Testing (UAT):** Successful completion of UAT scenarios agreed at design stage.
- **Performance:** Core dashboards load within reasonable times for typical AMS connectivity (target <10s for standard views).
- **Security:** Multi-factor authentication (MFA) enabled; role-based access verified; audit logs active; backups tested.
- **Documentation:** Complete admin/user docs + SOPs; training pack delivered.
- **Warranty/Hypercare:** Minimum **90 calendar days** after go-live for defects and minor adjustments at **no additional cost**.

10. EVALUATION CRITERIA

Criteria	Weight
Technical Approach and Methodology – clarity, innovation, sustainability, and alignment with ARMAC’s needs	40%
Institutional Experience – demonstrated experience in regional IM systems and ArcGIS Online solutions	30%
Team Qualifications – relevant technical, IM, and GIS expertise; regional training experience	20%
Cost-effectiveness and Sustainability Plan	10%

Preference will be given to proposals that:

- Utilize ArcGIS Online as the primary platform for scalability and ease of maintenance,
- Emphasize automation in data processing and visualization,
- Are modular and adaptable to evolving regional requirements,
- Focus on capacity building and long-term sustainability within ARMAC and AMS.

12. EXPECTED IMPACT

The VAMIS Phase 2 will:

- Strengthen ASEAN’s role as a leader in humanitarian mine action information management.
- Enable evidence-based victim assistance planning across Member States.
- Enhance regional reporting to international conventions and donors.
- Promote sustainability through capacity-building and user-centered design.

7. MANAGEMENT ARRANGEMENTS AND REPORTING ARRANGEMENTS

The ARMAC Permanent Secretariat will be primarily responsible for managing this consultancy under the *Enhance Victim Assistance Programme for Explosive Ordnance (EO) Survivors in the ASEAN Member States – Phase II*). The Expert Consultant is expected to deliver all outputs within the timeframe specified under “Expected Results and Deliverables” above.

The Permanent Secretariat/Project Team will coordinate with relevant stakeholders and provide necessary documentation and logistical support for online coordination, training preparation, and implementation.

The Consultant will report directly to the Victim Assistance Project Manager and will keep the Head of Program and the Executive Director of ARMAC informed by including them in the communication chain. The Consultant will also work closely with the Project Officer and relevant stakeholders from ASEAN Member States and partner organizations throughout the training process.

All reports and deliverables must be written in English and submitted in Microsoft Word format. ARMAC’s relevant departments will review and provide feedback on all submitted tools, materials, and reports.

9. CONFIDENTIALITY

All discussions, data, and documents related to this consultancy will be treated as confidential by all parties involved. The Consultant must ensure that any information obtained during the assignment is handled with the highest level of confidentiality and used solely for the purpose of fulfilling the consultancy.

11. CONFLICT OF INTEREST

The Consultant must disclose any financial, personal, familial, or close professional relationships that may pose a conflict of interest with ARMAC. Such disclosures are required to ensure transparency and to maintain the integrity of the consultancy process.

12. FRAUD AND CORRUPTION PREVENTION AND AWARENESS

ARMAC adheres to a zero-tolerance policy towards fraud and corruption. The successful consultant will be required to comply with ARMAC’s Fraud and Corruption Prevention and Awareness Policy, ensuring that no bribes or corrupt practices are offered, promised, given, or accepted in connection with this consultancy.

13. INSURANCE

The successful applicant must maintain appropriate insurance coverage for the provision of services outlined in this Terms of Reference (ToR). This includes, but is not limited to, travel insurance and medical coverage during the performance of the assignment. The insurance should cover all risks associated with the execution of this consultancy, whether conducted in Cambodia, other ASEAN Member States, or online.

14. ACKNOWLEDGMENT AND DISCLAIMER

ARMAC, its Board, and staff make no express or implied representation or warranty as to the currency, reliability, or completeness of the information contained in this ToR. This ToR does not create any contractual obligations or rights, either expressed or implied, upon the issuance of this document or the submission of an application. A formal written contract must be executed between ARMAC and the selected consultant before any contractual relationship is established.

15. CHILD SAFEGUARDING

The successful applicant will be required to comply with Regional and International Child Safeguarding Policies and Procedures and to sign ARMAC's Code of Conduct. Additionally, the consultant will be required to provide evidence of a valid Criminal Background Check and/or Working with Children Check, if applicable.

16. SUBMISSION OF PROPOSALS

Interested organizations are invited to submit:

1. Technical proposal (methodology, workplan, QA/Risk plan);
2. Financial proposal (budget breakdown, payment terms, taxes);
3. Institutional profile and 2–3 relevant project references (with contact details);
4. CVs of proposed team members;
5. One sample of similar IM/GIS work (URL or PDF);
6. Signed statements on **Conflict of Interest** and **Data Protection Compliance**.

Submission: Email to [procurement@aseanmineaction.org] with subject: “**Proposal – VAMIS Phase 2 Implementation (Firm/Consultant Name)**”

Deadline: [insert date] at 17:00 (GMT+7). Proposals valid for **90 days**. Questions may be submitted up to **7 calendar days** before the deadline; responses will be shared with all bidders.

Only shortlisted candidates/firms will be contacted

(Optional Annex A) Proposal Formats

- **Max lengths:** Technical (15 pages excl. annexes); CVs (3 pages each).
- **File format:** PDF; include hyperlinks to demos where relevant.