

TERMS OF REFERENCES

for

SERVICE PROVIDER FOR DEVELOPMENT OF A CHILD-FRIENDLY DIGITAL MONITORING AND REPORTING DATABASE

Duration of Assignment:

Approximately 20–30 working days within the period 2026

Organization	<i>[The Foundation House]</i>
Objective	To design, develop, and deploy a child-friendly online monitoring and reporting system that enables children and youth to document, report, and monitor issues related to child rights, digital safety, and community-level concerns through digital scorecards, reporting forms, and feedback mechanisms.

I. PROJECT

1. Information about the organization

The Foundation House (TFH) is a civil society organization in Kosovo working to promote and protect children’s rights through rights-based, inclusive, and participatory approaches. Building on a long-standing background in digital empowerment and youth engagement, TFH focuses on strengthening child participation, accountability, and civil society capacities in monitoring, advocacy, and policy engagement related to children’s rights, including in digital and online contexts.

TFH operates in ethnically and socially diverse environments and applies principles of non-discrimination, transparency, participation, and conflict sensitivity across its work.

2. Information about the project

The Foundation House (TFH) is implementing the project “Advancing Children’s Rights Through Digital Innovation” with the support of Save the Children Kosova/o. The project aims to strengthen civil society actors’ capacities to promote, monitor, and advocate for the equitable fulfilment of children’s rights, with a particular focus on participation, accountability, and digital safety.

Within this framework, TFH is implementing Activity 1.1.2 – Capacity Building Workshops and Ongoing Mentorship for Children on Child Rights, Digital Safety, and Monitoring Tools. Through this activity, approximately 80 children and youth aged 15–18 from Gjilan, Lipjan, Gjakova, and Fushë Kosovë will strengthen their knowledge and practical skills related to child rights, digital citizenship, online safety, and participatory monitoring approaches.

As part of the activity, participants will be engaged in identifying, documenting, and reporting issues related to school safety, online bullying, digital participation, and access to digital tools and services. Through workshops and mentorship activities, children and youth will also contribute recommendations regarding the monitoring areas, scorecards, and reporting mechanisms to be reflected in the system/online database.

To support these monitoring and reporting processes, The Foundation House intends to develop a child-friendly online monitoring and reporting system, including an online database that enables participants to submit digital scorecards, monitoring findings, recommendations, and reports through a structured and accessible format.

The system developed through this assignment will support data collection, reporting, and monitoring processes while enabling TFH to organize, review, analyse, and export information collected across the four target municipalities. The system will ensure accessibility, usability, data protection, and child safeguarding standards.

3. Objective

The objective of this assignment is to:

- a) Design and develop a user-friendly, accessible, and mobile and web-friendly online monitoring and reporting system/database that will support data collection, monitoring, and reporting processes related to child rights, digital safety, and community-level issues identified through Activity 1.1.2;
- b) Ensure the system/database is accessible, child-friendly, and usable for children and youth aged 15–18, allowing participants to easily submit, update, and manage information collected through project monitoring activities;
- c) Enable structured data entry, storage, management, and reporting functionalities, including the ability to organize, update, analyse, and export monitoring data in a secure and accessible manner;
- d) Ensure data protection, privacy, and safe use of the system/database in line with child safeguarding standards and ethical handling of information involving children and youth;
- e) Support TFH staff and trainers in the onboarding and initial use of the system/database through orientation sessions, technical guidance, and user support materials;
- f) Provide post-delivery support, including minor updates, adjustments upon request, troubleshooting, and basic maintenance of the system/database during the implementation period

Methodology

The development process should follow a user-centered and practical approach, ensuring that the online monitoring and reporting system/database meets the needs of children, trainers, and TFH staff.

The service provider should:

- Consult with TFH on requirements and functionalities;
- Consult with TFH and incorporate recommendations generated through project workshops and mentorship activities related to scorecards, reporting categories, and monitoring mechanisms;

- Develop a clear and intuitive user interface;
- Ensure accessibility across devices (mobile and web);
- Ensure ease of navigation and usability for young users;
- Test the system/database before delivery and ensure full functionality.

The system/online database must comply with applicable data protection and privacy standards, including GDPR principles related to consent, data minimization, secure storage, and protection of children's personal data.

The service provider must ensure that all functionalities and data handling processes are aligned with child safeguarding principles and do not expose children to risks related to privacy, online harm, or misuse of personal information.

The platform must be developed in line with child safeguarding and child protection principles, ensuring safe use by children and protection of sensitive information.

The platform should be scalable, easy to maintain, and built using commonly supported technologies that allow future updates and sustainability.

The online monitoring system/database should include:

- Municipality-specific sections for Gjilan, Lipjan, Gjakova, and Fushë Kosovë;
- Digital scorecards and reporting forms;
- Ability for children and youth to submit, save, edit, and update monitoring findings;
- Categorization of issues related to child rights, digital safety, school safety, online participation, and digital access;
- Administrative dashboard enabling TFH to review, organize, analyse, and export information collected across all municipalities;
- Export options (Excel/CSV);
- Secure user access and data management functionalities.

All development must respect:

- Data protection standards
- Child safeguarding considerations
- Ethical use of data

II. SERVICE PROVIDER

5. Duties and Responsibilities

The service provider must:

- Understand and analyse the project objectives and user needs;

- Develop the online monitoring and reporting system/database based on the requirements of The Foundation House;
- Develop the database structure, scorecards, reporting forms, and monitoring categories in consultation with TFH and based on recommendations generated through project activities;
- Design a user-friendly, accessible, and mobile and web-friendly interface;
- Ensure the system/database supports structured reporting, monitoring, and data management;
- Ensure the system allows organization of information by municipality and thematic area;
- Develop an administrative dashboard that enables TFH to review, organize, analyse, and export information collected through the system/database;
- Develop and implement necessary functionalities (forms, user access, data storage, reporting functions);
- Ensure compliance with data protection and privacy standards;
- Test the system/database and ensure proper functionality before delivery;
- Deliver the system/database within the agreed timeframe;
- Provide basic orientation session(s) for TFH staff and trainers;
- Provide a short user guide/manual;
- Ensure basic maintenance and functionality during the agreed support period;
- Provide updates and adjustments based on feedback from TFH and users;
- Provide technical support after delivery (if required);
- Ensure that the system/database design and functionalities are appropriate and safe for use by children and adolescents;
- Ensure that the system/database can be maintained and updated by TFH or another service provider after completion of the assignment;
- Be responsible for deployment and initial hosting setup, while long-term hosting and domain responsibilities will be agreed upon with TFH during implementation.

4. Key Deliverables

- Database concept, structure, prototype, or wireframe developed and presented to The Foundation House for review prior to final development;
- Fully functional child-friendly online monitoring and reporting system/database developed, tested, and deployed in line with the objectives of Activity 1.1.2;
- Municipality-specific sections established for Gjilan, Lipjan, Gjakova, and Fushë Kosovë;

- Digital scorecards, reporting forms, and feedback mechanisms integrated into the system/database;
- Administrative dashboard and data export functionalities fully operational;
- User guide/manual prepared and shared with The Foundation House;
- Orientation and onboarding session(s) delivered for TFH staff and trainers on the use and management of the system/database;
- Full transfer of ownership, administrative access, source files, credentials, and related technical documentation to The Foundation House;
- Updates, technical adjustments, troubleshooting support, and maintenance provided during the agreed implementation/support period;
- All deliverables produced under this assignment, including the system/database, design elements, documentation, source files, and related materials, shall remain the property of The Foundation House.

7. Qualification of the Service Provider

- Proven experience in developing digital platforms, web-based systems, or similar digital solutions;
- Demonstrated experience in user-friendly interface and user experience (UX/UI) design, including development of accessible and easy-to-use digital solutions;
- Experience working with NGOs, education institutions, youth-focused initiatives, or community-based projects is considered an asset;
- Knowledge and practical understanding of data protection, privacy, and cybersecurity standards, particularly in relation to handling information involving children and youth;
- Ability to develop accessible, mobile and web-friendly, and sustainable digital solutions that can be easily maintained and updated;
- Capacity to provide technical support, troubleshooting, and minor platform adjustments during the implementation period;
- Strong communication, coordination, and problem-solving skills;
- Ability to work collaboratively with TFH staff, trainers, and other relevant stakeholders throughout the development and implementation process.

8. Timeframe

The contract of the assignment should be for approximately **20–30 working days**, within 2026. The service provider will also provide **maintenance and support**, including minor adjustments and troubleshooting.

Tentative timeframe for duties and responsibilities:

Requirement analysis and initial meetings	2 days
Design and development	10–15 days
Testing and adjustments	3–5 days

Delivery and orientation	2–3 days
--------------------------	----------

9. Evaluation Criteria

Applications will be evaluated based on:

Criteria
Relevant experience and portfolio
Technical proposal and methodology
Financial offer
Understanding of child-friendly and accessible digital solutions

II. CHILD SAFEGUARDING POLICY

The Foundation House, as a partner of Save the Children Kosova, is committed to safeguarding and protecting children from all forms of abuse, exploitation, neglect, and harm. The selected consultant shall comply with all applicable child safeguarding and protection laws and regulations. Failure to comply with safeguarding requirements may result in termination of the contract.

III. APPLICATION PROCEDURE

Applications should be submitted by including the documents listed below:

- Company profile or CV (for individuals)
- Portfolio of previous work
- Technical proposal (approach and solution)
- Financial offer
- Other supporting documents (optional)

The selected service provider must comply with all applicable legal and procurement requirements of The Foundation House and Save the Children policies. TFH reserves the right to accept or reject any application and to request additional clarification or documentation during the evaluation process.

Applications should be sent to the email address info@thefoundationhouse.org by writing in the subject of the email **Application for DIGITAL MONITORING AND REPORTING DATABASE Development -Name of Company** by 20th of May 2026 at 16:00.