

TERMS OF REFERENCE: IT NEEDS AND STRATEGY ASSESSMENT

Title of Consultancy	Heartland Alliance International IT Needs and Strategy Assessment
Area	Heartland Alliance International IT
Location	Remote/Chicago/Global
Duration	TBD

1. OVERVIEW

Heartland Alliance International (HAI) is the youngest and fastest growing part of Heartland Alliance for Human Needs & Human Rights (Heartland Alliance), a family of organizations that has been leading anti-poverty and social justice work in Chicago for more than 125 years. HAI is comprised of nearly a dozen country offices implementing programs on a broad range of human rights issues globally, as well as the Chicago-based Marjorie Kovler Center for the Treatment of Survivors of Torture, which serves individuals from more than 50 countries. HAI has significant expertise in the fields of trauma-informed mental health care and access to justice for survivors of rights abuses. It is also an industry leader in access to high-quality and stigma-free health care. Across all of its programs, HAI promotes progressive, innovative approaches to human rights protections and gender equality.

Heartland Alliance International (HAI) is seeking proposals for an IT consultant/firm to support an assessment of IT needs. HAI receives IT support and services from Heartland Alliance, including issuing computers to some staff, email addresses for all staff, and software purchasing. HAI employees based overseas receive less IT support than Chicago-based staff. With HAI's rapid growth, the need for more comprehensive *global* IT support has become critical.

While Heartland Alliance has the baseline IT infrastructure suited for a US-based organization, the IT support needs to be adapted to the unique needs of an international NGO, including multi-lingual capabilities, 24-hour support across time zones, standardization of technology to meet global demands. HAI needs to identify a model of IT support to global operations and employees that adapts current service models of Heartland Alliance.

HAI's main goals are follows:

- Standardized and encrypted laptops tailored to multi-lingual needs and other hardware for all employees with 24-hour support to those machines
- To the extent possible and affordable, high quality internet solutions globally
- A model for IT service provision and support that is appropriate to the unique organizational needs and in line with (or the potential to lead) the NGO sector
- IT transformation through automation of systems and services globally (from global case management software and data collection to electronic timesheets, inventory and payment management solutions)

2. OBJECTIVES OF THE ASSIGNMENT

This assignment will provide HAI with the following:

- Assessment of current IT global infrastructure, systems, and support as it applies to HAI global offices
- Identification and recommendations for improvement of IT global systems considering budget constraints, global operating realities, and Heartland Alliance's service model
- Recommended model for IT support and service provision, including budget-conscious recommendations for vendors or potential staffing structures for 24-hour support
- Development of an IT strategy for HAI considering goals of automation, existing systems constraints, and the organization's strategic plan within Heartland Alliance's existing infrastructure

3. SCOPE OF WORK

With the direct supervision of Brooke McKean, Chief Operating Office, and Edwin Baez, Senior Manager for Information Systems & Engineering, and under the overall guidance of the Carla Wheeler, Chief Information Officer, the consultant will be responsible for conducting an initial assessment of existing global IT infrastructure, proposing written recommendations and potential business model in a final report, and supporting HAI's overall IT strategy.

4. DELIVERABLES

The short-term consultant will deliver the following:

- Written assessment of existing IT global infrastructure based on peer NGOs infrastructure, which specifically identifies gaps and organizational needs
- Written final report, which specifically includes identification of areas for improvement, recommendations considering strategic plan and budget constraints, and 2-3 models for providing 24-hour support to HAI global machines
- Development of key recommendations or a strategy document to support HAI's strategic plan and vision of global automation in consideration of existing Heartland Alliance infrastructure and service model

5. SCHEDULE

The number of working days and timeframe is negotiable. Overall, HAI anticipates this will take approximately 10-20 working days over a period of 1-2 month/s, starting on October 1.

The schedule shall be determined in discussions with the Company and the Contractor.

6. REPORTING

All reports are to be written in English. The Consultant will provide an electronic version of all the required deliverables. The reporting will be completed in form and substance acceptable to Heartland Alliance International.

7. PAYMENT SCHEDULE

Payment of consultancy fees will be made upon the submission of the deliverables. HAI prefers to make payments after final receipt of deliverables or on a milestone basis.

8. QUALIFICATIONS

The successful candidate will have the following qualifications:

- The selected candidate/firm will have a minimum of 5 years of relevant experience in or supporting IT of international non-governmental organizations (NGOs)
- Demonstrated experience in providing IT services, support and strategy to NGOs
- Demonstrated professionalism and ability to maintain organizational confidentiality

8. CONFIDENTIALITY STATEMENT

All data and information received from Heartland Alliance International for the purpose of this assignment are to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference. All intellectual property rights arising from the execution of these Terms of Reference are assigned to Heartland Alliance International. The contents of written materials obtained and used in this assignment may not be disclosed to any third parties without the expressed advance written authorization of Heartland Alliance International.

9. HOW TO APPLY

To apply for this consultancy, please email a proposal with the following information to HAInternational@heartlandalliance.org:

- Qualifications for this consultancy including relevant professional experience
- Approach and timeline for meeting scope of work and deliverables
- Proposed budget for the scope of work and deliverables
- 3 references for similar services provided

HAI is committed to diversity and inclusion and encourages proposals from small businesses, women and minority-owned businesses, and qualified female and male candidates from all national, religious and ethnic backgrounds, including persons living with disabilities.
