

Terms of Reference for

Digital Platform Consultancy for Breaking Barriers Project (Ferrari)

August 2025 – March 2026

1. Background and purpose

The challenges facing migrant children from Myanmar are significant and multi-faceted, including having limited access to education, language barriers, trauma, cultural adaptation, socioeconomic factors, and a lack of documentation all playing a role. Migrant children struggle to access Thai education systems due to their identities and a lack of documentation. Trauma and emotional distress before and during their migration can affect their ability to learn and focus on education. Most migrant parents move their families frequently to find employment opportunities, which disrupts educational continuity for children. There are a total of 1-2.5 million migrant children without legal status and migrant population of around 4-5 million people throughout Thailand.

Although Thailand's Education for All Policy allows universal access to education for all children, including non-Thais children, hundreds of thousands of migrant and refugee children remain out of school due to a lack of documentation. Without legal identity, these children are unable to access public education, healthcare, and other critical services. In particular, Myanmar migrant children face complex administrative barriers, leaving them at risk of exploitation, statelessness, and limited future opportunities.

Evidence highlights that legal documentation is one of the primary barriers to accessing education for migrant children globally, including in Thailand. Research on stateless children and their families shows that the lack of proper identification restricts access to essential services like education and healthcare, exacerbating social and economic inequalities.

In 2024, Save the Children Thailand, together with Help Without Frontiers, Rays of Youth, Chiang Mai University and Equitech Collective, have jointly initiated a pilot phase to develop the ID4ED digital solutions platform, which aims to enable migrant children in Thailand to access legal identity documentation and school enrolment. The platform presents government-verified information in an accessible format and guides families through tailored steps, addressing administrative gaps and promoting access to basic education (grades 1-12), technical and vocational training, and higher education. Its flexible digital structure also offers strong scalability, with the potential to support broader access to rights—including healthcare and legal protections—both within Thailand and beyond.

Building on the lessons learned from the pilot, the current project phase (May 2025 – April 2026) requires a more advanced and adaptive platform that integrates legal logic mapping with dynamic, scenario-based guidance. This new iteration will place greater emphasis on multilingual accessibility (especially Thai-Burmese-English switching) and data analysis to enable the project team to monitor usage trends, assess the legal pathways being recommended, and inform future programming and advocacy. Additionally, the platform must ensure child- and user-friendly design with robust data protection to accommodate the needs of children and vulnerable users.

To meet these objectives, the project seeks to engage a technology consultant to transform the legal logic framework into an interactive, secure, and scalable digital platform tailored for end users in the Thai-Myanmar border region. The consultant will work closely with the legal and field teams to develop, test, refine, and support the tool throughout its implementation.

2. Objectives

The goal of this consultancy is to:

- a) Identify or recommend a suitable digital platform (application/website) capable of:
 - Presenting conditional questionnaires that lead to personalized legal recommendations based on existing mindmap logics to offer preliminary legal advice
 - Supporting data export for further analysis (e.g., statistics of users per scenario)
 - Allowing easy language switching between Thai and Burmese-English
 - Ensuring a child- and user-friendly interface
 - Providing robust data security and privacy protections
- b) Translate the legal logic map (scenarios and recommendations) into a set of digital, conditional questions and outputs that align with the project's objectives
- c) Facilitate participatory discussions or workshops with legal experts and project partners to test the platform, collect feedback, and revise the questionnaire accordingly
- d) Provide ongoing technical support to revise or update the questionnaire and logic (up to 2 rounds of revisions) between August-September 2025
- e) Support the project team in analyzing and synthesizing usage data from the tool into coherent, accurate statistical summaries in March 2026.

3. Deliverables

The consultant will:

1. Outline the chosen platform, its features, and limitations.
2. Design and implement a digital questionnaire tool based on the legal logical mapping, including:
 - Conditional questions
 - Scenario-based legal recommendations
 - Language-switching functionality (Thai-Burmese-English)
3. Deploy a secure and user-friendly platform, ensuring compliance with data protection standards and accessible use in low-resource or low-literacy settings.
4. Facilitate at least one workshop or consultation session with legal experts and project partners to test the tool, gather feedback, and adjust logic or content where necessary.
5. Revise and finalize the tool and logic framework by August 2025, incorporating feedback from the workshop and aligning with project goals and legal accuracy.
6. Provide technical support for content and logic updates, allowing for up to two rounds of revisions between September and October 2025 in response to any legal or policy changes.
7. Analyze platform usage data and generate a final statistical report, including a synthesized summary of key insights (e.g., number of users per scenario, user demographics, recommendation trends) to support project evaluation and future planning. All exported data should be automatically standardized in Thai language for consistency and ease of analysis, regardless of the input language (Thai, Burmese, or English).

4. Potential features / functionalities

The digital platform to be developed or adapted is expected to include the following key features and functionalities:

- **Conditional Logic Engine:** Ability to display dynamic questions and provide scenario-based legal recommendations based on user responses.
- **Multilingual Support:** Interface and content must support seamless switching between Thai, English, and Burmese, with consideration for future expansion to other languages (e.g., Burmese or Karen).
- **User-Friendly Interface:** Simple, intuitive design optimized for children, caregivers, and users with limited literacy or digital experience.
- **Mobile Responsiveness:** Full functionality on mobile devices, with offline access or low-bandwidth compatibility being a strong advantage.
- **Data Export and Analytics:** Capacity to track and export user responses, usage patterns, and scenario distribution for project monitoring and evaluation.
- **User Privacy and Data Security:** Secure data storage and transmission, aligned with applicable data protection standards, especially considering the vulnerability of the user population.
- **Scalability and Modifiability:** The system should allow for future updates in logic, content, or scope (e.g., expanding from education-related pathways to include healthcare or legal protection guidance).
- **Admin Dashboard:** For project staff to view analytics, edit questions or logic, and manage language versions without needing extensive technical skills.

5. Timeframe

The consultancy period will cover from August 2025 - March 2026 with the following indicative phases:

- **August – September 2025:** Platform/tool development, testing, and revisions in consultation with the legal and project teams
- **October 2025 – February 2026:** Deployment and real-time use with migrant children and families in target areas; monitoring and minor adjustments as needed
- **March 2026:** Final data analysis, reporting, and handover

During implementation, the consultant may be requested to support basic monitoring functions or assist in extracting insights from usage trends to inform the project's ongoing legal and advocacy strategies.

6. Expertise

The following expertise is required for the Breaking Barriers Project Consultancy:

- a. Expertise in data analysis and data management, including the ability to work with raw survey data, perform basic statistical analysis, and generate visual summaries or reports
- b. Expertise in conducting multi-stakeholder consultations, specifically in the development and humanitarian context
- c. Expertise in web application / mobile application development, particularly in low-resourced environments
- d. Demonstrated ability to design multilingual interfaces (Thai and English required; other regional languages an asset)
- e. Familiarity with data protection principles and secure system design, especially in the context of sensitive or personal data

7. Progress Monitoring and Coordination

The consultant is expected to participate in regular check-in meetings (virtual or in-person) with the project team throughout the assignment period. These sessions will serve to:

- Provide brief updates on progress, challenges, and upcoming tasks
- Receive feedback and guidance from legal experts and project partners
- Coordinate timelines for testing, revisions, and deployment

The frequency and format of these meetings will be agreed upon at the start of the consultancy.

8. Budget and Payment

The total consultancy fee will be agreed upon in Euros (EUR) and shall be inclusive of all applicable taxes, platform or application development and maintenance costs, field visit expenses, and any other associated fees incurred throughout the contract period.

Payment will be made in three installments, based on the completion and approval of the following deliverables:

	Key action items and staffing	Costing (Euro)	Costing (THB)	Timeline
First installment 30%	<ul style="list-style-type: none"> • Signing an agreement • Outline of the selected platform, including key features and limitations 	2,085	74,020	August 2025
Second Installment 50%	<ul style="list-style-type: none"> • Completion of a workshop or consultation with legal experts and project partners • Design and implementation of the digital questionnaire with conditional logic, scenario-based recommendations, and bilingual functionality • Initial deployment of the user-friendly and secure platform • Revision and finalization of the platform and logic framework • Provision of technical support and up to two rounds of updates during September and October 2025 	3,475	123,365	December 2025
Third installment 20%	<ul style="list-style-type: none"> • Submission and approval of the final data analysis and synthesis report, with statistical summaries aligned with project objectives 	1,390	49,345	March 2026
	Grand Total	6,950	246,730	

Payments will be processed upon submission of a valid invoice and written confirmation by the project team that the respective deliverables have been satisfactorily completed.

7. Evaluation

The project will be evaluated based on:

- Timely completion of deliverables

- Quality of final product
- Feedback received from stakeholders during the consultative process
- Adherence to the budget

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Application

Interested applicants are invited to submit their application, including a CV and proposal/quotation, via email to the following address:

**Porntip Sarnsuwan- Sr. Supply Chain and Support Services Officer at
porntip.sarnsuwan@savethechildren.org**