

DRC

Terms of Reference (TOR)-Annex F

Consultancy for the development of the 4Mi Returns Dashboard

1. Who is the Danish Refugee Council?

Founded in 1956, the Danish Refugee Council (DRC) is a leading international NGO and one of the few with a specific expertise in forced displacement. Active in 30 countries with 6,000 employees and supported by 7,500 volunteers, DRC protects, advocates, and builds sustainable futures for refugees and other displacement affected people and communities. DRC works during displacement at all stages: In the acute crisis, in displacement, when settling and integrating in a new place, or upon return. DRC provides protection and life-saving humanitarian assistance; supports displaced persons in becoming self-reliant and included into hosting societies; and works with civil society and responsible authorities to promote protection of rights and peaceful coexistence.

2. Purpose of the consultancy

The Danish Refugee Council – Mixed Migration Centre based in Geneva, requires a qualified consultant to develop the 4Mi Returns Dashboard.

The 4Mi Returns dashboard is a public data visualisation tool developed by MMC featuring direct insights from refugees and migrants who have returned to their country of origin. Since 2023, MMC's 4Mi enumerators have conducted 5,245 surveys across five countries, Afghanistan, Burundi, Ethiopia, Senegal, and Syria, interviewing returnees about their experiences before, during, and after return. Users can filter the data by age, gender, location, origin, and date while exploring a full range of themes: interviewees' profiles, outward journeys, experience in host country, return journeys, reintegration, destination intentions, protection issues, and needs for assistance. Accessible on MMC's website and updated with new data every quarter, the dashboard is designed for use by researchers, journalists, policymakers, and others interested in return migration dynamics. MMC is searching for consultant to redesign the 4Mi Returns dashboard, with the objective of improving usability, performance, accessibility, and user engagement across stakeholder groups.

3. Background

MMC is a knowledge centre engaged in data collection, research, analysis, and policy and programming on mixed migration. MMC has regional hubs hosted in Africa, Asia, Europe and Latin America, with a

global team headquartered in Geneva, Switzerland, and based in several countries worldwide. MMC is a leading source for independent and high-quality data, research, analysis and expertise on mixed migration. MMC aims to increase understanding of mixed migration, to positively impact global and regional migration policies, to inform evidence-based protection responses for people on the move and to stimulate forward thinking in public and policy debates on mixed migration. MMC's overarching focus is on human rights and protection for all people on the move.

Read more about the MMC here: www.mixedmigration.org. The MMC is part of the Danish Refugee Council.

4. Objective of the consultancy

MMC seeks a consultant or consultancy firm with strong data visualisation, UX/UI, and dashboard development expertise to redesign the 4Mi Returns dashboard, with the objective of improving usability, performance, accessibility, and user engagement across stakeholder groups. The redesigned dashboard should replicate the design of the newly launched 4Mi Data Explorer. It should reflect MMC's brand and commitment to clarity, neutrality, and protection principles.

The consultant will be responsible for the following tasks:

1. Dashboard Redesign
 - Redesign the existing 4Mi Returns dashboard using the same structure used for the 4Mi Data Explorer.
 - Ensure consistency in visual presentation with MMC's broader communications and design identity.
 - Ensure protection of sensitive information and compliance with data privacy and ethical standards.
 - Ensure seamless integration of the dashboard into MMC's website.
 - Develop the necessary database management infrastructure and process to feed the new dashboard.
 - Monitor performance, collect feedback and troubleshoot/fine-tune the dashboard in the first Quarter after publishing.
 - Other related tasks as necessary.
2. Documentation and Handover
 - Provide a user guide and technical documentation to allow MMC staff to update and manage the dashboard independently.
 - Deliver a virtual training session or walkthrough for relevant MMC team members.

5. Scope of work and Methodology

Based on literature research, key informant interviews and research on existing use of AI within MMC and in research in general, the consultant is expected to provide a concise assessment on the use of AI in MMC's work and develop guidelines and recommendations for future use of AI.

6. Deliverables

The Consultant will submit the following deliverables as mentioned below:

Phase	Expected deliverables	Indicative description tasks	Maximum expected timeframe
Task 1	First Draft of the 4Mi Returns Dashboard	<ul style="list-style-type: none">Develop the first draft of the dashboard and share with MMC for feedback	10 working days
Task 2	Final Dashboard + handover documentation	<ul style="list-style-type: none">Finalize and publish the final dashboard on the MMC website and provide the handover documentation to MMC staff	8 working days

7. Duration, timeline, and payment

The total expected duration to complete the assignment will be 18 days between 31 July and 31 October 2026. The consultant shall be prepared to complete the assignment no later than **31 October 2026**.

Payment:

- Payment 1: 50% once task 1 is completed.
- Payment 2: 50% once task 2 is completed.

8. Proposed Composition of Team

- Project Manager

9. Eligibility, qualification, and experience required

Essential:

- Demonstrable experience designing interactive dashboards for policy, research, or humanitarian organisations.
- Strong skills in data visualisation, UX/UI design, and storytelling with data.
- Familiarity with mixed migration or similar social research datasets (strongly preferred).
- Familiarity with the tools used to develop the 4Mi Data Explorer (Python, Supabase, Vercel, Svelte).
- Knowledge of data privacy, security, and ethical considerations in humanitarian data use.
- Excellent communication skills in English.

10. Technical supervision

The selected consultant will work under the supervision of: Director of MMC

11. Location and support

This is primarily a home-based consultancy. The Consultant will provide her/his own laptop and mobile.

12. Travel

N/A

13. Submission process

Please refer to the RFP letter invitation

14. Evaluation of bids

Please refer to the RFP letter invitation