



Terms of Reference

Development a Mobile App on Sexual and Reproductive Health for tertiary students in Zimbabwe and Zambia

Overview

The UNESCO Regional Office for Southern Africa (ROSA) is seeking for a company to develop Future+, a mobile application that aims to empower Zimbabwean tertiary students with a tool to access information about sexual and reproductive health, professional counselling, peer counselling services, and a helpline when in emergency situations. In addition to the Future+ app, the company will also be tasked to undertake development work to adapt the Future+ app to Zambian context. This includes adapting the Future+ content and design specification.

Background

The development work is part of the Our Rights, Our Lives, Our Future (O³ PLUS), a project that seeks to ensure that young people in higher and tertiary education institutions in the East and Southern Africa region realize positive health, education, and gender equality outcomes through sustained reductions in new HIV infections, unintended pregnancy, and gender-based violence. The project will thus enable them to reach their full educational potential and contribute more effectively to the development of their countries and region as graduates, professionals, and young leaders. Working closely with relevant regional structures, national ministries, higher and tertiary education institutions (HTEIs), and key partners, UNESCO will support innovation in access to life skills-based sexuality education and sexual and reproductive health services for HTEI students while advocating for policy and practice changes to make campuses safe and inclusive learning environments for students and staff. The project will institutionalize health and well-being programs for students while engaging leadership for long-term commitment and sustainability.

In line with the O³ PLUS results framework, a mobile application will be developed to assist Zambian and Zimbabwean tertiary students with access to sexual reproductive health and rights (SRHR) information and services. As mobile phones are widely used by students in Zambia and Zimbabwe HTEI campuses, the app can be a solution that offers a friendly and safe environment/space where young people, especially young women, can freely request for SRHR information, and improve their knowledge of sexual and reproductive health issues. They can also get support and services in real-time through services such as counselling chat, SOS messaging and calling in.

App Objectives

- Provide students with correct SRHR information so that they can make informed decisions.

- Improve student well-being by providing information and services related to Sexual and reproductive health, dating tips, HIV and AIDS, sexual abuse, Alcohol and Drug abuse, mental health, general health, Safety of campus students, career guidance, etc.
- Provide a safe space for students to network and discuss topical issues
- Provide helpline facility and links for quickly accessing emergency and referral services
- To disseminate information in real-time to students through a popularized media
- To keep track of student needs, questions and pressing issues

Guiding Values

- Confidentiality and Privacy – a safe and secure space
- Accessibility - a pleasant user experience for all users, including those with a disability or impairment.
- Inclusivity – a diverse and tolerant space that promotes respect for all values and ubuntu
- Empathy – a design that caters for real students’ needs, and an app ‘owned’ by students
- Innovation – a flexible, responsive, and sustainable app ecosystem

Target Population

The app will be used by students in 12 HTEIs in Zimbabwe. Similarly, its adaptation to Zambian context will be used by students in 12 HTEIs in Zambia.

App features and Functions

UNESCO ROSA requires the successful bidder, the Contractor, to develop the Future+ mobile application as well as its adaptation in Zambia according to provided design specifications. The app should have the following functions and features:

- SRHR articles - Students will access SRHR articles covering selected topics
- Live Student Counselling - This is an instant messaging tool for students to connect to readily available well-being counsellors who will provide counselling services. From a listing of counsellors, students can chat through live messaging with a counsellor or leave a message to a preferred counsellor who may be offline at the time.
- Student Forums - This is a student community where they can get help with SRHR issues, academic issues, advice from peers or just have a good chat about what's on their minds. Students can contribute to the forum through comments, sharing and reactions.
- Quick Notifications - This feature allows the administration to send news messages/notifications directly to the students. All students will be able to view notifications from their dashboards.
- Location-Based Help Services – Use the device's geographical location (via maps app) to show students where to get access to help services, e.g. clinic, police station etc. A services directory will also be provided for offline users.

- Panic Button / Alarm - This button connects the student to the nearest emergency service depending on the situation, e.g. police, ambulance service etc. If on campus, the panic button alerts other close by students and HTEI security .
- Automated Chatbot - The automated chatbot provides answers to Frequently Asked Questions.
- Accessibility - The application should be compatible with the accessibility functions of Android and iOS (Screen magnifier, Zoom in, zoom out, audio, screen reader, colour friendliness etc.).
- Gamification - This feature awards points for participation (leading to membership badges, e.g. silver, bronze, gold, platinum). Students can get more points for being active on the app, e.g. commenting on articles, participating in forums, inviting friends, etc.
- Search - This will help students to search and filter for relevant information
- App Feedback - This feature allows students to access app support services; they can get help on using the app, report problems with the app and request new features.
- Sign up and Membership - Students will sign up using their university credentials since some services will be customized for individual colleges. Each signed up student will have a member account and portal where they can edit their personal details, avatar, etc., and invite friends to join the app.
- Work both online and offline, with a possibility to share the data after going online.
- Work on iOS and Android
- Able to upload photos, audios, videos and attachments.
- Different account features based on administrative roles and responsibilities e.g Admins, counsellors etc.

Tasks to be carried out:

To achieve app successful launch of the Future+ app and its adaptation to Zambian context the contractor will carry out the following tasks:

- Develop the app (back-end/server technology, API(s) and Front end) based on approved design
- Write App Technical Documentation
- Perform app testing (User Experience, Functional, Performance, Security, Device, and Platform testing)
- Make final iterations correcting any issues identified during testing
- Support training of personnel
- Monitoring of the platform for any potential issues on during the launch.
- Provide post application deployment support for 3 months from the date of sign off.
- Adapt the app to Zambian context including review of the content and design specifications

Deliverables and timeline:

The main expected technical deliverables are:

- Technical architecture and solution design documentation on which development will be based (these should be guided by the provided app concept and provisional

designs and mock-ups). **The technical architecture should be written and validated by UNESCO ROSA prior to development.* (Timeframe: by 8 July 2022)

- Progress report on app development including test methodology, user test cases and test scripts. (Timeframe: by 22 July 2022)
- Fully developed app in Zambia and Zimbabwe, including documentation and transfer of developed code and app associated user accounts (Timeframe: by 31 August)
- User training and app launch report (Timeframe: by 31 August)
- Adaptation of the mobile app to the Zambian context (Timeframe: by 30 September)
- Post application deployment support report 3 months from the day of sign off

It is estimated that the work shall not exceed 50 working days. The development work shall take place from 1 July to 31 August 2022 and the post application deployment support shall take place from 1 September to 30 November 2022.

Required expertise and qualifications

The successful bidder is expected to demonstrate experience and list relevant projects as follows:

Firm/Company

Mandatory

- At least 3 years' experience in the field of information technology, specifically mobile app development.
- Management of at least two app development projects (Android and iOS) of similar scale (provide portfolio and references).

Desirable:

- Previous work with UNESCO, other UN agencies or another international organizations and/or major institutions in development of youth focused and/or gamified apps.
- Previous work on software solutions with education institutions in a developing country.

Staffing

The selected contractor is expected to dedicate the following human resources to the project:

Team Leader

Requirements:

Bachelors degree in Software Development, Computer Science or related field. At least 5 years' experience in mobile app/software development with two years leading development team. Please attach resume to your proposal. The designated Team Leader:

- Will serve as the focal point for the project and should be the same all along implementation, including consideration in contingency plans in case the focal point is absent.

- Proven experience in working on a project of similar scale, supported by a minimum of 3 references/examples.
- Demonstrable project management skills related to projects of similar scope, supported by 3 examples/references

Technical team (back-end developers, front-end developers, quality assurance specialists, designers etc) with relevant qualifications / certifications and at least 3 years of experience in app development (please attach team resumes to your proposal).

Place of work

Work will be performed mostly remotely and key face to face meetings will be scheduled if necessary. The selected vendor will participate in virtual meetings and project consultations with UNESCO ROSA.

Timelines

The Future+ application should be fully operational and available on Appstore by 31 August 2022, the Zambian adaptation should be operational and available by 30 September.

Reporting requirements

The Team Leader of the selected contractor will be expected to provide an updated status in a written format on a weekly basis. Formal reporting is expected upon delivery of each deliverable. Additional reporting activities may be requested by UNESCO ROSA on a need basis.

Budget and Payment

The consultant will be selected following a competitive bidding process. Candidates must submit a cost estimation (in USD) as an expression of interest, clearly itemizing costs per production stage. Payment will be done upon submission of each deliverable.

Copyright, Patents and Other Proprietary Rights

All rights, including but not limited to title to property, copyright, trademark and patent; in any work produced by the consultant by virtue of his/her contract, shall be vested in UNESCO which alone shall hold all rights of use.

Evaluation of Proposals

All interested Contractors are required to submit, as separate documents, **a Technical and Financial proposal separately via email.**

The technical proposal shall be concisely presented and structured to include the following information:

- Presentation of your company/institution (including registration and tax documentation)

- Description the steps that will be followed for the development process
- Proposal of detailed workplan, including milestones for key deliverables.
- Proposal of timeline
- Information which the bidder considers confidential, if any, should be clearly marked as such.

The Technical proposal should be no more than 15 pages, and will be evaluated on the basis of responsiveness to the requirements including:

- The company's experience and expertise that will be of benefit to the proposed assignment
- Approach to task that demonstrates extent to which the company understands the requirements
- Feasible and technically sound methodology, appropriate for fulfilling the overall objectives of the assignment
- Realistic work plan with specific treatment of key deliverables, and clear repartition of tasks amongst team members
- Qualifications and experience of Team Leader and other personnel, including the work tasks to be assigned to each team member
- Quality of previous work sample

The financial proposal should be no more than 4 pages and should detail the following: An appropriate Price Schedule which includes, as a minimum, the consultancy rate (in USD) and indication of which items may be negotiated, if applicable, or which items can be modified as per the budget. Full and final costing should include all taxes.

Performance monitoring

During the consultancy period the Contractor will be evaluated on:

- their capacity to deliver products of an optimal technical quality within the agreed timelines;
- their proper and smooth project management (including communication with all stakeholders);
- their service orientation and responsiveness to UNESCO's needs and expectations.

Submissions of Proposal

Interested companies may submit a technical and financial proposal separately via email to vacancies.harare@unesco.org and copy t.mutandi@unesco.org no later than 19 June 2022.