Terms of Reference

Services Required for development of an Android mobile app

I. Problem Statement

Local government system is an effective mean to bring positive change and strengthen the local development. The participatory roles and responsibilities of the council in the local administration play a very crucial role in bridging the communication gap with the communities. However, it is quite often seen that in practice, the participatory process in the planning and decision-making process does not effectively take place and the process of involving communities in the planning process at the village council remains inadequate. Citizen are not usually consulted when the tehsil or village-level development projects are planned or designed

There is no denying the fact that the roles and responsibilities of the village council in terms of participatory planning are defined through the Rule of Business under the Local Government Act 2019, however, in practice, it is not followed. The chairman and the council members of the village council have the responsibility to ensure the participatory approaches for planning process of the village development. The vulnerable groups like refugees, IDPs, women, minorities and youth should be included by the council in the decision-making process. The communities expect more from the local administration for improved service delivery. It is important for the local council to build people's confidence in local administration through citizen-centric approach which could only take place when the participation of communities and vulnerable groups is ensured in the planning process.

Given the limited role of the community including the vulnerable groups (refugees, IDPs, women, youth, minorities, and people with disabilities) in the participatory process, a project has been designed to support the local government for improved analogue participation and identify the opportunities for digital participation, i.e. connecting the village councils and communities through a digital platform.

II. Background on the mobile application

The mobile app will serve as a communication channel between the Village Councils (VCs)/ Neighbourhood Councils (NCs) and the community. It would be a digital tool to encourage the people to discuss the service delivery status of their respective VC/NC. The application will provide an opportunity for the communities to highlight the service delivery issues. Along with a mechanism to highlight service delivery status, the system will be utilized for inputs into the public discourse and feedback to VCs/ NCs on subjects like service delivery, development plans, regulations and maintenance/ development of infrastructure.

The information, public feedback and complaints regarding service provision in our 3 targeted VC/NCs will be synchronized in the dashboard, which is already being developed for the website of the Local Government, Election and Rural Development Department (LGE&RDD) through the Audiopedia project under the GIZ's FATA Development Programme. The dashboard will contain district-wide data about the service delivery status and feedback from the community about service provision. The LGE&RDD along with the local governments will be responsible to follow up and benefit from the submissions made through the mobile app and accessible on the dashboard.

III. Background

Centre for Peace and Development Initiatives (CPDI) is an independent, non-partisan and a not-for-profit civil society organization working on issues of peace and development in Pakistan. It is registered under Section 42 of the Companies Ordinance, 1984 (later substituted by the Companies Act, 2017). It was established in September 2003 by a group of concerned citizens who realized that there was a need to approach the issues of peace and development in an integrated manner. It seeks to inform and influence public policies and civil society initiatives through research-based advocacy and capacity building in order to promote citizenship, build peace and achieve inclusive and sustainable development.

Through the project "Tameer Hamqadam", financed by Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH (GIZ) in Khyber Pakhtunkhwa, CPDI aims to **strengthen linkages between the VCs/ NCs and women community groups to promote participatory approaches for development process** through achieving the following specific objectives:

1. Strengthening the engagement between the VC/NCs and communities including Afghan refugees and vulnerable groups on service delivery.
2. Establishing 'Citizen Advisory Groups' for structured communication between the communities, including vulnerable groups, and local governments for improved access to services.
3. Promoting inclusive governance for the participatory planning and development process at the village/neighborhood council.

IV. Scope of the Assignment

CPDI is seeking services of a local firm to develop a mobile application for Android platform to serve as a communication channel between the VCs/NCs and respective communities. The aim of the developed mobile application is to provide an opportunity for select users [i.e., members of Parent Teacher Councils (PTCs), Lady Health Workers (LHWs) and Women Activist Groups (WAGs)] to highlight the service delivery issues in consultation with their communities. The app will be co-created with the users/target groups, while keeping in view the existing capacities of potential users and simultaneously benefiting from the feedback of target VC/ NCs and relevant officers in the LGE&RDD. The selected firm will also be responsible for proper handing over of the app, including relevant codes, and capacity building of relevant staff of VC/ NCs and the LGE&RDD on hosting, use, management, maintenance and any other relevant aspects.

Process will follow the 9 principles of digital development: 1. Design with the user, 2. Understand the existing ecosystem, 3. Design for scale, 4. Build for sustainability, 5. Use open standard, open source, open innovation, 6. Reuse and Improve, 7. Address privacy and security concerns, 8. Be collaborative, 9. Be data driven.

V. Expected Deliverables

The overall deliverable of this assignment is a sustainable, scalable and low maintenance Android mobile app, which is appropriate for and responsive to the needs of target groups (e.g., community members, VCs/NCs members, secretaries and officers of LGE&RDD) and is effectively managed, viewed and maintained by the LGE&RDD for regular feedback. It should have application programming interface (API) linkages with dashboard being developed for the website of the LGE&RDD under the Audiopedia project.

The specific deliverables of the assignment include:

1. App Developed. An open source easy-to-use android platform app to serve as a communication channel between PTCs, LHWs, WAGs, VC/NC members/ secretaries and LGE&RDD. The developed app will have the ability to be easily synchronized with existing servers of the LGE&RDD and the dashboard created under the Audiopedia project.
2. Dashboard Linked and Modified: Dashboard created under the Audiopedia project is appropriately modified to enable real-time view of information and data received through the app developed through this assignment.
3. User Acceptance Testing (UAT) conducted and successful sign off by end users.
4. Handing Over and Sharing of relevant Codes/ information: Selected firm will properly hand-over the App along with all the relevant codes/ information to the LGE&RDD.
5. Trainings/Capacity Building Conducted: The firm will be responsible for training relevant staff of LGE&RDD, VCs/NCs secretaries and members of the project staff on maintaining/ utilizing the app.
6. User Support Provided: The firm will provide 5-month user support to the app users, especially VC/ NCs secretaries and the LGE&RDD. This support will include fixing of any technical issues related to software or its hosting, as experienced during the first 5-months of its deployment.

VI. Envisaged Features of the Application

- Software should be based on Adhocracy, Citizen OS, and/or Consul;
- Process will be informed by digital ecosystem analysis conducted by GIZ (report expected by mid-December);
- Application has to be accessible/disability friendly. App will have to pass accessibility audit. Follow guidelines and best practices from the onset[1];
- App must be user friendly- easily accessible by persons with low digital literacy- and gender-sensitive;
- It should have offline and online sync capability;
- It has multiple feedback options e.g., form-based input, audio-based input, ability to upload documents/Movs etc.;
- It provides multiple roles and end user create, read, update and delete (CRUD) permissions engine with administrative backend;
- The Android application is linked with the web-platform and viewable by VCs/NCs, their secretaries and LGERD department;
- The App is hosted on Google Play;
- The application structure should be as follows:
  - A Home page where the VC/NC services, especially education and health, are showcased along with option to provide comments/feedback by click operation and minimal text inputs;
  - Section of institutions that provides these services where the information on VC/NC services provided by local public institutions, including their targeted area, is showcased, including a short summary of each institution;
  - Search section should have system of search;
  - Link with the dashboard developed for the same purpose;
  - A Contact Us page that contains contact details, as well as an integrated map showcasing the location/address of service providers in the target VCs/NCs.

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[1] https://developer.android.com/guide/topics/ui/accessibility/index.html
https://play.google.com/store/apps/details?id=com.google.android.apps.accessibility.auditor

- Ensure safety of the used communication technology
- The Application is developed for two languages (Urdu and English) with the possibility of integration of web links.
- As for application design, the interface of the application should be simple but smart, visually and aesthetically appealing, user-friendly, self-explanatory, and easy to navigate.
- It should be easily administrable by those given administrative privilege – ideally, it will be the IT section of the LGE&RDD.
- The administrator should be able to add or change content, add or change authorized users as needed to meet operational requirements.
- Visibility. Logos of CPDI and GIZ are to be placed in the created content- app and the web-platform.

VII. Miscellaneous Provisions

- All materials produced in the scope of this assignment (including images, videos, text, etc.) will be the copyright of GIZ. No part may be reproduced, copied, transmitted in any form or by any means (electronic, mechanical or graphic) without the prior written permission of GIZ.
- A 2-day workshop on digital tool will be delivered by the firm for orientation to the Android app and web-based dashboard.
- 5-months bug support/maintenance services will be provided to the local government department after the app is developed.
- The documentation, i.e., opensource code of the app will be shared to allow anyone with relevant programming knowledge to understand it.
- TORs may be revised later, based on inputs of the selected firm and the feedback of the stakeholders.
- Capacity building training to the local government department for using and maintenance of the digital tool

VIII. Preliminary Timeline

The Preliminary timeline of the assignment is provided below:

| | Dec | | | | Jan | | | | Feb | 2nd Week of Feb – 2nd Week of Jun |
Deliverables	W1	W2	W3	W4	W1	W2	W3	W4	W1	
Review of related documents/ Stakeholder consultations	▓									
Detailed workplan, requirement engineering, and any modification in TORs based on stakeholder inputs	▓									
Design		▓	▓							
Development			▓	▓	▓					
Unforeseen						▓	▓			
Final handover, UAT, debugging documentation, etc.								▓		

Dashboard Modified					▓	▓	▓	▓	▓	
Code Shared									▓	
Trainings Conducted									▓	
User Support Provided										▓

IX. Qualifications required

- Strong knowledge and proven experience (at least 5 projects of similar scope) in delivering software projects and apps built in hybrid environment, Representational State Transfer (REST), Application Programming Interface (API) development and integration, graphing, reporting & analysis training and deployment;
- Strong knowledge and proven experience in use of PHP, Python, Django, wagtail, SCSS, React; and
- Previous experience of working with the LGE&RDD will be advantageous.

X. Application

Please send your technical proposal, including the firm's profile, and the financial proposal via courier to **CPDI Address: House 1-A Service Road East, E.11/3 Islamabad**. Rest, please email your similar work experience at **procurement@cpdi-pakistan.org.**

Your offer should include the following:

- Concept for co-development, including concrete proposals for how the firm would utilize participatory and user-centered process by involving and keeping in view the literacy/digital literacy of LGE&RDD and the target groups/select users for co-creation and designing of the app;
- General app wireframes, the technology platform including reporting engine, backend being proposed, REST technology, frontend details as well as any third-party services being envisaged;
- The firm shall develop a proto-type based on the proposed concept and share it along with the proposal.
- Financial proposal for the assignment should include cost break-downs;
- Examples of previous work of similar complexity (at least 5 projects), including, two reference check contacts and, preferably, two project completion certificates for recent projects.
- Certificates of firm's registration including with tax authorities.

Deadline for submission of application is: 24th November 2022, 12PM