TERMS OF REFERENCE

GAME-BASED SURVEY AND DATA REPORTS: COVID-19 MENTAL AND FINANCIAL WELLNESS, SOUTH AFRICA

Type of Contract: Company Service Provider
Application Deadline: 27 April 2020
Starting Date: 01 May 2020
Expected Duration of Assignment: 3 months

1. Background

The Covid-19 virus is a new virus that causes respiratory illness in people, and was first identified in Wuhan, China. The elderly and those with underlying health conditions are at increased risk for contracting the virus. The novelty of the virus and its world-wide devastation, is presenting untold and unforeseen effects that are constantly evolving, requiring constant tracking, research and evidence-based rapid responses. It appears that Covid-19 is much more than a health crisis – it’s growing impacts will undoubtedly trickle into individual spaces leaving many vulnerable; mentally, financially and otherwise.

Self-isolation and social distancing form the basis of all strategies to reduce the risk of exposure to the virus, globally and in South Africa. Staying indoors whilst confined to home-living (hereinafter referred to as ‘lockdown’), is understood to be associated with multiple unprecedented negative emotional and psychological effects. Mental health is further compounded by fears relating to employment security, uncertainty of household incomes, and the challenging state of the country’s economy. With centres of learning closed, toddlers, school learners and university students are reported to be experiencing social disorientation, frustration and boredom. Reports of increased levels of domestic violence are associated with fear of physical harm. Those at the lower spectrum of the Living Standard Measure (LSM) index, particularly shack dwellers and those living in informal settlements, have home environments that make self-isolation and social distancing acutely challenging. Frontline workers and essential workers face day-to-day fear of exposure. These and a myriad other examples illustrate the universal implications on mental health and financial wellness of lockdowns.
Over time, the growing effect of lockdowns on mental and financial wellness will increase as there is assumed to be a strong correlation between lockdown duration, mental health and financial wellness.

2. About the Assignment

The rationale for this Assignment is to develop an understanding of the mental health and financial wellness of Covid-19 effects in South African society. The most rapid way for this is a readily accessible non-exhaustive social survey with a high penetration rate (across all sectors of society).

This call is for therefore for a Service Provider to develop a digital game-based survey on Covid-19 that gathers information on aspects of mental and financial wellbeing. This initiative will target anyone in South Africa (namely the variety of LSM groups, geographies and demographic sectors) who can access the game platform through a mobile or digital device, is interested, and able to play. The game should be developed with the purpose of gathering basic data on the demographic profile and behavioural indicators. This will be of importance to identify patterns and trends in order for UNDP and its partners to formulate data-driven responsive measures.

The game should be easy to understand, using minimal words and maximum use of visuals. UNDP will provide the content and quality assurance of the survey, that will be used by the Service Provider to develop the game. As this Assignment is a Covid-19 response support measure aimed at developing post-recovery mental and financial health support to people in South Africa, the appeal in this TOR is that the Service Provider should appreciate that the content of the survey, and all data generated by the game, will be the property of UNDP, and that the game should be developed to ensure unobstructed compatibility, without restriction, for use on mobile or digital devices.

3. Tasks

- Design and produce a game aimed at:
  - Raising awareness on Covid-19;
  - Surveying and promoting mental health;
  - Surveying and promoting financial wellbeing; and
  - Gathering LSM, demographic, geographic and behavioural data on the above-mentioned aspects.
- Enable upload of game onto a UNDP platform or otherwise;
- Generating data-driven reports for analysis and reporting by UNDP;
- Serve as the technical expert and advisor in game design and implementation;
• Present potential game ideas and preliminary designs with all necessary components to the UNDP project team for final approval;
• Finalise and present detailed design and features of the game to the UNDP project team and finalize the overall game design and approach;
• Integrate all elements of the game, ensuring quality assurance and testing; and
• Present the game to the UNDP project team for final approval prior to launch.

4. Deliverables:
   • Game-based survey designed;
   • Game uploaded onto UNDP platform or any other platform; and
   • Data-driven reports provided to UNDP on a pre-agreed scheduled basis.

5. Time frames and duration
The design and development of the above gaming initiatives will run over a period of two weeks, with necessary enhancements during the data gathering period of three months (mid-May to mid-August 2020); and to be extended upon satisfactory performance and based on needs and availability of resources.

6. Project Management and Reporting Requirements
The working and reporting arrangements are as follows:

   • UNDP South Africa will provide the technical/informational content for the survey that will form the basis of the design of the game;
   • The Service Provider shall report to the Head of Experimentation: Accelerator Lab in UNDP South Africa;
   • Regularly interact and liaise with the designated project reference team;
   • Provide quality assurance presentations as and when required to the project team; and
   • Adhere to corporate guidelines (weblink: UNDP policies and procedures on knowledge product development and standards)

7. Submission of proposal
The Service Provider must submit the following in the application for consideration:

   • Technical proposal on the gaming initiatives, including the approach, potential game ideas the Service Provider will take, ensuring all requirements above are met;
   • A detailed work plan, including mandatory briefing sessions to the client;
   • Company profile;
- Individual resumes (CVs) of the Project Team, clearly showing the details of the Service Provider and his/her qualifications and experience in development of digital platforms for a diverse group of users; and
- Proposed fees (itemised) and other all-inclusive costs (including VAT).

8. **Education, skills and competencies of individuals forming the Project Team:**
- The Project Leader should have at least a Diploma in software development and/or business management;
- The project team members should be fully literate in terms of relevant software skills;
- Good command of the English language;
- Appreciation of the demographics of South Africa; and
- Understanding of the Sustainable Development Goals or prior work experience with a development agency as an advantage.

9. **Company Experience:**
- Evidence of three similar game-based projects done in the past two years;
- References of three previous clients;
- Demonstrable networking capability, interpersonal skills and teamwork;
- The Company should have a strong delivery track record and good business practices; and
- The Company should have a minimum of five years of work experience in the relevant areas of the TOR.

10. **Selection criteria**

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<tr>
<th>CRITERIA</th>
<th>GUIDELINES FOR CRITERIA APPLICATION</th>
<th>WEIGHT</th>
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<tbody>
<tr>
<td><strong>EDUCATION, SKILLS &amp; COMPETENCES</strong></td>
<td>Diploma in software development and competency in gaming design and production (Team Leader) and the support team</td>
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<td>Technical proposal includes potential game designs, and the approach for the development of the gaming initiatives</td>
<td>50%</td>
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<tr>
<td>Experience</td>
<td>Minimum 5 years’ experience in the relevant field; examples of at least three products developed in the past two years with client references</td>
<td>30%</td>
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<td>TOTAL POINTS</td>
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<td>100</td>
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11. Payment

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<th>Deliverable</th>
<th>% of payment</th>
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<td>Design and production of the gaming initiatives</td>
<td>50%</td>
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<tr>
<td>Uploading of game onto UNDP platform</td>
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<tr>
<td>Data generated and delivered to UNDP</td>
<td>30%</td>
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