Terms of Reference (ToR)

Individual Consultant
to *conduct a feasibility study on a mobile application for the National Parliament of Timor-Leste*

Country: Timor-Leste (Dili)

Description of the assignment:

A. Project Title

As part of UNDP's broader support to the Parliament of Timor-Leste interactive engagement between the people and the National Parliament will be supported based on digital solutions that enable two-way communications between parliament and people, both in normal times and emergency situations.

UNDP Timor-Leste requires the services of a *consultant to conduct a feasibility study on a comprehensive mobile application platform for the National Parliament of Timor-Leste.*

B. Background and Project Description

Background

Timor-Leste is a small island developing state (SIDS) and least developed country (LDC), which restored its independence in 2002. The National Parliament of Timor-Leste has made considerable progress since its creation in 2002 and aims to become an inclusive and transparent institution by 2022, open to the participation of all and supporting the fulfillment of citizens' aspirations for a democratic and prosperous nation, inspired by the values of mutual respect, equality and solidarity. To achieve these aspirations, the Parliament is seeking innovative solutions to increase the participation of citizens in the democratic process.

With the COVID-19 pandemic crisis, developing innovative digital solutions to ensure Parliament's business continuity has become an utmost priority. UNDP Timor-Leste has provided various types of support to the National Parliament for its digital transformation, particularly for its immediate COVID response, including: 1) ICT equipment and access to Zoom/DocuSign for remote meeting of Party bench leaders and the Governing Council and 2) situation room to facilitate virtual meetings.

Project Description

UNDP has recently received a request from the National Parliament for assistance to develop a mobile app. The Parliament App will be a platform that will facilitate interactive engagement between the people of Timor-Leste and this institution. Furthermore, the app will also be key in effectively communicating on its work across functions – Representation, Legislation, Oversight, Budget scrutiny and allocation – in normal times and in times of emergency. This initiative will therefore advance a dual objective, one of increased citizen engagement with/participation in the work of Parliament and a second of digital transformation of this key democratic institution to make it better fit for 21st century challenges (including pandemics and other emergencies) and opportunities.

The expected results of the project are that the National Parliament of Timor-Leste:

- Is more open and transparent with citizens;

- Engages proactively and regularly with citizens, enabling a better public participation in both normal times and emergency situations that will be reflected in more inclusive policies and legislation and increased accountability and public trust;
- Manages the legislative process in a more responsive, effective and transparent way.

UNDP, on behalf of the National Parliament of Timor-Leste, is therefore seeking to hire a qualified consultant to carry out the assignment to conduct a feasibility study for a comprehensive mobile application platform (that could be implemented in stages).

C. Scope of Work

The National Parliament is committed to develop a policy of openness and transparency with the aim of making its work known to citizens. To this end, it is developing a number of initiatives to ensure that citizens and civil society contribute to parliamentary legislative work. Of these initiatives, the creation of a mobile application stands out. It will help to strengthen these relations and will contribute decisively so that citizens can be well informed about parliamentary work and debates.

Through this platform, citizens will be able to engage with the National Parliament by listening to parliamentary debates through a direct link to Radio Parliament, participating in inquiries, carrying out petitions, contacting directly with their representatives, sending written contributions about the legislative process of bills, and consulting legislation that is being debated and many other functions. The mobile app will also enable the civil society participation in the innovative initiative of parliamentary openness and transparency called Lian Povo (People's Voice).

The mobile application will integrate the information systems available in the National Parliament and will be developed as user friendly platform to facilitate the access to all parliamentary information.

This assignment's objectives are to:

Conduct a feasibility study for the development of a mobile application platform for the National Parliament with clear guidelines for incremental development through several stages.

   a. The consultant will engage and/or work closely with the Secretariat of the National Parliament, including the IT and Communication departments.
   b. The consultant will consult with at least five members of Parliament to discuss about the development of the app as part of the feasibility study.

D. Expected Outputs and Deliverables

The assignment involves conducting a feasibility study for the development of a mobile application platform for the Parliament. Prior to initiating the feasibility study, the selected consultant will be required to submit an inception report explaining how the study will be conducted with clearly stated objectives, a list of stakeholders to interview, etc. Once the approach cleared by the UNDP project staff, the selected consultant will start the study and produce two reports, a draft one mid-way for review by the UNDP project team and Parliament Secretariat, and a final one which will include:

1. Findings of the feasibility study – Technical, economic, and operational feasibility, namely the needs for its institutional sustainability and the key features including any data collection

device so that is possible to report how it has contributed to increasing citizens' engagement with their representatives;

2. Roadmap/Guideline for each phase (incremental development through several stages) (including sequence, scope, functions and required budget for each stage, institutional sustainability);
3. Detailed plan to develop the 1st stage of the Parliament App.
4. Explanatory meeting on app features with the mobile application developer.

To complete the feasibility study, the consultant will engage and/or work closely with the Secretariat of the National Parliament, including the IT and Communication departments. Moreover, the contractor will consult with at least five members of Parliament about the development of the app.

The findings of the feasibility study will be the foundations for the development of the Parliament APP, which will be a separate assignment.

The expected outputs and deliverables are outlined in the below table:

Deliverables/Outputs	Estimated Duration to Complete And Target Due Dates	Breakdown of the Payment	Review and Approvals Required *(Indicate designation of person who will review output and confirm acceptance)* Review Time Required
Output 1: Inception report on the conducting of the feasibility study for the Parliament APP. Up to 6 days, with any clarifications or changes, as necessary.	Estimated Period: 1 September – 6 September Due date: 6 September	25% upon approval of the concept note	UNDP Parliament CTA Estimated review period: 1 September – 6 September August
Output 2: Draft report with the preliminary findings of the feasibility study. Up to 14 days with any follow-up for clarifications or changes, as necessary.	Estimated Period: 6 September – 20 September Due date: 20 September	30% upon approval of the draft report	UNDP Parliament CTA Estimated period: 6 September – 20 September
Output 3: Final report of the feasibility study with the roadmap to develop the 1st stage of the Parliament APP, guidelines for next stages of app development and ToR for advertising the development of the mobile app. Up to 14 days with any follow-up for clarifications or changes, as necessary.	Estimated Period: 20 September – 4 October Due date: 4 October	40% upon approval of the final report and the roadmap	UNDP Parliament CTA Estimated period: 20 September – 4 October

| Output 4: Explanatory meeting on app features with the mobile application developer. | 10 days after selection of the mobile app developer

Two days | 5% upon approval of the minutes of the meeting with the mobile app developer | UNDP Parliament CTA |
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E. Institutional Arrangement

The selected consultant will work from their offices, under the direct supervision of the Chief Technical Advisor of the UNDP Parliament Project. Meetings throughout the assignment will be scheduled with the project team and Parliament Secretariat departments (e.g. IT, Communications, Legislative) as well as Members of Parliament, according to the needs. The consultant assigned to this project should use his own computer/laptop for the assignment, including access to internet to facilitate communication, as well as any additional material necessary to develop the mobile app. Other logistical costs (local transport, communication, etc.) must be included as part of the financial proposal of the consultant.

F. Duration of the Work and Duty Station

Duration of the assignment: from September 1st to November 4th, 2020, for up to a total of 36 working days.

Duty Station: Dili, Timor Leste

G. Qualifications

Education:
- Bachelor and Masters Degree in areas relevant to the assignment, such as Computer Science.

Experience:
- At least 8 years of proven experience in developing mobile applications;
- At least 3 years of relevant experience in the sector of international development;
- Demonstrated expertise in developing mobile applications for civic engagement with high levels of use from the targeted audience;
- Verified practice on developing mobile applications for UN agencies, development partners, governments and/or civil society organisations;
- Previous experience in conducting feasibility studies would be highly desirable;
- Knowledge of how parliament works;
- Country experience in Timor-Leste is an asset.

Functional/Technical Knowledge:
- Excellent mobile application development skills, with proven proficiency in developing mobile applications;
- Excellent time management and ability to produce outputs as per agreed deadlines;

Language Skills:
- Excellent written and spoken communication skills in Tetum and Portuguese, including editing;
- Good working knowledge of English (written and spoken) is desirable;

Special Skills:

- Experience in working with government institutions;
- Familiarity with the Timor-Leste political system and knowledge of Tetum language will be considered an asset

H. Scope of the Price Proposal and Schedule of Payments

Payment terms will be upon deliverables as specified in the timetable under section D. Consultation must send financial proposal based on a Lump Sum Amount. However, it is requested to submit the proposal with mention of daily rate. The total amount quoted shall be all-inclusive and include all costs components required to perform the deliverables identified in the ToR, including professional fee, travel costs, living allowance (if any work is to be done outside the IC's duty station) and any other applicable cost to be incurred by the IC in completing the assignment. The contract price will be fixed output based price regardless of extension of the herein specified duration. Payments will be done upon completion of the deliverable/outputs and based on actual no. of days.

I. Recommended Presentation of Offer

Interested companies must submit the following to demonstrate their suitability for the assignment:

a) Duly accomplished **Letter of Confirmation of Interest and Availability** using the template provided by UNDP;
b) **Technical proposal** outlining the methodology for conducting the feasibility study as well as the tentative roadmap for developing the mobile app.
c) **Financial Proposal** that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, as per template provided.

J. Criteria for Selection of the Best Offer

Interested companies will be evaluated based on the following methodology:

1) Applications will be screened and only consultants meeting the following minimum criteria will progress to the pool for shortlisting:

- Language: excellent communication skills in Tetum and Portuguese; good working knowledge of English (written and spoken) is considered an asset.
- Brief description of why you consider yourself as the most suitable for the assignment, AND one sample of work that shows your competence to undertake this assignment.
- Competencies and qualifications based on the CV or UNDP P11 form submitted for each employee who will be working on this assignment.

2) Shortlisted Candidates will be assessed and scored against the following evaluation criteria:

Evaluation of Candidates (max 70 points):

- Proven experience in developing mobile applications – 10%
- Work sample demonstrating expertise in developing high quality mobile applications, preferably for UN agencies, development partners, governments and/or civil society organisations – 10%
- Technical Proposal demonstrating methodology for conducting the feasibility study as well as the tentative roadmap for developing the mobile app – 15%
- At least 3 years of professional experience developing mobile applications, of which 1 in the sector of international development and/or Government – 13%

- Demonstrated expertise in developing mobile applications for civic engagement with high levels of use from the targeted audience – 10%
- Excellent communications skills (written and spoken) in Portuguese and Tetum – 5%
- Country experience in Timor-Leste – 5%
- Knowledge of English – 2%

The final evaluation will be as following: qualifications and methodology will be weighted a max. of 70%, and combined with the price offer which will be weighted a max of 30%