



TERM OF REFERENCE (ToR) FOR THE RECRUITMENT OF CONSULTANT

GENERAL INFORMATION

Services/Work Description: Upgrade the Mobile Application for Reporting Crime/Training and Mentorship

Project/Program Title: Strengthening Rule of Law, Access to Justice & security Service Delivery

Post Title: National Consultant

Consultant Level: Level TBD (Specialist)

Duty Station: UNDP Gambia Country Office

Expected Places of Travel: in-country travel

Duration: 35 working days

Expected Start Date: May 10, 2021/ Immediately after Concluding Contract Agreement

I. BACKGROUND / PROJECT DESCRIPTION

The Government of The Gambia, in partnership with the United Nations Development Programme (UNDP), is in its third year of collaboration with the Rule of Law, Justice, and Security Sector. The UNDP RoL project endeavors to implement a holistic and comprehensive program that addresses both the supply and demand sides of justice delivery. The project seeks to strengthen the rule of law institutions to deliver quality services, empower citizens to exercise their rights and increase access to justice.

The UNDP RoL project completed thorough consultations with the Ministry of Justice, the Judiciary, the Gambia Police Force, the Gambian Prisons Service, the National Agency for Legal Aid (NALA), the ADR Secretariat, the Law School of the Gambia, and the Gambia Bar Association to understand better the issues and challenges for strengthening the rule of law and increasing access to justice. Subsequently, the project board has approved the project's 2019, 2020, and 2021 Annual Work Plans.

In 2019, the Gambia Police Force (GPF) requested the UNDP RoL Project to re-initiate a Community Policing program. UNDP continues its support to Community Policing amidst the Coronavirus outbreak. In 2020, the project supported the Police in integrating and aligning the Quarterly Crime Statistics Template to the existing digital Case Management System, including operationalizing the system, developing Mobile App, and mapped out all Police posts, districts, and stations across the country. The applications will allow the Police to better plan deployments, training and allocate scarce resources based on up-to-date evidence, data, and statistics.

II. SCOPE OF THE WORK

In 2019, the UNDP RoL Project and the Gambia Police Force (GPF) identified the need to develop a case management system to support Police modernization. In 2020, the project supported the training and mentorship program for the Case Management System's operationalization and the development of a Mobile App for crime reporting. Following the Mobile App's development with the four most reported crimes with the ongoing successful pilot, the project and the Gambia Police Force agreed to upgrade the Mobile App with all reported crimes and expand to other Police stations across the country. This will be done using a phased approach with priority to the selected

community Policing areas to ensure proper personnel training, ICT capacity, and troubleshooting of the software. The UNDP Accelerator Lab would provide technical support in the upgrade of the Mobile App.

- Develop a mobile application that synchronizes with the main CMS systems
- Implement a data synchronization feature to update app and the CMS in real-time
- Develop an offline feature to allow officers to use the app without stable internet connection
- To preserve the integrity, ensure that the app would allow users with different layers of security access and rights
- Must include the design (logo) features for the Gambia Police Force
- Must be able to operate on hybrid/native apps for both iOS and android platforms The Consultant would be responsible for upgrading the mobile application to align with the digitalized case management system for evidence reporting and facilitate the decision-making process. The mobile application would allow everyday police officers to Collect and input data, and view information on reported cases in real-time while being uploaded into the CMS.
- Develop training manual to align with the digitalized case management system
- The consultant would provide training sessions to the relevant personnel following strict COVID-19 guidelines at the Headquarters, selected regional and field offices, including traffic officers in decentralizing data input. The selected office's relevant personnel would be trained on how to input and upload the data into the App to align with the Case Management System (CMS).
- The mobile application would enable the relevant officer to input data offline and upload the information into the centralized CMS system. As this is still in its pilot phase, priority should be given to police stations with ICT capacity.
- The consultancy firm would work with GPF personnel and leadership, UNDP RoL, Accelerator Lab to upgrade the mobile application for use by police personnel. The application will be owned by the Gambian Police Force.
- The consultant in collaboration with the Gambian Police Force provide 5 days training and 10 days mentorship program on the mobile application to 20 Police Officers.

III. EXPECTED OUTPUTS AND DELIVERABLES

No.	Deliverables / Outputs	Estimated Duration to Complete	Review and Approvals Required
1	Submit work plan and stakeholder meeting report on the consolidated crimes to be inputted to the App	3 Working days	UNDP/ Police focal points
2	Report on the development of version 1 of the Mobile Application (including the draft forms)	10 Working days	UNDP/ Police focal points
3	Submission of Report on the Final version of Mobile Application	2 Working days	UNDP/ Police focal points
4	All materials for trainings and coursework submitted	2 Working days	UNDP/ Police focal points
5	Training Workshop report/ Mentorship Workshop report	15 Working days	UNDP/ Police focal points
6	Final Piloting report	3 Working days	UNDP/ Police focal points



IV. INSTITUTIONAL ARRANGEMENT / REPORTING RELATIONSHIPS

- a. UNDP, through its the RoL project, Accelerator Lab and the Police will manage and oversee the process. Consultant will submit weekly reporting to **UNDP and Police**.
- b. **The Police, Accelerator Lab and the RoL project will provide guidance and assess the quality of Mobile App**

V. LOGISTICS AND ADMINISTRATIVE SUPPORT

VI. DURATION OF THE WORK

- a. The duration of the consultancy is **35 working days**.

VII. QUALIFICATIONS OF THE SUCCESSFUL INDIVIDUAL CONTRACTOR (IC)

a. Academic Qualifications:

- Advanced degree in Information Technology with the ability to analyze clients' requirements and translate them into specifications.
- Experience in managing projects involving systems analysis, design, development, and implementation, and provide key inputs for establishing long-term solutions.
- Engage with clients to build capacity, develop training materials, operating and user manuals.
- Review emerging technologies and assesses their usefulness and impact.
- Excellent teamwork, communication and interpersonal skills, computer, analytical and report writing skills; and
- Command of English language

b. Years of experience:

- At least 5 years of technical expertise in setting up database systems and dashboards and Software
- Prior experience working in Mobile App and Case Management Development and previous experience with the UN will be an added advantage.

c. Competencies:

- Statistical knowledge and experience, especially in the development of databases
- Data visualization skills
- Knowledge of statistical data processing packages

d. Language and other skills:

- Excellent command of English.
- Capacity to communicate fluently with stakeholders

e. Compliance of the UN Core Values:

- Demonstrates integrity by modeling the UN's values and ethical standards
- Fulfills all obligations to gender sensitivity and zero tolerance for sexual harassment.

Important Note:

The Consultant is required to have the following professional and technical qualifications. **Only the applicants who hold these qualifications** will be shortlisted and contacted.

VIII. CRITERIA FOR SELECTING THE BEST OFFER

Upon the advertisement of the Procurement Notice, qualified Individual Consultant is expected to submit both the Technical and Financial Proposals. Accordingly; Individual Consultants will be evaluated based on Cumulative Analysis as per the following scenario:

- Responsive/compliant/acceptable, and
- Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation. In this regard, the respective weight of the proposals are:
 - a. Technical Criteria weight is **70%**
 - b. Financial Criteria weight is **30%**

Criteria	Weight	Max. Point
Technical Competence (based on CV, Proposal and interview (if required))	70%	100
<ul style="list-style-type: none"> Understanding the Scope of Work (SoW); comprehensiveness of the methodology/approach; and organization & completeness of the proposal 		50*
<ul style="list-style-type: none"> Criteria b. Technical competence 		10**
<ul style="list-style-type: none"> Criteria c. Relevant Experience 		10**
Financial (Lower Offer/Offer*100)	30%	30
Total Score	Technical Score * 70% + Financial Score * 30%	

IX. PAYMENT MILESTONES AND AUTHORITY

The qualified Consultant shall receive his/her service fees upon certification of the completed tasks satisfactorily, as per the following payment schedule:

Installment of Payment/ Period	Deliverables or Documents to be Delivered	Approval should be obtained	Percentage of Payment
1 st Installment	Submit work plan and stakeholder meeting report on the consolidated crimes to be inputted to the App	RR	10%
2 nd Installment	Report on the development and piloting of version 1 of the Mobile Application (including the draft forms)	"	30%
3 rd Installment	Submission of Report on the Final version and piloting of Mobile Application	"	25%
4 th Installment	All materials for trainings and coursework (training manual) including mentorship/training reports submitted	"	35%

XI. CONFIDENTIALITY AND PROPRIETARY INTERESTS

- The Consultant firm shall not either during the term or after termination of the assignment, disclose any proprietary or confidential information related to the consultancy service without prior written consent. Proprietary interests on all materials and documents prepared by the consultants under the assignment shall become and remain properties of UNDP.

XII. ANNEXES TO THE TOR

This TOR is approved by:

Signature: *Fatuma Silungwe*

Name and Designation: Fatuma Silungwe, CTA

Date of Signing: 22-Apr-2021