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GHANA

TERMS OF REFERENCE (ToR) FOR THE RECRUITMENT OF INDIVIDUAL CONTRACTOR (IC)

GENERAL INFORMATION

Services/Work Description:	Recruitment of Individual Consultant to develop mobile application to provide psychosocial material for young persons living with HIV.
Consultant Level:	Senior Consultant
Duty Station:	Home-based
Expected Places of Travel:	None
Duration:	30 working days (completion by 30 November 2021)
Expected Start Date:	20 July 2021

I. BACKGROUND

COVID-19 was declared a global pandemic by the World Health Organization (WHO) in March 2020. Since then, COVID-19 has affected practically all countries with very few exceptions. As of 1 July, 2021, there were over 180 million cases and over 3 million deaths globally¹. The first confirmed COVID-19 case in Ghana, was reported in March 2020 and as of 1 July 2021, over 95,000 cases had been reported². COVID-19 has disrupted almost all aspects of life including, livelihoods, economies, public health system etc. A recent WHO survey revealed that COVID-19 has partially or completely disrupted health services in many countries.³

Disruption of health services affects all persons but especially the most vulnerable including women and children. COVID-19 has exposed, and in some instances magnified already existing vulnerabilities. As an example, some vulnerable persons such as persons living with HIV (PLHIV) who already face stigma and discrimination, and traditionally relied on peer to peer and community support to strengthen emotional, physical, social wellbeing and reduce internal stigma have been left without their support system due to some measures put in place to address the COVID-19 pandemic. Vulnerabilities of young persons living with HIV have also been particularly magnified during this pandemic, due to reduced opportunities for social engagement with peers, leading to heightened feelings of loneliness and anxiety⁴. These young

¹¹ [WHO Coronavirus Disease \(COVID-19\) Dashboard | WHO Coronavirus Disease \(COVID-19\) Dashboard](#)

² [COVID-19 Updates | Ghana \(ghanahealthservice.org\)](#)

³ <https://www.who.int/news-room/detail/01-06-2020-covid-19-significantly-impacts-health-services-for-noncommunicable-diseases>

⁴ [HIV: Impact on mental health & quality of life in time of COVID-19 - UNICEF East Asia & Pacific](#)

persons living with HIV often must deal with more acute and diverse psychosocial needs. This is because in addition to dealing with 'normal' growing up issues they also must deal with stigma and discrimination, illness or death of parents/caregivers, isolation, family instability etc.⁵. It is thus critical to provide targeted psychosocial support to build their coping skills and enhance their emotional well-being. Providing this kind of support not only enhances their mental well-being but also improves treatment adherence and clinical outcomes.

The medium used in providing health information and service for young ones is especially crucial and in recent times the use of innovative digital tools to provide health information and other services for young persons is gradually gaining prominence. Some of these digital tools have been utilized for health promotion, spreading awareness of services and behaviors, reminding people about services or adherence to treatments etc. Young persons are especially primed for the use of these digital technologies as research shows a much higher rate of adoption of these technologies and ownership of smart phones⁶.

Designing and developing digital tools especially for young persons living with HIV to provide personalized service, strengthen engagement, and retention in care⁷ is also proving very useful. Digital tools thus hold a lot of promise in providing tailored information for young persons living with HIV and can complement already existing HIV treatment, care and support services. Furthermore, the privacy and anonymity provided by digital tools is especially useful for these young ones living with HIV who often face stigma and discrimination.

Recognizing the utility of digital tools in providing much needed services for young persons living with HIV, UNDP Ghana is seeking an IT consultant to support and lead the co-creation of a mobile app to provide psychosocial content for young persons living with HIV.

II. SCOPE OF THE WORK

The IT consultant in consultation with UNDP and Ghana AIDS Commission will perform the following tasks.

- Work with stakeholders to co create a mobile app that will suit the needs of the target audience.
- Based on feedback from stakeholders design a mobile app that
 - a) is user friendly,
 - b) has a good user interface
 - c) has flexible navigation
 - d) works across different platforms targeting both android and IOS.
 - e) incorporates Search feature that helps users find and scour for the content they need.
 - f) has a responsive App design to help the app acclimatize to any screen size and resolution of small smartphones as well as larger tablets.
 - g) has a game feature
 - h) guarantees best performance (decided by the loading speed of the applications).
 - i) has adequate Internet Security

⁵ Providing psychosocial Support to Children Living with HIV (CLHIV) during COVID-19: A Guide for Counsellors, Parents and Caregivers - UNICEF

⁶ Young people and digital health interventions: working together to design better (who.int)

⁷Maximizing Digital Interventions for Youth in the Midst of Covid-19: Lessons from the Adolescent Trials Network for HIV Interventions

- Develop prototype that incorporates above features, utilizing already developed psychosocial content in a youth friendly interactive format.
- Validate prototype with target audience and perform a User Acceptability Test (UAT) before signing off on design and application.
- Revise prototype based on feedback from stakeholders.
- Provide the hosting service for one year as well as share all hosting information with UNDP.
- Provide trouble shooting for up to 12 months post development of app.
- Test, debug and improve applications optimization for better performance.
- Release in Google Play and Apple App Store
- Post release, monitor application performance and generate mobile app analytics on a monthly basis for up to 12 months post app development.

III. EXPECTED OUTPUTS AND DELIVERABLES

Deliverables	Duration	Review and approval
Submission of prototype mobile app	15 working days	HIV, Health, and development Program Specialist- UNDP
Submission of final app that incorporates feedback from validation and User Acceptability Test (UAT)	15 working days	HIV, Health, and development Program Specialist- UNDP

IV. INSTITUTIONAL ARRANGEMENT / REPORTING RELATIONSHIPS

The Consultant will be supervised by the HIV, Health and Development Program Specialist at UNDP Country Office; Payments will be made upon satisfactory delivery of outputs, certification of payment form, and acceptance and confirmation by UNDP, and GAC on outputs satisfactorily delivered.

Perpetual licenses required for the app development will be provided by the consultant at no additional cost.

The developed mobile app will be a property of UNDP including third party apps and Licensees.

Administration and source code will be a property of UNDP.

V. LOGISTICS AND ADMINISTRATIVE SUPPORT TO PROSPECT IC

- The consultant will be given access to relevant information necessary for execution of the tasks under this assignment.
- The consultant will be responsible for providing her/his own working station (i.e., secretariat, laptop, internet, phone, scanner/printer, etc.) and must have access to reliable internet connection.
- The consultant is expected to have reliable email contact and be available for consultations for a set number of hours that align with Government/UNDP business hours.

VI. DURATION OF THE WORK

This assignment is expected to last for 30 working days between 20 July-30 November2021.

VII. QUALIFICATIONS OF THE SUCCESSFUL INDIVIDUAL CONTRACTOR (IC)

Education:

Bachelor's Degree in Information Technology, Computer Science or any other related field

Experience:

- At least 5 years' experience in developing mobile applications.
- Demonstrable experience in co creating mobile applications with target communities.

Language:

- Excellent knowledge of English.
- Capacity to communicate fluently with different stakeholders.

Core Competencies:

- **Professionalism:** Shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.
- **Communication:** Speaks and writes clearly and effectively and demonstrates openness in sharing information and keeping people informed.
- **Planning & Organizing:** Develops clear goals that are consistent with agreed work deliverables for the assignment; identifies priority activities and allocates appropriate amount of time and resources for completing work; uses time efficiently.
- **Accountability:** Takes ownership of all responsibilities and honors commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules.
- Excellent written and communication skills
- Must be a computer literate.
- Fulfils all obligations to gender sensitivity and zero tolerance for sexual harassment.

VIII. CRITERIA FOR SELECTING THE BEST OFFER

As per the Invitation to Submit an offer, 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	70%	100
Educational qualifications		10
Methodology to design mobile app features		30
Demonstrable experience in developing mobile apps.		20
Experience in co creating mobile applications with target communities		10
Financial (Lower Offer/Offer*100)	30%	100
Total Score	Technical Score * 70% + Financial Score * 30%	

IX. PAYMENT MILESTONES AND AUTHORITY

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

Payment Schedules (Payment Trenches)	Deliverables	Approval should be obtained from	Percentage of Payment
First Installment	Submission of prototype mobile app	UNDP/GAC	50 %
Final installment	Submission of final app that incorporates feedback from validation and User Acceptability Test (UAT)	UNDP/GAC	50%

X. CONFIDENTIALITY AND PROPRIETARY INTERESTS

The Individual Consultant 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.

Prepared by:

Name: Belynda Amankwa

Signature: *Belynda Amankwa*

Date: 07-Jul-2021

This TOR is approved by:

Name: Jennifer Asuako

Designation: Actg. Head of Democratic Governance and Peace building Cluster

Signature: Jennifer Asuako

Date Signed: 07-Jul-2021