



TERMS OF REFERENCE

Location	Homebased
Application deadline	29 September 2021
Type of Contract	International Individual Contractor
Title of the post	Technical Consultant in application design and development
Languages required:	English
Duration of Initial Contract:	30 days over 2 months (October 2021 to November 2021)

BACKGROUND

The UNDP Country Office in the Solomon Islands is implementing a range of projects in support of Sustainable Development Goals. At Goal 5 there is commitment to achieving gender equality and empowerment of all women and girls, At Goal 16 there is commitment to promote peaceful and inclusive societies for sustainable development, provide access to justice for all and building effective, accountable and inclusive institutions at all levels. Strengthening access to justice, rule of law and promoting human rights are cornerstones of UNDP's work to achieve sustainable human development.

The Solomon Islands Access to Justice Project supports the building and strengthening of the capacity of the Public Solicitor's Office (PSO) to enhance access to justice for the people of the Solomon Islands at national and provincial levels, including women, youth and marginalized groups in communities outside urban centers.

To achieve this initiative the A2J Project is currently implemented in two tiers:

1. The **first tier** introduced 14 Provincial Paralegals based in the provincial centers of Auki, Gizo, Kirakira, Lata and including Honiara where the PSO has an established office: five are based in Honiara, three in Gizo, two in Auki, one in Kirakira and one in Lata. There are plans in place to establish offices in Marau and Munda where one paralegal will be placed in each office.
2. The **second tier** is a pilot involving a limited number of 12 Community Legal Advocates (CLAs) - six female and six male CLAs. They are established and located in selected communities in Malaita, Western and Temotu provinces as identified with the PSO to serve as a bridge between the communities and formal justice sector.

The CLAs are based in the rural communities where they normally reside. As part of their primary role the CLAs provide a PSO presence at the rural community level, linking the community to the formal justice system.

The selected CLAs were trained and deployed to provide legal information as well as provide community awareness raising, mediation, problem solving solutions to community members and basic reporting of their required activities delivered in their respective communities.

This Terms of Reference is specifically for the purposes of strengthening the current reporting platform utilized by CLAs. As part of their current role the CLAs are required to provide monthly reports through weekly submissions of their logbooks and awareness reports to the A2J Project Management Unit. The submitted reports provide documentation of the CLAs activities including (but not limited to):

- number of community awareness conducted.
- number of communities visited through awareness.
- number of people reached through awareness.
- number of mediations facilitated by CLAs.
- number of referrals to the PSO, police, chiefs and other justice related agencies.

In light of the geographical and telecommunication challenges, currently CLAs submit their reports manually using smart phones. In certain provinces data connection and telephone signal is a significant challenge. A CLAs message group was created to facilitate CLAs' general discussions and communications link as well as for the purposes of submission of reports. The CLAs capture digital images (photos) of their populated logbooks and post them on group with photos and attendance sheets and enquiries they mediated or referred to the PSO or other service providers. The A2J Project then downloads the images and enters data into excel for analysis.

To enhance the CLAs' data submission and reporting the A2J Project seeks to explore ICT mobile technology applications that would be more appropriate for rural settings, in Solomon Islands context. An application that at a minimum works on the 2G platform that is SMS based via using the application.

The A2J Project seeks to engage the services of an experienced technical specialist in ICT technologies and mobile application development for smart phones. Specifically, someone who has proven and demonstrated experience in developing data collection and reporting applications based on SMS messaging platform. The Application Developer will be required to scope, design, develop and implement a new data collection, recording and reporting system. It will include the scoping, design, development, testing, training and implementation of several interlinked ICT applications and technologies:

- A smart phone-based data collection, recording and reporting application for CLAs (CLAs Data App).
- A smart phone-based gateway application to receive and analyse data.
- An automated data presentation dashboard hosted on a server that could be migrated to other servers in the future.

The new CLAs Data App will complement the existing platform to enable timely data submission and enhance data availability for analysis in real time.

A. Key Objective

The key objective is to set up a simple and more integrated digital ICT based platform that will collect, store and display data sent by CLAs. This new system will include a new smart phone based CLAs Data

App that an Application Developer will design, develop and implement in close consultation with the A2J Project Management Unit. The App will be installed on the CLAs' smart phones. This new CLAs Data App will have predefined fields that CLAs will require to fill out and send over SMS through to a data gateway. The data gateway will automatically send all data to a centralized web-based dashboard that will store and display the data.

DUTIES AND RESPONSIBILITIES

Scope of Work

The Consultant will be required to provide specialized technical support as follows:

- Scope, design, develop and implement a data collection, recording and reporting system, where the newly developed CLAs Data App sends data to the Gateway App over SMS and received by the server hosting the dashboard that will present data in a prescribed format.
- Scope, design, develop and implement a smart phone-based application for data recording and reporting from the field by CLAs.
- Scope, design, develop and implement a centralized data gateway will initially receive all SMS transmitted data from the CLA Data App receive that all data would be transmitted
- Scope and provide technical assistance to the A2J Project Management Unit on using reliable open-source application technologies for the SMS gateway such as Ushahaidi's SMSsync or similar.
- Scope, design, develop and implement the data aggregation and analysis dashboard to collate, process, analyze and present/view the collected data.
- Develop indicators on the dashboard, reflecting priority results/indicators for various categories of data.
- Transfer and handover the app and completed system to assigned client personnel/teams for continuous operation of the system.
- Provide support to problem-solve during the initial implementation of the system, both with respect to the app, gateway, server and dashboard functionalities.
- Respond to other requests for ICT technical support within and related to the newly developed system.

The following deliverables are part of the contract:

- A Test/Trial/Beta Version of the CLAs Data App
- A smart phone-based app to fill out the data fields, and send the data to the gateway system over SMS
- A gateway system to receive the incoming data and populate into various relevant fields.
- A web-based dashboard to display the collected data and its associated properties.
- A detailed visual key indicator module in the web-based dashboard that could display the data in the form of various visualizations (graphs/charts, excel, etc.).
- A very straightforward user manual for dashboard guidance and working, as well as app guidance and working.

Expected Outputs, Deliverables and Timelines:

Expected Outputs/deliverable	Description/Activities	Payment milestones	Delivery Date
A Smart Phone-Based Data Collection, Recording and Reporting Application is developed	A smart phone-based app to fill out the data fields and send the data to the gateway system over SMS.	50%	31 October 2021
A Gateway System is designed	A Gateway system to receive the incoming data and populate into various relevant fields.		
A Web Based Dashboard is designed and presented	A web-based dashboard to display the collected data and its associated properties.		
A Detailed Visual Key Indicator Module is developed	A detailed visual key indicator module in the web-based dashboard that could display the data in the form of various visualizations (graphs/charts, excel etc.).		
Data Collection, Recording and Reporting System Trial run period is presented.	A beta version of the smart phone-based data collection application or the whole system (<i>mobile app, gateway system and web-based dashboard</i>) to enable the Client run trial tests (at least one week) and provide feedback before the delivery of a final version.	50%	30 November 2021
A User Manual/Guide is drafted for the: a) Smart Phone-Based Data Collection Application [<i>refer to Deliverable 1 above</i>] b) Web Based Dashboard [<i>refer to Deliverable 3 above</i>]	A simple user manual/guide for the application and dashboard operation and functionality. As well as how the collation, processing and viewing of data will work.		
Final Version of all Designed Systems is developed and presented	A final version of all designed systems (including mobile app, gateway system, web-based dashboard, user manual, etc)		

Institutional Arrangement

The Consultant will report to the Project Manager, Solomon Islands Access to Justice Project. Reporting by the Consultant will be undertaken aligned to the deliverables. The reporting format will be further

discussed between the Supervisor and Consultant. However, is expected to be emailed updates detailing progress and over Skype/Zoom calls where required.

The consultant will be required to provide their own laptop. As the IC is homebased, UNDP will not provide any resources, the consultant is expected to have own computer with access to Skype (or similar communication method) to enable dialogue with UNDP and justice stakeholders as required.

UNDP will provide by email background reading materials, reports and documents on commencement of the assignment.

Duration of the Work

The Consultancy involves a period of work of approximately 30 days over a duration of 2 months.

Duty Station

This is a home-based assignment.

COMPETENCIES

- Openness to change and ability to receive/integrate feedback;
- Ability to plan, organize, implement and report on work;
- Ability to work under pressure and tight deadlines;
- Demonstrates integrity and ethical standards;
- Positive, constructive attitude to work; and
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

REQUIRED SKILLS AND EXPERIENCE

Educational Qualifications:

Graduate degree level, preferably in Computer Science and/or other discipline relevant to the assignment.

Experience

- A minimum of five (5) years' experience as ICT consultant in initiatives related to governance and public sector reforms.
- Demonstrated experience design and development of smart phone and mobile-based digital data collection applications and SMS technology.
- Demonstrated experience with web programming, dashboard and analytics design and development.
- Demonstrated experience of data collection systems.
- Demonstrated ability to clearly communicate in English and produce high quality documents and reports in English (evidence to be provided as part of application).

Language requirements

- Fluency of English language is required;

- Knowledge of Solomons Pidgin would be an asset.

Price Proposal and Schedule of Payments

Consultant must send a financial proposal based on a **Lump Sum Amount**. 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 fixed output-based price regardless of extension of the herein specified duration. Payments will be done upon completion of the deliverables/outputs and as per below percentages:

Deliverable 1: 50% of total contract amount.

Deliverable 2: 50% of total contract amount.

In general, UNDP shall not accept travel costs exceeding those of an economy class ticket. Should the IC wish to travel on a higher class he/she should do so using their own resources

In the event of unforeseeable travel not anticipated in this TOR, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and the Individual Consultant, prior to travel and will be reimbursed.

Evaluation Method and Criteria

Individual consultants will be evaluated based on the following methodology:

Cumulative analysis

The award of the contract shall be made to the individual consultant whose offer has been evaluated and determined as a) responsive/compliant/acceptable; and b) having received the highest score out of set of weighted technical criteria (70%). and financial criteria (30%). Financial score shall be computed as a ratio of the proposal being evaluated and the lowest priced proposal received by UNDP for the assignment.

Technical Criteria for Evaluation (Maximum 70 points)

Criteria 1 - Graduate degree level, preferably in Computer Science and/or other discipline relevant to the assignment. **Maximum 5 points.**

Criteria 2 - A minimum of five (5) years' experience as ICT consultant in initiatives related to governance and public sector reforms. **Maximum 20 points.**

Criteria 3 - Demonstrated experience design and development of smart phone and mobile-based digital data collection applications and SMS technology. **Maximum 20 points.**

Criteria 4 - Demonstrated experience with web programming, dashboard and analytics design and development. **Maximum 10 points.**

Criteria 5- Demonstrated experience of data collection systems. **Maximum 10 points.**

Criteria 6 - Demonstrated ability to clearly communicate in English and produce high quality documents and reports in English. **Maximum 5 points.**

Only candidates obtaining a minimum of 49 points (70% of the total technical points) would be considered for the Financial Evaluation.

Documentation required

Interested individual consultants must submit the following documents/information to demonstrate their qualifications. Please group them into **one (1) single PDF document** as the application only allows to upload maximum one document:

- **Letter of Confirmation of Interest and Availability** using the template provided in Annex II.
- **Personal CV or P11**, indicating all past experience from similar projects, as well as the contact details (email and telephone number) of the Candidate and at least three (3) professional references.
- **Financial proposal**, as per template provided in Annex II. Note: International consultants must quote prices in USD.
- **High quality reports in English:** Candidates should submit 2-3 reports in respect of criteria 5 above.

Incomplete proposals may not be considered.

Annexes

- Annex I - [Individual IC General Terms and Conditions](#)
- Annex II – [Offeror's Letter to UNDP Confirming Interest and Availability for the Individual IC, including Financial Proposal Template](#)

For any clarification regarding this assignment please write to procurement.sb@undp.org

SIGNATURE:

Grace Kiernan

Project Manager, Solomon Islands Access to justice Project