PROPOSAL FOR THE SYSTEM UPGRADE, CHATBOT INTEGRATION AND SUPPORT FOR CHILDLINE KENYA & C-SEMA TANZANIA .

APRIL, 2022

SUBMITTED BY

bitz
IT Consulting Ltd.

BITZ IT CONSULTING LIMITED

**Trio Complex, Thika Road Tel: + (254) 720 055 067
Email: james.nganga@bitz-itc.com , info@bitz-itc.com , Website: http://www.bitz-itc.com**

UPGRADE & CHATBOT INTEGRATION API

Annex A: Introduction and Background

Annex B: Scope and Features

Annex C: Breakdown of Fees

1. ANNEX A

Introduction

One of the key components of Child Protection systems is the reporting mechanism on incidents or risks of any abuse/exploitation and violence against children (VAC). Child Helplines are active in most countries in Eastern and Southern Africa as part of the Global Partnership to End Violence Against Children by 2030. This aims to support the achievement of

- SDG 16.2 – end abuse, exploitation, trafficking and all forms of violence against and torture of children. Also include targets that seek
    - An end to violence against women and girls (SDG 5.2 and 5.3),
    - End to the economic exploitation of children (SDG 8.7),
    - Keep children safe in schools and communities and to promote peace and nonviolence (SDG 4.a, 4.7, 11.2 and 11.7).

Background

UNICEF funded development of Open Child Help Line System (OpenCHS) and handed over to respective entities in Uganda, Tanzania, Kenya and Lesotho in 2019. Child Help Line Uganda works under the oversight of concerned ministries of respective Governments. OpenCHS is a critical system for children of these countries for protection against VAC. OpenCHS offers nationwide helpline services via phone number 116 from any telephones within the country. In addition to reporting the helpline facilitates services like counselling, rescue, safe shelter, medical care and legal support either directly or through referrals.

The system is currently operational but lacks support and maintenance for sustainability and in need of an update of the technical components. The technical update is also necessary.

Scope Works for the Proposed Upgrade

- Convene stakeholders to gather and analyze needs and requirements for the upgrade of the child helpline software in Kenya and Tanzania to the newly upgraded software based on the version(s) developed in Uganda and Lesotho.
- After reviewing the requirements of the system with the Stakeholders an inception report to be developed for review and approval. The functional and non-functional requirements should prioritize a robust and sustainable hosting model for the local helplines that takes into consideration the local realities/resources available for maintenance of the hosting infrastructure. This also includes developing and validating with stakeholders e.g. Mobile Network operators. A comprehensive data migration plan that ensures continuity of operations with no downtime during upgrade and active cases on the child helpline with zero (0) loss in case history/data. Set up any new hosting infrastructure components, hardware including servers, network connectivity equipment, backups, power systems and other equipment based on the needs and requirements agreed upon by stakeholders in #1 above
- Perform migration of data, software, messages, files, and any other digital artifacts of the old legacy child helpline system
- Install new child helpline software based on the upgraded code base developed in Uganda and Lesotho
- Configure the new child helpline system to customize to Kenya and Tanzania local helpline operational realities, procedures/workflows, and end-user needs /requirements
- Develop a test deployment and implement a change management and cut over plan from the old child helpline system to the new software with minimal downtime (no more than 24 hours)
- Develop test and implement integration between the child helpline system and new MHPSS chatbot system including configuration and optimization of APIs for data exchange between the two systems based on end-user requirements.
- Develop and present comprehensive system documentation including end-user manuals, Admin documentation, User Acceptance test scripts and work aids, operational checklists, system technical manuals, upgrade and maintenance procedures, routines, and case management workflows
- Design appropriate Knowledge transfer mechanism through training end users including call center agents, Supervisors, Counselors, TOT's, Child helpline managers and ICT staff on the operation, maintenance, and upgrade of newly installed child helpline system as well as performing a user acceptance test.

- Develop a comprehensive support plan including levels (I, II & III support) and accordingly provide support and maintenance services based on a no less than 99.9% uptime service level agreement for a period of 12 months.
- Sign off from Childline Kenya and Tanzania confirming conclusion of works

ANNEX D

Summary of Fees

	Deliverables	Timeline (Weeks)	Schedule of Payment	Amount (USD)
1.	Inception report: After reviewing the requirements of the system with the Stakeholders an inception report will be developed for review and approval.	2	20%	5,000
2.	Develop API for Mental Health Chatbot: Develop test and implement integration between the child helpline system and new MHPSS chatbot system including configuration and optimization of APIs for data exchange between the two systems based on end-user requirements.	1	10%	2,500
3.	Technical update, deployment, training, and handover. Install new child helpline software based on the upgraded code base developed in Uganda and Lesotho. Configure the new child helpline system to customize to Kenya and Tanzania local helpline operational realities, procedures, workflows, and end-user needs.Develop and present comprehensive system documentation including end-user manuals, Admin documentation, User Acceptance test scripts and work aids, operational checklists, system technical manuals, upgrade and maintenance procedures, routines, and case management workflows Design appropriate Knowledge transfer mechanism through training end users	3	25%	6,250

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	Sign off from Childhelpline Kenya and Tanzania confirming conclusion of works	1	**5%**	**1,250**
4.	Support and Maintenance: Develop a comprehensive support plan including levels (I, II & III support) and accordingly provide support and maintenance services based on a no less than 99.9% uptime service level agreement for a period of 12 months.	52	**40%**	**10,000**