

## SAFEPAL UNFPA DEVELOPERS TOR

### Background

SafePal is a platform that young people (10-24 years, especially those aged 12 to 19) can use to confidentially report cases of sexual violence and get linked to the nearest service providers for help. Service providers include health centers, civil society organizations (CSO), judiciary, Gender based violence safe shelters, police and district local governments. CSOs provide psychosocial support, judiciary offers legal education and mediation, referral for medical support, while the GBV safe shelters help to house survivors.

Discrimination against women and girls, gender based violence and harmful practices severely affect women and girl's health. Gender Based Violence (GBV) is a human rights violation, abuse and a public health challenge. It is also a barrier to civic, social, political, and economic participation. Gender Based violence (Gender Based Violence) (GBV) results in a number of negative consequences; including adverse physical and mental health outcomes, limited access to education, increased costs relating to medical and legal services, lost household productivity, reduced income and weak decision making indicators. GBV includes sexual violence, physical violence, economic violence, emotional violence and harmful traditional practices. According to the Uganda Demographic Health Survey (UDHS), 2011, 56% of women cite having experienced physical violence and 60% women report violence by current spouses/husband.

### Description of assignment

In order to add value to the existing structure of safepal. The updated to the system will ensure that the usability is improved which will in return drive user growth to the system and seamless interaction with the service providers.

Safepal has conducted a series of data collection activities that have included, baseline survey, usability surveys which has lead to need of updates in the system

Safepal would like to hire the services of consultant to support the process of software development and patches to improve the current architecture. The support shall cover but shall not be limited to the following;

- 1) Technical support to safepal in the improving of the underlying system architecture.
- 2) Technical support in improving the mobile application on android.
- 3) Technical support in improving the CSO's dashboard
- 4) Technical support in improving the website and the tool to do web reporting.
- 5) Technical support in building a new Admin dashboard
- 6) Technical support in data management
- 7) Technical support in monthly usage reports and maintenance

8) Quarterly reporting about the status of the system

Leadership for the implementation of these processes shall be shared between UNFPA and the consultants. The consultants will take lead in some while UNFPA will lead on others. The consultants' involvement in these processes shall be as follows;

<b>The Web Application (Reporting)</b>				
<b>Ref</b>	<b>Task</b>	<b>Primary responsible entity</b>	<b>Description</b>	<b>Consultant Days</b>
<b>1</b>	Frequently Asked Questions (FAQs) Page	Gitta		4
<b>2</b>	Improve the User Interface of the website	Gitta	<ul style="list-style-type: none"> <li>- Lock the menu in expand mode</li> <li>- Change the web font to Verdana</li> </ul>	4
<b>3</b>	Instructions on how to use the web application on the website	Gitta		3
<b>4</b>	Add activity page with latest updates on activities of safepal/ Blog	Gitta		3
<b>5</b>	Photo Gallery	Gitta		2
<b>6</b>	Update the screen shots with latest version of the app	Gitta		2
<b>7</b>	Update the partners section and add their logos and brief profile	Gitta		2
<b>8</b>	Create a facebook bot that allows reporting	Gitta		5
<b>9</b>	Team Profiles page	Gitta		3
<b>10</b>	Update the contact page with safepal contacts	Gitta		2
<b>11</b>	Update or Develop a User Manual	Gitta		5
	Sub-total			35
<b>Mobile Application</b>				
<b>Ref</b>	<b>Task</b>	<b>Primary responsible entity</b>	<b>Description</b>	<b>Consultant Days</b>

12	Forced Updating of the mobile application when a new version is released	Jjingo		5
13	eReferral Card - Safepal Number for the user	Jjingo		5
14	Improve the appearance of the application	Jjingo	<ul style="list-style-type: none"> <li>- Date of birth should only have the year of birth (Improved date picker in report form)</li> <li>- Change the Report Button from a pencil icon to one with a word "Report"</li> </ul>	5
15	Update or Develop a User Manual	Jjingo	<ul style="list-style-type: none"> <li>- User Guide</li> </ul>	5
16	Implement the Swiping of messages on home page	Jjingo	<ul style="list-style-type: none"> <li>- Remove "next" on home page</li> <li>- Implement Swipe</li> </ul>	5
17	Auto next on getting help once a choice is made	Jjingo	<ul style="list-style-type: none"> <li>-</li> </ul>	2
18	Update the contact numbers of the CSOs in the App	Jjingo	<ul style="list-style-type: none"> <li>-</li> </ul>	3
19	Frequently Asked Questions (FAQs) Link or Page in the Application	Jjingo		5
	Sub total			35
<b>Dashboard</b>				
Ref	Task	Primary responsible entity	Description	Consultant Days
<b>CSO Dashboard</b>				
20	Integrate with AIT to display a log of SMS/Messages.	Joshua		3
21	Display the picked user location from the web or mobile application in the dashboard	Joshua		3
22	Responsive dashboard	Joshua	<ul style="list-style-type: none"> <li>- Making it mobile friendly as requested by most of the CSOs or Case Managers</li> </ul>	3

23	Documentation of the CSO Dashboard	Joshua		4
<b>Admin Dashboard</b>				
24	Create, Read, Update, Delete in Admin Dashboard to manage the Csos	Joshua	- Changes information for new csos , updates data for existing CSOs and removes the CSOs	5
25	Create, Read, Update, Delete in Admin Dashboard to manage the website content	Joshua		5
26	Logs for SMS i.e <ul style="list-style-type: none"> <li>- Went</li> <li>- Didn't Go</li> </ul>	Joshua	This track the status of the sent messages from the system to csos	2
27	Reports Analytically <ul style="list-style-type: none"> <li>- Reports of sexual violence reported <ul style="list-style-type: none"> <li>- Where</li> <li>- When</li> <li>- Worked on by which CSO</li> </ul> </li> <li>- Website Usage <ul style="list-style-type: none"> <li>- When</li> <li>- Who</li> <li>- How many</li> <li>- Where</li> </ul> </li> <li>-</li> </ul>	Joshua	Displays the reports status using Graphs, or Pie Chart	6
28	Bulk Sms and Emails to CSOs	Joshua	- Sends General Information to all the system users from the dashboard	3
29	Display domain name details	Joshua	- Purchase date - Expiry Date	3
	Sub total			35 days
<b>Testing</b>				
30	Testing and deployment	Joshua, Gitta and Jjingo	- Testing of all the developed features in the dashboard, Mobile Application, Admin, API	15
31	Setup proper deployment pipeline for api, admin	Joshua		5

	dashboard, cso dashboard and api			
Miscellaneous				
32	Develop status.safepal.co	Joshua	<ul style="list-style-type: none"><li>- Go to it and we tell you how far we shall go with your case</li><li>- Do general tests for all the endpoints - dashboard, website and api</li></ul>	5
33	IVR Messages and Calls For call monitoring for the safepal team members while talking to csos	Joshua	<ul style="list-style-type: none"><li>- Airtime</li><li>- Cso which they called</li></ul>	5
	Sub total			30
45 days each consultant			135	135 days

### Key Deliverables

The key deliverables for this consultancy will be;

- 1) Updated android mobile application
- 2) Updated CSO dashboard
- 3) Update website
- 4) Updated web reporting tool
- 5) Development reports
- 6) User manuals

At the UNFPA level, the consultants will report to SafePal Team Lead (Nurah Nantume). For technical co-implementation, the consultants will work closely with the Program Coordinator - Cedric Muhebwa (who be responsible for the logistical aspects and coordination).

Budget for the assignment

The budget will be in two tiers:

- Tier 1: Showing the consultants' technical input/ professional fees, including:
  - Allowances and logistics for software development and updates
  - Allowances and logistics for data analysis and report writing
  - Communication
- Tier 2: Showing the field costs (Transport, allowances for field assistants, onsite logistics, communication in the field, training of research assistants, mobilisation allowances, lodging, meals and incidentals etc.)

The consultants will each directly receive the funds for Tier 1 paid at a rate of US \$ 120 per day. This shall be subject to statutory deductions. Tier 1 funds will be transferred to the consultants in phases as indicated in Schedule 1.

The field budget will be managed by the UNFPA and the implementing partners (Tier 2).

Duration & Payments for assignment:

The duration of the assignment shall be 135 days which will be spread over a period of 6 months. This will total up to 16200 dollars over that specified period. Each of the three developers (Jjinga, Joshua, and Gitta) will take 45 days to finish their work and shall be paid for those 45 days.

Schedule 1:

Immediately upon execution of this contract	40%
Upon submission working systems according to the required updates	40%
Upon submission of a final report and manuals	20%