

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS

Title		Type of engagement	Duty Station:
International consultancy for development of app to digitize Grievance Redress Mechanism (GRM) uptake.		<input checked="" type="checkbox"/> Consultant	Home Based – with one trip to Sierra Leone

Background

The Government of Sierra Leone (GoSL) is currently implementing several social protection (SP) programmes. The World Bank-financed Social Safety Net Project (SSNP) provides support to the GoSL in its efforts to build a Social Protection system and to provide timely income support to an increased number of poor households via a consolidated approach. The Project also finances measures to prevent corruption and to establish an independent grievance redress mechanism (GRM). UNICEF has been supporting the implementation of the GRM since 2014. The GRM provides a channel for beneficiaries and other stakeholders to raise grievances, complaints, or corruption reports about the project. These measures institutionalize transparency, accountability, and corruption prevention in the project and seek to minimize the following risks:

- Error, fraud, and corruption: Given that the Programme delivers cash benefits, many will have vested interests in eligibility, which could lead to inclusion or exclusion errors. In addition, various actors may try to misappropriate funds, charge fees, or make errors in the delivery of cash benefits.
- High costs of reporting: Many of the poor are in rural areas, which lack mobile network coverage and/or where transportation and other infrastructure deficits make reporting of grievances difficult and costly.
- Lack of knowledge/information: Difficulties in reporting grievances are exacerbated by low literacy rates, lack of access to information on programs, eligibility criteria, benefits, and grievance redress mechanisms.
- Potential capture by elites or local authorities: Local structures (e.g., chiefdoms) are one avenue through which disputes are resolved at the local level. However, there may be a conflict of interest in their arbitration, and marginalized groups such as the extreme poor and women may experience unequal access to these structures. Where there are close community ties, people may also fear reprisal or other negative social or economic impacts if they report a problem. Finally, there is also an opportunity for collusion among local elites and local government agencies.

A web-based grievance redress system was developed and is managed by the Anti-Corruption Commission (ACC), which leads the implementation of the corruption prevention measures and oversees the grievance redress system. However, due to the urgent need to capture complaints and provide feedback to project beneficiaries at the community level, an urgent need for a mobile app has been identified. This consultancy is aimed to develop a mobile app to interface with the web-based grievance redress system to manage the grievance resolution workflow.

Objectives:

- Develop a cross-platform Windows, iOS and Android mobile application to facilitate grievance submission, tracking, and resolution.
- Provide users with an intuitive interface for submitting grievances, attaching relevant documents or media if necessary.
- Enable real-time tracking of grievance status and progress.
- Implement mechanisms for administrators to manage grievances, assign tasks, and communicate with stakeholders.
- Ensure data security and privacy in accordance with relevant regulations.
- Release application in the App Stores

Scope of Work:

The consultancy covers the following areas of responsibility:

- Conduct requirements gathering and analysis to understand stakeholder needs and preferences.
- Design user interfaces (UI) and user experience (UX) prototypes for the mobile application.
- Develop the mobile application, including front-end and back-end components.
- Implement features for user authentication, role-based access control, and data encryption.
- Integrate notification systems to keep users informed about the status of their grievances.
- Conduct testing and debugging to ensure the app functions smoothly across different devices and operating systems.
- Provide documentation and training materials for end-users and administrators.

Deliverables:

- Requirements documentation outlining the functional and non-functional requirements of the mobile app.
- UI/UX design prototypes demonstrating the layout and flow of the application.
- Fully functional mobile application deployed to the different App Stores.
- Documentation covering installation instructions, user guides, and administrator manuals.
- Deploy a content management system that allows non-technical staff to update the mobile application.
- Training sessions for end-users and administrators on how to use the mobile app effectively.
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Child Safeguarding

Is this project/assignment considered as “Elevated Risk Role” from a child safeguarding perspective?

YES NO If YES, check all that apply:

Direct contact role YES NO

If yes, please indicate the number of hours/months of direct interpersonal contact with children, or work in their immediately physical proximity, with limited supervision by a more senior member of personnel:

Child data role YES NO

If yes, please indicate the number of hours/months of manipulating or transmitting personal-identifiable information of children (name, national ID, location data, photos):

More information is available in the [Child Safeguarding SharePoint](#) and [Child Safeguarding FAQs and Updates](#)

Budget Year:	Requesting Section/Issuing Office:	Reasons why consultancy cannot be done by staff:	
Included in Annual/Rolling Workplan: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No, please justify:			
Consultant sourcing: <input type="checkbox"/> National <input checked="" type="checkbox"/> International <input type="checkbox"/> Both		Request for: <input checked="" type="checkbox"/> New Consultant Contract <input type="checkbox"/> Extension/ Amendment	
Consultant selection method: <input type="checkbox"/> Competitive Selection (Roster) <input checked="" type="checkbox"/> Competitive Selection (Advertisement/Desk Review/Interview)			
Supervisor:	Start Date: <i>1 April 2024</i>	End Date: <i>30 June 2024</i>	Number of Days (working) <i>50 days</i>

Work Assignment Overview			
Tasks/Milestone:	Deliverables/Outputs:	Timeline	Estimated Budget
<ul style="list-style-type: none"> Conduct requirements gathering and analysis to understand stakeholder needs and preferences. 	<ul style="list-style-type: none"> Requirements documentation outlining the functional and non-functional requirements of the mobile app. 	Month 1	10%
<ul style="list-style-type: none"> Design user interfaces (UI) and user experience (UX) prototypes for the mobile application. 	<ul style="list-style-type: none"> UI/UX design prototypes demonstrating the layout and flow of the application. 	Month 2-3	50%
<ul style="list-style-type: none"> Develop the mobile application, including front-end and back-end components. Implement features for user authentication, role-based access control, and data encryption. Integrate notification systems to keep users informed about the status of their grievances. Conduct testing and debugging to ensure the app functions smoothly across different devices and operating systems. 	<ul style="list-style-type: none"> Fully functional mobile application deployed to Google Play Store 		
<ul style="list-style-type: none"> Provide documentation and training materials for end-users and administrators. 	<ul style="list-style-type: none"> Documentation covering installation instructions, user guides, and administrator manuals. Training sessions for end-users and administrators on how to use the mobile app effectively 	Month 3	40%

Estimated Consultancy fee			
Travel International (if applicable)			
Travel Local (please include travel plan) – to be organized by UNICEF			
DSA for local travel (based on actuals)			
Residency permit (based on actuals)			
Total estimated consultancy costs¹			
<p>Minimum Qualifications required:</p> <p><input type="checkbox"/> Bachelors <input checked="" type="checkbox"/> Masters <input type="checkbox"/> PhD <input type="checkbox"/> Other</p> <p>Enter Disciplines:</p> <p>Minimum 8 years of professional experience with;</p> <p>Master’s degree in computer sciences, software engineering or related field – or Bachelor’s degree with a 6+ years of significant experiences in software development.</p>	<p>Knowledge/Expertise/Skills required:</p> <p><i>Skills and Experience:</i></p> <ul style="list-style-type: none"> • Experience and expertise in developing mobile applications, particularly in the area of grievance management. • Understanding of the project requirements and ability to meet them within the specified timeline. • Direct involvement or significant experience in developing the current web-based grievance redress system or similar systems in the field of social protection or governance. • Quality of proposed solution, including UI/UX design, security measures, and scalability. • Possesses experience collaborating with development partners, international organizations, or government agencies involved in social protection programs or similar initiatives. • Prior experience working in Least Developed Countries (LDCs) or similar contexts, with a proven track record of successfully implementing projects in resource-constrained environments. 		
<p>Administrative details:</p> <p>Visa assistance required: <input checked="" type="checkbox"/></p> <p>Transportation arranged by the office: <input type="checkbox"/></p>	<p><input checked="" type="checkbox"/> Home Based <input type="checkbox"/> Office Based:</p> <p>If office based, seating arrangement identified: <input type="checkbox"/></p> <p>IT and Communication equipment required: <input type="checkbox"/></p> <p>Internet access required: <input type="checkbox"/></p>		