Consultancy Contract – Attachment I

**ToR**

**CARE International in Cambodia**

**CHAT! Mobile Game App Improvement**

**Overview**

CARE is an international development organisation fighting global poverty with a special focus on working with women and girls to bring sustainable changes to their communities. CARE aims to tackle the underlying causes of poverty and social injustice and to bring lasting change to the lives of poor and vulnerable people. Founded in 1945, today CARE works in over 90 countries around the globe. CARE has been working with Cambodians since 1973, with an office in Phnom Penh since 1991.

Today, CARE focuses on empowering particularly marginalised and vulnerable women in Cambodia, including urban women who are marginalised by occupation, rural women who are denied multiple rights, and women and girls from ethnic minorities.

**Purpose of Consultancy**

CARE Cambodia has been implementing the innovative Chat! Sexual Reproductive Health package to improveknowledge and to positively influence the behavior of workers in the factory industry in the last couple of years. Thousands of factory workers have benefited from this package to date. The package includesthree main dimension: 1) an interactive training session, 2) a video screening session and 3) a quiz game using an Android platform . Further information of the Chat! SRH package can be found [**HERE**](https://drive.google.com/drive/folders/1GYFFjtD7ZKo7bIx6h_D5TOwKPnADYy69?usp=sharing).

With the rapid increase of smart phones in Cambodia, especially the Chinese-made phones, CARE Cambodia has decided that there is a need to review and update the quiz game Application that currently relies on an Android platform so a a new platform n can be designed and installed to reach more users. CARE wants to retain the Chat! package but update/replace the platform to ensure ongoing access and functionality.

Overall objectives of the consultancy are to:

* Review, revise and update the front-end game Application to ensure the its attractive, user-friendly and is compatible with the Chinese smart phones or other phones currently on the market;
* Develop the back-end infrastructure and reporting tools that enable admin to easily track the App users.. This should also include the back-end access structure appropriate for each individual factory
* Provide bug resolution and hosting support for one year after development (including a 3 month warranty)

1. **Activities**

The consultant will undertake the following tasks in close and regular liaison with Project Managers and the Senior Program Manager – SRHR and project team members during phases of the consultancy, as identified in the schedule:

1. Review the existing functionality of the App front-end and back-end platform
2. Propose, adjust and revise the wireframe for the App
3. Develop Khmer and English versions of an Android App for use that is compatible with of the Chinese-made phones currently on the market;
4. Develop the backend so that synchronized user data are backed up and can be visualized, viewed and downloaded
5. Provide recommendations for specific devices and data plans.
6. Develop testing guidance and plan for testing internally, with CARE staff, and with other users.
7. Provide training to project staff on how to use the front-end App and back-end management. User guides (for both front-end and back-end) are drafted and shared with CARE staff;
8. Provide bug resolution and hosting support for one year after development
9. Identify and report to CARE any limitations of alternative platforms and anticipate future limitations of the platforms as new phones enter the market. Provide recommendations to CARE on how to reduce obsoletism.

**METHODOLOGY**

The software, timeline, and approach for developing the App should be proposed in detail by the Consultant. The process should revolve around ‘design thinking’ and be participatory, incorporating a cross section of key stakeholders, including but not limited to beneficiaries, factory management, and CARE staff. Current wireframes should be used as guidance but will need to be adjusted/changed as well. The Application should send data to a central server, but function during visits offline. A testing plan/framework will need to be developed for testing internally, with CARE and with users. The plan server/hosting plan will also need to be identified by the consultant. Finally, it is expected maintenance for at least one year will be included in this contract after the 3 month warranty.

**Contact person, CARE –Program Team:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Job Title** | **Telephone** | **Email** |
| Phalla Mey | Senior Program Manager-SRHR | 087 777 997 | [Phalla.mey@careint.org](mailto:Phalla.mey@careint.org) |
| Khieu Ratana | Project Manager-HNI Project | 012 431 880 | [Ratana.khieu@careint.org](mailto:Ratana.khieu@careint.org) |
| Chov Sophorn | Project Manager-HWHW project | 016 469 622 | Sophorn.chov@careint.org |

1. **Outputs & Outcomes**

**Output 1:** Theexisting functionality of the App front-end and back-end platform is reviewed and a revised wireframe is proposed

**Output 2:** The front-end App (both Khmer and English version) is tested and back-end is tested/revised

**Output 3:** The front-end App (both Khmer and English version) and back-end is finalized and in use. The final version of the App is delivered (Live source code and running code, Read me file, Host server login credentials, Images/icons/logos, Bugs and issues documented)

**Output 4:** Provide training to project staff on how to use the front-end App and back-end management. User guide (for both front-end and back-end) are produced

**Output 5:** Maintenance service, bug correction, and hosting for one year after 3 month warranty of App development

**Output 6:** A report with recommendations for the future to ensure sustained access to the App and identify any limitations to the sustainability of functionality.

1. **Schedule or Itinerary**

Commencement Date: 01 March 2020

Completion Date: 31 July 2020

*\*\*\*The schedule is subjected to delay as long as the written agreement is Approved by CARE’s principal contact*

1. **Budget**
2. **Fee for Service**

The consultant is required to submit a proposal with a quotation of fees and expenses. The consultant can propose the lump-sum cost instead if it is more convenient.

All outputs specified in the ToR will be completed within the agreed timeframe. A detailed work plan should be provided by the Consultant.

**No additional expenses to be met by CARE**

**Accommodation: N/A**

**Per diems: N/A**

**Incidentals: N/A**

**Travel/Transportation: N/A**

1. **Method of Payment**

The consultant shall receive a gross maximum of USD$....Tax is to be identified and included

The following payment will be made upon full delivery of all the outputs as specified in the Output section.

|  |  |
| --- | --- |
| Output & date | Fee payment |
| On signing of contract and submission of workplan | Instalment 1: 20% of the total amount |
| On submission and Approval of outputs (1-2) | Instalment 2: 30% of the total amount after CARE is satisfied with deliverables 1-2. |
| On submission and Approval of outputs (3-4) | Instalment 3: 40% of the total amount after CARE is satisfied with deliverables 3-4. |
| On completion of 3-month warranty maintenance and one year server hosting starts (output 5) | Final payment: remaining 10% will be made after 3-month warranty maintenance completed and one year server hosting starts |

“Payment will only be made on submission of a invoice with withholding taxidentified, and the outputs to be paid clearly identified in any attachments.. CARE will make payments based on the receipt and acceptance of the above in accordance with CARE quality standards.”

Bank transfer fees and foreign currency conversion fees will be the responsibility of the Consultant.

Budget: **25%** to HWHW project (KHM239, GSK3K, KH39740, DL01, KHPN, 0)

**75%** to HNI project (KHM233, VFA60, KH38640, DP01, 0)

1. **Report Content Format & Style**

All deliverables mentioned in the output section will be submitted in the appropriate format in plain English, so as to facilitate understanding. The App itself should exist in both English and Khmer. The process and format of submission should be agreed in consultation with CARE’s principle contact.

**User Guide manual** will be written and laid out in a succinct style in both English and Khmer

* High-resolution originals of any images or diagrams included

1. **Desired qualifications and key competencies**

* Bachelor degree in Computer Science or related field required (Masters preferred)
* 5 years or more experience developing Apps (front and back end) required
* Experience in design thinking preferred
* Experience building m-health/digital health Apps preferred
* Excellent verbal and written communication skills in English, along with supporting team who is Fluent in Khmer and can translate when needed, required
* Ability to manage the available time and resources and to work with tight deadlines required

**\*\* Consultants are requested to submit 2-3 samples of relevant previous work, as well as a brief proposal, including timeline and detailed budget with their Application.**

The principal consultant and all members of the consultancy team must be screened according to CARE international child protection and protection of sexual exploitation, harassment and abuse policy and sign the code of conduct and undertake orientation and safety and security briefing prior to any field work being undertaken.

1. **Work arrangement and resources**

The Consultant is required to:

* Be based in Phnom Penh, and accommodation and meal costs while at this base are the Consultant’s responsibility
* Work from CARE’s office if there is the request
* Travel costs and arrangements outside of the Consultant’s base will be in accordance with CARE's travel policies, practices, and per diem rates.
* Provide his/her own laptop computer, software, equipment and supplies

Prepared by: Reviewed by: Approved by:

Name: …………… Name: ……………… Name: ……………

Title: …………… Title: Title: ……………

Signature:……… Signature:………… Signature:………

Date:…………… Date:…………… Date:……………