

**TERMS OF REFERENCE**  
**Contractor for developing GBV digital platforms**  
**(MDV-ToR/2021/18 Dated: 22 August 2021)**

Hiring Office:	UNFPA Maldives Country Office
Purpose of consultancy:	<p>UNFPA is the UN leading agency for Reproductive Health and Rights, with its tagline being: “Ensuring rights and choices for all”.</p> <p>Gender Based Violence (GBV) which includes Violence against Women (VAW) and Domestic Violence (DV) are prevalent human rights violation in the Maldives. According to the Demographic Health Survey (DHS), 1 in 4 women have reported lifetime violence and from an intimate partner and 1 in 8 reported they have been abused since the age of 15. Only 42% of women sought help. As with any humanitarian crisis, escalating violence is well established phenomena and has been the case with more than 755 incidents of GBV/DV and Child Abuse reported to the Ministry of Gender, Family and Social Services (MOGFSS) and the Family Protection Authority (FPA) between January – September 2020. During the lockdown and living with the perpetrators and with economic hardships have aggravated the violent situations.</p> <p>The Ministry of Gender, Family and Social Services (MOGFSS) has established procedures to link GBV survivors with the FPA and Maldives Police Services and other relevant institutions to protect and provide the available support services and establish reference mechanisms with other service providers. Currently, the reporting system is through the Child Help Line - 1412 and the hotline 1421 which is used for all socio-economic issues prevailing especially during the Covid-19 pandemic. However, the pandemic has posed a number of challenges to service delivery, especially for survivors or violence. Additionally, due to the lockdown and travel restrictions, social workers have not been able to conduct home visits where they usually would be required to do so.</p> <p>The Government in its continuity of essential social services and social protection plan has recognised the need to identify any new emerging vulnerable population groups and re-evaluate existing social protection schemes and packages through a number of planned interventions. To address this, the joint UN project supported through The Multi-Partner Trust Fund (MPTF) round 2, focuses on a reformed and streamlined digitalized national social protection framework that intends to address the gaps in the current social protection schemes.</p> <p>The Project aims to safeguard women from falling into poverty and protect them from becoming vulnerable to violent situations due to prolonged socioeconomic and emergency situations by ensuring their economic and social freedom through receiving shock responsive social protection benefits.</p> <p>Under the MPTF Output 2: Increased access to digital technology and platform for the most vulnerable populations including children, elderly, persons with disability, people with mental illness and women and poor and strengthen data collection at all levels, UNFPA will support:</p> <p>Expanding essential public services through digital solutions in particular GBV by developing a digital platform for seeking quick help for GBV survivors including reporting, tracking, data generation and multi-agency support for an expanded referral support system.</p> <p>The proposed Mobile Application will be the interface between the users and the national system to connect GBV survivors to services coordinated by MOGFSS. It aims to explore technological solutions to protection service delivery through this application to facilitate reporting and service seeking by survivors of GBV as well as strengthening inter-sectoral response to GBV.</p> <p>UNFPA is looking for a qualified mobile application developer to design and set up a digital platform for MOGFSS to provide services for GBV survivors and enable multi-sectoral support and facilitate a survivor centered tracking system for the survivor. A technical expert will work closely with the mobile application developer to ensure services are survivor-centered ensuring data privacy and confidentiality and their rights are protected.</p>
Scope of work:	<p>1. <b>Develop, Design &amp; Set up a Mobile Application - Provision of a full-fledged robust Android and iOS app for users ensuring GBV data privacy and confidentiality</b></p>

<p>(Description of services, activities, or outputs)</p>	<p>Drafting of software prototype to facilitate access for survivors of GBV to available services and enhance coordination among service providers for referrals. Key considerations</p> <ul style="list-style-type: none"> <li>● Inclusion of an easy registration system taking into consideration the privacy and rights of the user. This includes identification of which features or services require registration or personal information. When a case is being reported, the platform should be able to automatically create a unique ID and file for that specific survivor in an encrypted way in line with a pre-agreed coding system.</li> <li>● Built in informed consent securing mechanism before any reporting or referrals to service providers</li> <li>● Users should be able to report abuse cases safely and also to track their case.</li> <li>● Enable users with the option to report anonymously, both as bystander reporting and survivor reporting own experience</li> <li>● Build in GPS identifier to help identify nearby service providers. If a case is being reported in an unknown location, the GPS should be able to route itself within a specific radius to identify nearby facilities for quick response</li> <li>● The mobile app should be able to offer options to user to seek health and social protection services without lodging a case with the authorities</li> <li>● Provide users with the option of sending a text or voice recording while reporting based on a built in informed consent mechanism</li> <li>● Facilitate the collection of important information such as date of occurrence, location, frequency and type of incident with each submitted report and means to track and monitor. If the application requires the use of GPS, include information and ability to disable it after interaction.</li> <li>● No data from the app to be stored in the users' device.</li> <li>● Facilitate a one-key cover screen function or exit function.</li> <li>● Ability to integrate different relevant support services and currently established data bases such as Maldives Child Protection Database (MCPD) within the app, including links to health facilities and access to EC pills with consent of the survivor</li> <li>● Accessibility of mobile app to persons with disability including chat services that can be used for visually impaired people</li> </ul> <p><b>2. Formulation of prototype for primary responders on GBV cases - Develop a Dashboard and Admin Panel</b></p> <ul style="list-style-type: none"> <li>● A comprehensive dashboard to manage and push data to the apps.</li> <li>● Ability to access real-time reports within the dashboard based on service provider access rights.</li> <li>● All the data should be encrypted and in a secure format and with controlled access provided to different staff on different levels</li> <li>● Integration of multiple agencies involved into the dashboard with the provision of logins and access to relevant functions required by each agency.</li> <li>● Ability to access the control system and role management.</li> <li>● Ability to segment and manage reports based on case types, age, sex and geographical location only for monitoring purposes at an aggregate level.</li> </ul> <p><b>3. Additional Features</b></p> <ul style="list-style-type: none"> <li>● Development of promotional materials for the mobile application including easy instructions of use/functions for advocacy purposes</li> <li>● Train relevant staff from the MOGFSS on the use and functions of the mobile application before handover.</li> <li>● Ability to facilitate the delivery of information materials to promote more awareness including available services from the various institutions through the app.</li> <li>● User and technical manual</li> </ul> <p>The deliverables for the project include; a Mobile Application, Dashboard and Admin Panel that allows users to interface with the national database led by the PO and the users to seek the comprehensive services available by the national institutions.</p> <p>The IT contractor will consult with, and be guided by the GBV technical expert on technical matters including data security, confidentiality, accountability and data management when designing and developing the mobile application.</p> <p>Once the digital platform is developed, it will be piloted for a period of 3 months with service providers using it to assess data privacy and confidentiality, functionality, inclusivity and overall usability of the platform.</p>
<p>Duration and working schedule:</p>	<p>Approximately 4 months from time of contracting</p>

Place where services are to be delivered:	Male, Maldives
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	Work will be monitored by UNFPA and timely updates are required to be sent to UNFPA and MOGFSS.
Supervisory arrangements:	The contract will be managed by the UNFPA Country Office
Expected travel:	None
Required expertise, qualifications, and competencies, including language requirements:	<ul style="list-style-type: none"> <li>• Mobile application development and UX / UI design</li> <li>• Previous work in developing similar applications will be an advantage</li> <li>• Contractor must be reachable by UNFPA any time during working hours for the duration of the assignment.</li> <li>• Contractor should address guidance from the technical expert of UNFPA on the technical elements, including data privacy, of the platform to ensure it is survivor-centred</li> <li>• To be able to work in both English and Dhivehi language</li> </ul>
Inputs / services to be provided by UNFPA or implementing partner (e.g support services, office space, equipment), if applicable:	<p><b>MOGFSS</b></p> <ul style="list-style-type: none"> <li>• Assign a focal point</li> <li>• Provide content for the digital platforms</li> <li>• Facilitate contacts of key service providers</li> <li>• Set up an information sharing protocol</li> <li>• Conduct a service mapping of existing services, including information on service providers to be linked to the mobile platform</li> <li>• Establish a standard operating procedure on referrals among service providers</li> <li>• Provide necessary access to other systems</li> <li>• Review and approve the deliverables in a timely manner</li> </ul> <p><b>UNFPA Maldives:</b></p> <ul style="list-style-type: none"> <li>• Monitor and facilitate the progress of the assignment.</li> <li>• Review and provide comments to the deliverables in a timely manner.</li> <li>• Provide GBV technical backstopping to ensure the initiative is in line with international standards</li> <li>• Support piloting of the mobile app with a control group (GBV service providers) to ensure that the app will not do any further harm to survivors of GBV seeking support</li> <li>• Ensure data protection protocol is in place</li> <li>• Facilitate necessary content.</li> <li>• Provide timely feedback.</li> </ul>
Other relevant information or special conditions, if any:	<p>The other conditions that may apply in the undertaking of the assignment include:</p> <p><b>Basis of payment:</b> The payment will be made in two instalments:</p> <ol style="list-style-type: none"> <li>1) Submission of draft software prototype to MOGFSS and UNFPA (50% of total payment)</li> <li>2) Submission of final software prototype with incorporation of inputs/comments by MOGFSS and UNFPA (50% of total payment)</li> </ol> <p><b>Format of outputs:</b> Functional mobile applications on android and iOS</p> <p><b>Language of reports/publications and other documentation and working language in country of assignment:</b> English</p> <p><b>Ownership of output:</b> MoGFSS</p>