

TERMS OF REFERENCE

Consultancy for developing GBV digital platforms (MDV-ToR/2021/18 Dated: 26/05/2021)

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, 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 in Maldives during the COVID-19 pandemic with more than 755 of GBV/DV being reported to the Ministry of Gender, Family and Social Services (MOGFSS) and the Family Protection Authority (FPA) between January – September 2020. Restrictive measures and lockdown leading to living with the perpetrators, along with economic hardships have aggravated the violent situations.</p> <p>MOGFSS has established procedures to link with the FPA and Maldives Police Services and other relevant institutions to protect and provide the available support services and establish reference mechanisms within 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.</p> <p>Available remedies and services for GBV survivors include:</p> <ol style="list-style-type: none">1. Protection orders2. Psychosocial support3. Health services to address physiological health needs and access to EC pills and rape kits4. Medico legal support5. Legal support6. Financial support7. Shelter <p>These services are primarily provided through MOGFSS, FPA, Ministry of Health and health facilities, Maldives Police Services, Family Court and Magistrate Courts, and Civil Society Organizations namely Society for Health Education (SHE) and Family Legal Clinic (FLC) to name a few.</p> <p>With limited resources, both human and financial support, the services have not been effectively streamlined or timely. As a result the public confidence in quality of services is weak and many survivors become reluctant to seek the services. The MOGFSS with support from the President’s Office is developing the national platform to monitor and track the vulnerable groups including the GBV survivors.</p> <p>The proposed Mobile Application will be the interface between the users and the national system to report, track, refer and inform the GBV survivors. It is expected that this platform will increase access to digital technology for state and non-state actors, including capacity building for effective response via remote systems such as telemedicine platforms to relieve burden on health systems, ensure availability of online information, education and strengthen existing counselling and helplines for GBV survivors and child protection services.</p> <p>These services can continue providing access to services on family planning and maternal health.</p> <p>UNFPA is looking for a qualified local mobile application developer to design and set up a platform through which the Ministry of Gender, Family and Social Services will be able to develop 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>
Scope of work:	<ol style="list-style-type: none">1. Develop, Design & Set up a Mobile Application • Provision of a full-fledged robust Android and iOS app for users.

<p>(Description of services, activities, or outputs)</p>	<ul style="list-style-type: none"> • Inclusion of an easy registration system using phone number. Registration process to provide access to some key information of users such as their Name, ID card number, Age and Sex maintaining ethical principles • Ability to receive In-App notifications to be built with features to support two major functions (i.e. Create awareness and Report) It should include monitor and track by users and also the institutions/caseworkers, and to collect and maintain records • Ability to facilitate the delivery of information materials to promote more awareness including available services from the various institutions through the app. • Ability to segment the user base and target awareness materials curated for each of the user segmentations. • Ability to gather information from the awareness campaigns conducted, and collect these reports to improve the future awareness campaigns. • Facilitate users with the access to react to the campaigns and reach the relevant authorities. • Users should be able to report abuse cases and also to track their case. • Enable users with the option to report anonymously. See comment on first point. Reporting anonymously and ability to access services are very different. It is useful to clarify and include both these aspects as the user must have the choice to seek health services without reporting. • Provide users with the option of sending a text or voice recording while reporting. • 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 • All the data should be encrypted and in a secure format and access provided to different staff on different levels • Provision of options such as Face ID or Passcode to login. • No data from the app to be stored in the users' device. <p>2. Develop a Dashboard and Admin Panel</p> <ul style="list-style-type: none"> • A comprehensive dashboard to manage and push data to the apps. • Ability to access real-time reports within the dashboard. • Ability to push messages and communication through the dashboard. • Ability to view past reports and statistics based on awareness campaigns and case reports. • Integration of multiple agencies involved into the dashboard with the provision of logins and access to relevant functions required by each agency. • Ability to access the control system and role management. • Ability to segment and manage reports based on case types, age, sex and geographical location. • Ability to send case status updates to users through push notifications. • Integrate with DNR Database. • Train staff for backend administration of the dashboard and panel before handover. <p>3. Additional Features</p> <ul style="list-style-type: none"> • Forward reported cases to the nearest location to the user. Must give more functions to the user including to track the reported case. • Ability to integrate with National Archive System. • Ability to integrate different relevant support services and currently established data bases such as Maldives Child Protection Database (MCPD) within the app. including to links to health facilities and access to EC pills or rape kits • Accessibility of mobile app to persons with disability including chat services that can be used for visually impaired people <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>Duration and working schedule:</p>	<p>Approximately 4 months from time of contracting</p>
<p>Place where services are to be delivered:</p>	<p>Male, Maldives</p>
<p>Monitoring and progress control, including reporting requirements, periodicity format and deadline:</p>	<p>Work will be monitored by UNFPA and timely updates are required to be sent to UNFPA and MOGFSS.</p>
<p>Supervisory arrangements:</p>	<p>The contract will be managed by the UNFPA Country Office</p>
<p>Expected travel:</p>	<p>None</p>

<p>Required expertise, qualifications, and competencies, including language requirements:</p>	<ul style="list-style-type: none"> ● Mobile application development and UX / UI design ● Previous work in developing similar applications will be an advantage ● Contractor must be reachable by UNFPA any time during working hours for the duration of the assignment.
<p>Inputs / services to be provided by UNFPA or implementing partner (e.g support services, office space, equipment), if applicable:</p>	<p>MOGFSS</p> <ul style="list-style-type: none"> ● Assign a focal point ● Provide content for the digital platforms ● Facilitate contacts of key actors ● Provide necessary access to other systems ● Review and approve the deliverables in a timely manner <p>UNFPA Maldives:</p> <ul style="list-style-type: none"> ● Monitor and facilitate the progress of the assignment. ● Review and provide comments to the deliverables in a timely manner. ● Facilitate necessary content. ● Provide timely feedback.
<p>Other relevant information or special conditions, if any:</p>	<p>The other conditions that may apply in the undertaking of the assignment include:</p> <p>Basis of payment:</p> <p>Full payment based on acceptance of the deliverable.</p> <p>Format of outputs:</p> <p>Functional mobile applications on android and iOS</p> <p>Language of reports/publications and other documentation and working language in country of assignment:</p> <p>English</p> <p>Ownership of output:</p> <p>UNFPA, MoGFSS</p>
<p>Signature of Requesting Officer in Hiring Office: Ritsu Nacken, Country Director, UNFPA Maldives</p> <p>Date:</p>	