



## REQUEST FOR PROPOSALS (RFP): DEVELOPMENT OF A MOBILE APP FOR THE COLLECTION OF FEEDBACK FROM CLIENT'S EXIT INTERVIEWS (CEI)

### 1. BACKGROUND

Chama cha Uzazi na Malezi Bora Tanzania (UMATI) is an autonomous, not-for-profit, non-political national NGO providing Sexual and Reproductive Health and Rights (SRHR) information, education, and services in Tanzania. UMATI was established in 1959 and is a full Member Association (MA) of the International Planned Parenthood Federation (IPPF); recently re-accredited by IPPF in 2019.

For more than 60 years, UMATI has driven positive public health development across every part of Tanzania, from Family Planning to sexual reproductive health and rights. Through our experience, legacy, and partnerships, we continue to enrich the country's understanding of how young people's sexual reproductive health rights education and services can be connected with job creation, well-being, education, governance, and a brighter future.

Anchored by our mission, we are constantly deepening our research and bridging new partnerships to innovate and provide scalable, sustainable solutions for the most challenging SRHR problems facing our young people. Our experts in sexual reproductive health, maternal and child care, HIV and AIDS, Disability inclusion, and Advocacy work fluidly around regions of Tanzania.

The Vision and Mission of UMATI:

**Vision:**

A Tanzanian where people are free to choose and exercise their SRHR without discrimination

**Mission:**

To champion SRHR and provide information and services targeting the young and the underserved

### 2. PURPOSE

UMATI is implementing different activities with varieties of channels of health services provision to underserved people in the communities in Tanzania. Despite reaching a large number of clients with health services provision, there is a need of gathering client feedback to get important information to inform our approaches to health services provision.

For many years, UMATI has been using manual papers and sometimes open-source applications in collecting client feedback which brings challenges in managing client feedback.

In order to manage client's feedback and make more informed strategic investments UMATI seeks to develop a Mobile Application that can be used to manage client feedback (satisfaction) from our service delivery points.

The Mobile App will be the link to achieve interconnectivity between the Clients and program teams. It will be a tool for outreach and visibility that would replicate the manual paper and open-source applications currently in use.

Features would include secure login with access to all modules and secure space for client's feedbacks (satisfaction) preservation. At the same time, it will be an application through which program management teams can obtain first-hand information about our activities/events of services provision.

The interface – perfectly adapted to mobile devices – will allow field staff to navigate from their mobile or tablet with simplicity and optimal use, making information more easily and quickly accessible to the program management team.

The chosen vendor will be asked to develop a comprehensive, easy-handle, design for the field staff. The emphasis should be on usability, accessibility, and strong visuals –particularly as the build is interactive by its nature.

### 3. FUNCTIONAL REQUIREMENTS

- *Account creation and authentication*

Users must be able to create an account with Office email addresses. The administrator(s) should have the possibility to “reject” persons not entitled to have access to this application.

- *Required fields when creating an account*

Fields include First name; Surname; Gender; Email; the name of the site/project.

- *Additional functions*

Future-proofing of the system, i.e. it will be possible, at a later stage, to add functions/modules in order to allow the program team to make or have access to other kinds of information, events, etc.

- *Import/export*

The system will allow the administrator(s) to import and export datasets in CSV and Excel formats. There should also be an interface to allow the administrator(s) to export the precise data they require – including comparing datasets and generating reports.

- *Users and permissions*

There will be different levels of users: user (Field staff); super-user (members of the HQ staff –who will have special access to different information).

Users will be able to manage their password, and retrieve it if forgotten/lost. The administrator(s) will be able to create or delete user accounts. The system will provide a trace log to record and store all user operations.

- *Communications & Connectivity*

The Mobile App could be able to work online and offline. When working offline could automatically upload collected data to the database when connected to the internet.

#### 4. NON-FUNCTIONAL REQUIREMENTS

- *Usability*

Given limited human resources, the solution proposed should be easy to manage, requiring minimal training and staff hours for upkeep.

- *Compatibility/responsiveness*

The Mobile App needs to be fully responsive, and touch-device friendly.

- *Performance*

The Mobile App should load within a reasonable timeframe for people with limited connection speeds.

- *Security and updates*

The selected provider will be asked to employ the latest security best practices; ensure the Mobile App is free of known vulnerabilities; and ensure there is a clear workflow for applying security patches in the future, and for running regular automated backups that would make a (recent) restore possible. All system logins should be SSL secured. The application should be accessible over https only.

- *Technical architecture*

The system should be cloud-hosted; preferably the vendor should host the system on behalf of the UMATI. Minimal customizations are preferred to simplify future updates.

- *Future vision for the Mobile App of the UMATI*

After the development of the Mobile App, which could be the first phase, the app should have the possibility to increase its functionality.

#### 5. EXPECTED DELIVERABLES

For the purposes of this RFP, overall tangible project deliverables are listed below. A final list of deliverables is to be negotiated with the selected agency.

- **Project management:** Provide a dedicated Project Manager to help lead requirements, gather activities, document key decisions, and track project milestones and deliverables.

- **Project analysis / Discovery:** Analyze documents provided by the UMATI, consult with IT staff, and/or organize meetings as necessary to detail requirements and propose appropriate solutions.
- **Project plan, roadmap, and release plan:** Detail a project plan for each of the stated requirements/features identified following the project analysis. Detail a production schedule using an iterative approach with listed milestones.
- **Technical architecture:** Detail full technical requirements including technology standards and practices to be used, integrations, migration plans, dependencies, digital security, and code documentation practices.
- **Front-end and back-end development:** Build an intuitive and highly usable platform for website features.
- **Documentation:** User manual and developer documentation outlining modules used, code customizations, and any other relevant information must be provided.
- **Testing:** compatibility and usability testing of the platform and website with warranty.
- **Training:** Provide on-site end-user contributor training and administrator training to staff for each of the administration interfaces.
- **Maintenance:** Provide recommendations for ongoing maintenance, backups, and operation of the Event Registration System.

## 6. PROJECT TIMELINE

The following timeline is provided for guidance and is subject to change without notice:

- Deadline for RFP submissions, no later than 12:00 PM. EAT, 19 March 2023  
Proposals will be evaluated immediately thereafter.
- The project should start end of March 2023 at the latest
- The Mobile App (first iteration) is expected to go live no later than April 2023. At this time, the improvement of existing taxonomy and fields, as well as the complete development of the application, such as the necessary security fields, and the complete link with the different web pages and databases should have been completed.

## 8. SELECTION CRITERIA

Proposals will be evaluated based on the following criteria:

- Quality of responses to stated requirements
- Past experience on similar projects, specifically:
  - Designing and developing registration/login-only systems
  - Migrating content from external sources and legacy systems
- Ability to adequately resource the project to meet the stated deadline
- Quality of design portfolio including other relevant platforms
- Financial sustainability of both product and company
- Overall cost and cost-effectiveness

## How to apply

Please send proposals to Executive Director, Email: [tenders@umati.or.tz](mailto:tenders@umati.or.tz) by no later than 19 March 2023.

Late or incomplete proposals will not be accepted.