

TERMS OF REFERENCE FOR THE DEVELOPMENT OF THE “PPFN eHealth-App”

INTRODUCTION

Planned Parenthood Federation of Nigeria (PPFN) is a volunteer based, non-governmental Organisation established in 1964 to provide and enable services and champion Sexual Reproductive health and Rights (SRHR) for all. We are complementing the effort of the Nigerian Government in making health services available to the most vulnerable by promoting universal access to sexual and reproductive health services that are stigma free, effective and affordable for everyone. As an innovation focused organisation, we are working on **deploying an e-health mobile application**, to deliver basic sexual and reproductive health services and information to our clients.

A key component of this work will be to develop a mobile application that will run on both android and IOS platform. The mobile app will have capability to deliver those services as contained in the scope of work below.

We are looking to recruit a consultant with expertise in mobile app and website development to develop an **e-health mobile application** for PPFN.

SCOPE OF SERVICES, EXPECTED OUTPUTS AND TARGET COMPLETION

The successful consultant will Work with PPFN to **develop an e-health mobile app with the following features:**

1. **Mobile App:** Hybrid mobile apps for Android and iOS and platforms are required.
2. **Simplicity for the user:** Convenient user interface/user friendly interface. Must adhere to platform specific UI standards provided by Apple and Google respectively.
3. **Administration Panel:** A web admin panel with options to manage the Mobile Apps data must be developed using latest combination of technologies.
4. **Good performance/Loading Speed:** Speed of loading mustn't keep users waiting.
5. **Offline Access:** when internet is lost, the present page should remain until the internet is connected, data should not be lost afterwards.
6. **Feedback:** It must open to everyone and engage users into mutual communication. Users should be able to leave suggestions, rates, and reviews.
7. **Search:** It must have system of search and filters.
8. **Link with web portal:** It should be able to provide links to webpages (As proposed for the CSE Training Module portal)
9. **Remote consultation:** with the PPFN eHealth app, clients can remotely have a consultation with a service provider/Doctor

10. **Remote Scheduling:** Schedule appointments with service provider/doctor
11. **Geolocation (Location and Available Service providers):** the app should be able to detect client's location and then bring out clinics close to the clients. With this, the app should be able to bring out PPFN or Associate clinics within the client's location
12. **Manual Selection of Clinic:** The app should be able to provide user with the options to select from drop down window list of PPFN and Associate clinics should the client or user do not want to pick from any of the geolocated clinics.
13. **Alert (Notification):** The app should provide both clients/user and service providers/doctors with notification whenever a request is needed for their response.
14. **Chat bot:** The FAQ will be about to house general asked questions about health and the app should be about to give a random answer as regards the user or client key word
15. **Menstrual Calendar:** The app should be able to provide clients/user with update menstrual cycle calculator
16. **Private Note corner for young people:** The app should provide clients/user with a private note space to be able to save important notes; although, this is optional as the space can be paid for by users
17. **Technologies:** Bidder must provide details of tools and technologies to be used and why the chosen combination is best suited for the said project. The bidder must consider platform, security and usability while proposing a solution.
18. **Execution Plan & Deliverables:** The bidder must provide a detailed execution plan with deliverables list.
19. **Support:** The bidder must provide implementation support during the launch of the mobile apps on both PlayStore and AppStore.
20. **Intellectual property:** All information and assets related to the mobile apps will be property of PPFN. The bidder must submit all documentation and source code where necessary to the PPFN upon successful launch and expiry of the support period.
21. **Quotation/Proposals:** The bidder must submit both technical and financial proposals for the project. The technical proposal must cover all important aspects of the solution and the financial proposal should cover development and support cost.

FEATURES FOR THE CLIENT'S (PATIENT) PANEL

1. **User Profile:** The user will register through their profiles.
2. **Geolocation:** For enlisting PPFN Clinics and Associate clinics in your surroundings.
3. **Medical Records:** Maintaining your entire medical history.
4. **Communication Ways:** Clients & Doctors can connect through in-app chat, in-app calls, or video sessions.
5. **Service Provider/Doctor Reviews:** To check which service provider/doctor to consult.

FEATURES FOR THE SERVICE PROVIDER/DOCTOR'S PANEL

1. **Service Provider/Doctor Profile:** The doctor will register and provide their information.
2. **Managing Appointments:** To see and manage their appointment list.
3. **Scheduling:** To alter their schedule and availability.
4. **Medical Records:** For accessing the client's medical history.

5. **Communication Medium:** Connect with the patients with in-app chat, in-app calls, or video sessions.
6. **Prescriptions/Method list:** For prescribing or listing the method/medicines or commodity to clients.

INSTITUTIONAL ARRANGEMENT

- The developer will report directly to PPFN NHQ Team which is made up of the ICT unit, Programme unit and ABDER unit. The provider will continually interact with the team throughout the development cycle of the app
- The developer will share progress report on a weekly basis with the team, this should be via voice call within the proposed 6 weeks of the development cycle.

DURATION OF THE WORK

The development and testing shouldn't be more than 8 weeks and it's expected to start no later than 20 October 2020.

LOCATION OF WORK

The developer will be based in Abuja

QUALIFICATIONS OF THE SUCCESSFUL DEVELOPER AT VARIOUS LEVELS

- The applicants should be a technology company with a proven record of innovation in the mobile platform and application field. The company should have a proven record of applications on the market in both Android and Apple OS.
- The company should have a team of experts that include technology experts and coders, social media experts, mobile platform innovation experts.
- The team leader should have at least 4 years of relevant technology and innovations experience and hold a master degree in a relevant field.

APPLICATION PROCEDURE:

Please send a short proposal on or before 3pm October 20, 2020. The proposal should be in the following format;

- a) **A Concept proposal** for the App, which should include description of mobile platform
- b) **Financial Proposal** that indicates the all-inclusive fixed total contract price for the project

Kindly state clearly the item below with detailed breakdown

SN	ITEMS	FREQUENCY
1	Android App Development	One off
2	iOS App Development	One Off
3	Web Application (Admin)	One Off

The quotation should also state clearly in a separate table the cost for the third party item below

THIRD PARTY PAYMENTS		
SN	ITEM	FREQUENCY
1	Domain/Host Cost	Annually
2	Android Host	Annually
3	iOS Host	Annually
4	Email Services	Annually
5	SMS Services	Annually
6	Video/Chat	Annually
7	Live Chat for enquiry (5agents)	Annually
8	Web base Training Module (Online quiz enabled with certificate)	One Off

Kindly note that the development of the App should not be more than 8 weeks on the award of the contract.

Quotations should be submitted to appdevelopment@ppfn.org