Terms of Reference- Development of an offline mobile platform to enhance data collection and related activities on the Ghana Child Labour Monitoring System (GCLMS)

1. Background

In 2010, Ghana instituted the Ghana Child Labour Monitoring System (GCLMS) as a means of monitoring childlabour issues in the country. GCLMS is a holistic and dynamic process for eliminating all forms of Child Labour.It involves direct observations, repeated regularly, to identify child labourers and to determine risks to which they are exposed to, refer them to appropriate social protection and child development services, and monitor them regularly to verify that they have been removed and, or benefiting from the required services. It is a directaction aimed at protecting boys and girls; enhancing better socio-economic planning of child labour-related activities at the community, district, regional and national levels; for a better and targeted national policy in the fight against child labour, and for better implementation and monitoring of child labour related interventions at the national and international levels. Inherent in GCLMS are tools to help collect data on all households, identify the situation of children and their households and assess their needs to have specific interventions thatmeet their needs.

The GCLMS was piloted by the government through the Ministry of Employment and Labour Relations (MELR)in six districts under the National Programme for the Elimination of Child Labour in Cocoa (NPCLC). One of the recommendations from the pilot was that the community register and working children/children at risk (tools1 and 2) be reviewed and merged into one composite GCLMS tool, accompanied by a database application.
The current database application requires manual input of data which makes it challenging.
In view of this and other recommendations, the second phase of the National Plan of Action for the Eliminationof Child Labour (NPA2) Action 1.7.1.1 called for the revision of GCLMS. As part of the review process, the GCLMS database has been upgraded onto an online platform, including a data collection component.
However, users have not been able to fully utilise the data collection component due to internet

connectivity challenges. To maximise the use of the system it is imperative to develop an offline mode of the data collectioncomponent of the GCLMS Application.

1.1.   Purpose of Terms of Reference

There is a need to engage Mobile Application Development Consultants to develop an offline mode of the datacollection component of the GCLMS for effective and efficient collection of data in communities with or without internet connectivity.

2.   Objectives

- The Mobile Application Consultant or consulting firm reviews and enhance the existing online GCLMS mobile application and develop an offline software mobile application platform that allows for data entry while offline and a later synchronization with the main database as the current GCLMS system requires aconstant and stable internet connection, which is not always available everywhere.

- Develop, design, and assist in the launch of a multi-platform mobile application that will be linked to the existing web based GCLMS platforms.

- The mobile platform should enable practitioners to collaborate and gather data using the GCLMS data collection tool.

3.   Scope of Work

- The Mobile Application Consultant or consulting firm shall review and get familiar with the current GCLMSonline application and its architecture, enhance, debug and simplify the system.

- Develop an offline mobile application and other associated issuances using licensed software/programming language and ensure compatibility to both Android and IOS platform smartphones, tablets, and other mobiledevices, downloadable from Google Play and Apple Store respectively.

- The developed online or offline software mobile application platform should allow for data entry while offlineand a later synchronization with the main database when online as the current GCLMS system requires a constant and stable internet connection, which is not always available everywhere.

- The offline tool should have the same functionality as the web-based system and is able to perform thesame services.

- Enhance the existing GCLMS online system and make it user-friendly. The main objective is to make thesystem easy, and concise for users and not consume data.

- Develop/enhance different features for smart monitoring data collection under this GCLMS.

- Develop the standard API Service to extract the data from GCLMS and create a scope for further serviceintegration.

- Develop a separate dashboard for generating different standardized reports.

- Ensure updating and debugging the offline tool remotely.

- The firm will submit the source code of Offline tools including that of the GCLMS up-gradation of theWebsite, and CRM Software.
- Develop the mobile application and database system with provisions for updates for future revisions anddevelop a User Manual for troubleshooting and other Administrator-level privileges.
- Conduct extensive testing to ensure errors and bugs are addressed and fixed.
- Develop a Training Manual / Module and conduct training for Administrators and concerned ICI and LabourDepartment officials on how to use the online and offline mobile application as well as simple troubleshooting in case of an error in the application.
- Provide a one (1) year warranty period after official turnover and acceptance by the Labour DepartmentChild Labour Unit and ICI during which, any system problem encountered shall be fixed free of charge.

4. Expected Deliverables

During the execution of this TOR,
- the Consultant is expected to submit an inception report.
- the offline platform of the GCLMS Application is developed and functional.
- train CLU/Labour Department staff on the use of the tools on the system
- final technical report and source code submitted to the Child Labour Unit/Labour Department.

5. Institutional Arrangement

- The Consultant/service provider will report directly to the Chief Labour Officer of the Labour officer of the Department of the Ministry of Employment and Labour Relations (MELR) or his representative.
- The Consultant or consulting firm will continually interact with the team from the Labour Department and ICIProject Team throughout the stages of developing the product to seek approval.
- The Consultant/ service provider will share the progress report on a weekly basis with the task team fromthe Labour Department/ Child Labour Unit and ICI Project Team.

6. Duration of the Work

Services delivered by the Consultant/service provider will be 3 months. The Consultant/service provider is expected to start no later than the 15th of December 2023.

7. Data Security and Upholding Data Privacy Regulations

If personal data are gathered and processed in the course creation process, the process must comply with the Ghana legal requirements for data protection that is Data Protection Act, 2012 (Act 843) and the Consultant willhave to sign the necessary data protection agreement as part of the contract. The

principles of data protection,such as purpose limitation, data economy and avoidance, transparency, and necessity must be considered.

The requirements of data protection law, such as the obligation to provide proof, retain, and delete data, must be fulfilled. Furthermore, the Consultant shall ensure compliance with the data protection rules/or local formalities and shall include the necessary information in a protocol for processing activities. Company internaldata and documents should be stored and processed in a secure environment that prevents unauthorized access.

8.   Qualifications of the Successful Service Provider at Various Levels

- The applicants should be a Mobile Application Development Expert or a technology firm with a proven record of innovation in the mobile platform and application field. The company should have a proven recordof applications on the market in both Android and Apple OS.
- The company should have a team of experts that includes technology experts and coders, social media experts, and mobile platform innovation experts. Working knowledge of international development issuesand agendas is an asset.
- The Consultant should have at least 5 years of relevant technology and innovations experience and hold aminimum degree in a relevant field.

9.   Scope of Proposal Price and Schedule of Payments

The consultancy fee will be paid in four (4) instalments as agreed in this contract and is based on deliverablesand commensurate with contractual requirements and deadlines.

a) 20% payment after presentation and acceptance of the inception report. Inception detailing how the assignment shall be executed with timelines and work plan. The initial payment of 20% will be made oncethe provider develops product requirements and presents initial wireframes.
b) 30% payment after developing the offline application and demonstrating it to the Labour Department andICI.
c) 30% payment after the corrections made after the demonstration to the Client and other partnerpresentative, and training users on the use of the application.
d) Final payment of 20% after trial running of the offline application and corrective actions undertook assurancethat the system is running, and the learners are successfully using the system without challenges.

10.   Recommended Presentation of Proposal

The following documents will be requested:
a) A Concept proposal for the App, which should include (a) a description of the mobile platform, and (b) howthe proposed approach will better deliver the Labour Department's GCLMS development

mandate.

b) Financial Proposal that indicates the all-inclusive fixed total contract price for the project.

c) Estimated timeline, for the completion of each step of the App as well as a breakdown of the costs.

11. Criteria for Selecting the Best Offer

The Consultant would work closely with the Child Labour Unit/Labour Department and ICI Project Team to achieve the desired objectives. The mobile application development should be in stages or designed to fit the requirement of the Child Labour Unit/Labour Department. The Mobile Application Developer's methodology must make provision for testing of the application and requires the completion and testing of each stage completed. Areas not adequately spelt out in this TOR and operational documents should be discussed and implemented as part of the deliverables.

In essence, each stage of activities completed shall be reviewed by the Child Labour Unit/Labour Departmentin a timely manner to enable the smooth implementation of the planned activities.

12. Tasks Duration

The development of the offline mobile application is expected to be completed in four (4) months from the date of the signature for this consultancy contract.

13. Maintenance and Support

Five (5) months of free maintenance and support for the GCLMS (Application) after training (training must bedone within a month after the final presentation or upload or submission of the GCLMS Offline mobile application to the Child Labour Unit/Labour Department)

14. Resources

The following materials will be made available to the Consultant as reference resource materials:
- Monitoring Tools 1 (Working Children / Children at Risk)
- Monitoring tool 2 (Children Identified for Support)
- Existing Online Mobile Application platform
- Forced Labour Tools Ghana Child Labour Monitoring System
- Monitoring Reports
- Etc.

15. Assignment location:

The assignment will be carried out either remotely or physically. However, the consultant(s) will be

required to interact regularly with designated Labour Department staff and ICI team members based in Accra. Meetings between the Consultant(s) and Labour Department and ICI team may take place online provided there is a good internet connection or in person at the Labour Department Office. This requires availability during working hours iin GMT and CET time zones.

16.   How to Apply

Interested consultants are expected to submit technical and financial proposals with the following components:

- CV and cover letter, in English, setting out how they meet the requirements above and including links toexamples of relevant work.
- A technical and financial proposal, based on the above terms of reference.
- Proposed methodology
- Workplan
- Proposed budget
- CVs of Consultant(s); and
- Demonstrable experience in undertaking similar assignments.

The dossier as well as any inquiries shall be submitted through email by **15th November 2023** to **recruitment-gha@cocoainitiative.org** with the title **"Consultant, development of an offline mobile platform"** in the subject line.

The bid documents (**technical and financial**) shall jointly be evaluated by the technical teams from both theLabour Department (Ministry of Employment & Labour Relation) and the International Cocoa Initiative (ICI).