TERMS OF REFERENCE FOR DESIGNING AN ONLINE SMS SYSTEM TO DISEMINATE TARGETED HIV/AIDS MESSAGES TO KEY POPULATIONS TO PROMOTE ACCESS TO HIV/AIDS INFORMATION.

Organizational summary

Naguru Teenage Information and Health Centre is a Ugandan Non-Government Organization with 27 years of experience in HIV/AIDS treatment and prevention programming. The NGO implements a combination of biomedical, structural and behavioral interventions in HIV programming and has a strong presence in 8 districts of the central region supporting 32 government health facilities in the implementation of HIV Care, treatment and prevention interventions at facility, school & community levels.

Background and context for the STAR-C Project

NTIHC is implementing the STAR-C Project i.e., Strengthening The HIV/AIDS Response in Central Uganda Project: Building community resilience and action against the HIV/AIDS pandemic amongst the Fisher Folk, Female Sex Workers and People Living With HIV(PLHIV) in Mukono and Buikwe districts of Central Uganda.

This project targets the youth (35 years and below). The objectives of this project are to;

i.   To provide education and increase HIV/AIDS awareness and linkage to care services amongst 8,800 of the fisher folk, Female Sex Workers and People Living with HIV (PLHIV) in the Central region districts of Buikwe and Mukono by 30th June 2023.

ii. To build the capacity of the local health work force and Community Based Organizations in the provision of quality, friendly and responsive HIV/AIDS treatment and prevention services in the Central region districts of Buikwe and Mukono by 30th June 2023.

iii. To increase the uptake of m-health in HIV/AIDS Care and Treatment by 4,000 of HIV positive individuals amongst the fisher folk, Female Sex Workers and People Living With HIV(PLHIV) in the Central region districts of Buikwe and Mukono by 30th June 2023.

In bid to increase the uptake of m-health in HIV/AIDS Care and Treatment for HIV positive individuals amongst the fisher folk, Female Sex Workers and People Living With HIV(PLHIV) , the project intends to design and disseminate targeted HIV/AIDS messages via SMS to key populations to promote access to HIV/AIDS information and to design and disseminate targeted HIV/AIDS information via social media handles of NTIHC and partners and sensitize key populations on information availability during joint outreaches.

Text messages (SMS) are being increasingly integrated into HIV programs across Africa to improve patient adherence, linkage to care and provide psycho-social support. Careful attention needs to be paid to the design of SMS-based interventions for clients of HIV-care services to ensure that any potential harm, such as unwanted disclosure of HIV status, is minimized.

Scope of Work:

NTIHC is seeking an experienced I.T company/personnel to develop and design the bulk SMS system. The bulk SMS system will be used in communication with key populations to promote access to HIV/AIDS information on day-to-day basis. The proposed system should be web based which will be accessed and integrated into the already existing **NTIHC Muvubuka.com domain**. The portal should be accessible anytime anywhere.

The management and operations of user accounts, SMS credit and creation of groups will be managed by the NTIHC focal point.

DESIRED FEATURES

- Address Book Ability to manage your own address book
- Upload contacts in bulk, supports CSV formats
- Add numbers (mobile) Customize the fields e.g., Name, Mobile Number, Group, County, school and country.
- Create and manage Contact Groups
- Delete / Manage database contacts

o   Search contacts in the address book.

SMS Credit

o   All authorized users for sending messages on the system will be able to order for "SMS Credit" via the system.

o   Show credit balances

o   Order for more credit

o   View credit balances upon login

o   View Credit orders

o   Allocate credit to different system users

SMS

Ability to:

o   To send SMS

o   Schedule SMS

o   View sent SMS

o   Generate reports

o   Send bulk SMS to groups/ individuals/

o   Send messages with custom sender 's name or Title (BRANDED) e.g., from: 'SILAS' this ensures that users /recipients easily recognize the sender.

o   View messages before sending

o   SMS credit should be carried forward (not time limited)

o   The system should provide 99.8 % uptime

Bulk SMS Administrators

The administrators on the system should be able to:

o   Synchronize Users

o   Set Credit Limit

o   Manage User Credit Orders

- o   Add/Remove Users
- o   Generate Reports

PROPOSAL REQUIREMENTS

The company is expected to submit the following with their application for this consultancy:

A project plan that highlights the following:

- o   Key project tasks, milestones and a schedule that shows the flow of design and development.
- o   Bulk SMS system and any additional technology that will be used in coding and deploying the portal.
- o   Deliverables, design templates and functionality list.
- o   Provide SMS charges based on the SMS service providers in Uganda.
- o   Warranty period and maintenance

KEY REQUIREMENTS FOR THE COMPANY

- o   Prior work experience in developing of functional Bulk SMS systems.
- o   Registered to operate business in Uganda.
- o   Sample links of functional SMS systems

CONSULTANCY FEE

Interested companies/Individuals should submit their financial proposal inclusive of withholding tax. The same shall be deducted in the gross invoice and paid to Uganda Revenue Authority. The certificate will be provided to the consultant to this effect.

PAYMENT SCHEDULE

50% payment upon signing of the contract and 50% upon completion of the Bulk SMS system development and approval by the NTIHC team.

Subject to 6% WHT

CONFIDENTIALITY AND COPYRIGHT

The consultant will be required to sign a confidentiality clause whereby NTIHC information accessed during the Bulk SMS design process will not be divulged to any other individual or organization. NTIHC will have ownership over any intellectual property developed for or derived from the engagement.

TIMELINE

The assignment will be delivered in a period of 15 days.

TO APPLY

Please submit your detailed proposal and company profile along with the CVs of personnel giving relevant examples of past assignments by email under the heading Bulk SMS System Development. To be submitted to recruitment@ntihc.or.ug before 1st September 2023.

SELECTION PROCESS

Only consultants meeting the academic and experience requirements need apply. Only shortlisted consultants will be contacted. Following initial communication and exchange with shortlisted applicants, it is NTIHC policy to select a preferred bidder with whom we will discuss NTIHC expectations relating to the full scope and quality and each of its elements. Upon clear understanding by the preferred bidder of the project terms of reference and NTIHC's expectations of the work to be carried out, a contract will be awarded.

SUPERVISION AND CONTACT:

The consultant shall report to the MEAL Manager (Mr. Isabirye Silas);

Email: sisabirye@ntihc.or.ug

Note, a final product will be approved by the supervisors and project team.