

TERMS OF REFERENCE

AGREEMENT FOR PERFORMANCE OF WORK

IT COMPANY

Project name: Integrated Care and support service business development in the Red Cross of the Republic of North Macedonia (RCNM)

Implementation period for application development: 20 January 2020 – 21 June 2021

Overall objective of the consultancy: Develop a First Responder Mobile App for Android/iOS

Background information

Due to an already and further increasing ageing population in the Republic of North Macedonia the demand for integrated care and support services for older women and men is currently much higher than the supply. The Red Cross of the Republic of North Macedonia (RCNM) is a nationwide recognized, professionally experienced supplier of health and social assistance to older men and women in need. Yet the RCNM highly depends on foreign assistance to continue its crucial service delivery to foster life of older women and men in health and dignity. This aid dependency is challenging quality service provision on the long term. The project INTEGRATED CARE AND SUPPORT SERVICE BUSINESS DEVELOPMENT IN THE RED CROSS OF THE REPUBLIC OF NORTH MACEDONIA (RCNM) supports the RCNM to further offer quality provision of integrated care and support services for older women and men by developing a comprehensive business model for sustainable service delivery within its organisation. The business model will consist of three pillars to assist vulnerable older people and to generate income for financing these health and social services on the long term. The project will lead towards aid independence and lay the foundation for self-sustainable service provision.

The second pillar within this project is piloting of the Emergency Button (EB) Service. 60 older men and women in Macedonia will be selected as clients for the newly introduced and fee-based Emergency Button (EB) Service in the Republic of North Macedonia. The RCNM will establish a solid and efficient EB Service that is inspired by the Austrian and Swiss experiences in operating the EB Service effectively.

The project is designed as Strategic Alliance with the Austrian Development Agency (ADA). The Austrian Red Cross (AutRC) will manage and the Red Cross of the Republic of North Macedonia (RCNM) implement the project. AutRC and RCNM are looking for additional private and public partnerships with national and international organisations and businesses aiming at sustainable cooperation beyond the actual project duration.

With funding from
 Austrian
Development
Cooperation


AUSTRIAN RED CROSS

 Red Cross of The Republic of North Macedonia

Swiss Red Cross 

1) OBJECTIVES OVERVIEW:

The primary objective of the assignment is to design, develop & prototype Android, iOS applications for phones and tablets for internal and external use for first responder teams on field.

2) OBJECTIVES DETAILED:

- Mobile platform research and ideation, including: stakeholder interviews with HQ and the field, discovery and specification for infrastructure technology (present pro and cons for development options: native, hybrid, web-app), options data sources, API, and design requirements;
- Development of an Authoring Product Requirements Document (PRD);
- Consult with RCNM teams to ensure that design and content of the app is coherent with RCNM identity;
- Creation of wireframes and detailed description of app features and user interface, including interface for display of donor and project data, featured stories, country information, and other multimedia (video, audio, images, interactive maps, etc.);
- Development of the design (at least 3 options to be submitted for review);
- Wireframes and design submitted for review and approval to the RCNM App Task Team followed by update based on feedback;
- Develop Hybrid and Native Mobile Applications for Phones and Tablets (Android & IOS) based on the specification
- Development and configuration of an Alpha version of the App focusing on key features (to be defined during project ideation);
- Review and approval of the Alpha App design and functionalities
- Quality, security and performance testing and fix;
- Full implementation and delivery of the features and design of the app (Beta version);
- Finalization, including final quality testing and approval;
- Support for the application process and launch of the app in the various stores.
- Gather requirements, specifications and analyze, and produce prototypes
- Interact with various business users, present the prototypes, explain the visually designed prototype and sign off the designs
- Post release monitor application performance, analysis, gather feedback, benchmark, re-design, release and manage the life cycle of the mobile applications
- Produce monthly reports for mobile application performance and recommendation for improvements and updates

3) INTERESTED ENTITIES must fulfil the following requirements:

- Be a registered company.
- Partnership and subcontracting are allowed, provided that the legal applicant entity has a substantial role in implementing the assignment. The applicant will be the only legal entity with which the contract relation will be established.
- Fluent communication in English and excellent writing skills.

- Extensive experience in Mobile Application Development in Web, Hybrid and Native and Application life cycle management

4) How to APPLY:

Interested entities should submit the following documents:

- Financial offer (maximum 1 page)
- The company should submit proposal of team members that will be engaged, including CVs of the engaged personnel
- A plan for realization should be delivered
- Professional portfolio and 2 project references (maximum 2 pages):
- Registration certificate from the Central registry of Republic of North Macedonia.

5) PAYMENT:

In three tranches of the total sum (MKD):

- a) Signing the agreement (30%)
- b) After development and configuration of the alfa -version application for mobile (Android/iOS) (30%)
- c) Completion of agreement (40%)