



Terms of Reference

Call for proposal Development of Mobile Application for information/resource sharing and complaint process communication

The Parliamentary Centre of Asia (PCAsia) is seeking a competent IT company to develop a comprehensive and user-friendly mobile application for dissemination of parliamentary information and for citizen complaint submissions.

Parliamentary Centre of Asia

The Parliamentary Centre of Asia (PCAsia), established in early 2021 in Phnom Penh, is the successor of the Parliamentary Institute of Cambodia (PIC) founded in 2011, a transition that reflects an expansion of activities with Parliaments across Southeast Asia, and encouraged through an MoU with the ASEAN Inter-parliamentary Assembly (AIPA) and the adoption of resolutions by AIPA's General Assembly. The mandate of PCAsia is therefore to contribute to the strengthening of Southeast Asian Parliaments through capacity building of their staff, based on the demands or requests of each Parliament. It draws on the expertise of national, regional, and international partners (Parliaments and research centres).

Description of services

PCAsia is seeking a competent IT company to develop, design and train in the use of a mobile application that supports the mutual communication between the Parliament and its constituents.

With the fast development of digital communication, Parliament's approach to communication must evolve too. At the present time, many people in both urban and remote areas have smart phones or tablets. They are accessing information and resources via their phone/tablet more often than via a computer. They can use some mobile applications even when there is no internet, with varying levels of functionality. Thus, mobile applications are one of the most convenient tools to support communication, to provide online resources and to facilitate some work processes.

In consideration of this, the Senate of Cambodia intends to develop a mobile application to support its two-way communication with the public.

The mobile application should serve as a communication tool, having the capacity to both send and receive, and the platform where the Parliament can disseminate information and resources to the public. The mobile application should also be a platform where citizen can access forms to submit complaints and requests. The application developer should build foundation for future expansion, particularly the ability to track the processing of the complaints and visitor requests. The complaint form and visitor request form are already built

in on the website of the Senate. The mobile application will be developed based on this existing website, which is hosted by the local ISP company.

Main responsibilities and tasks

- Consult with the Senate technical team to identify and understand the specific present and possible future needs and to understand the Senate's role and identify.
- Ensure the design and content of the application is consistent with the Senate's role and identify.
- Enable the possible expansion of the application over time, based on the evolving needs of the Senate.
- The mobile application should enable the public to communicate and gather information.
- Ensure the simplicity, smooth performance and attractive design of the mobile application- i.e., the application should be "user friendly".
- The application should be able to run on IOS and Android and have the capacity to be updated for new phones/tablets and software.
- Ensure the application has some functionality both online and offline. The offline service will allow users to access select content from the Senate which it will store on their devices for further use.
- Ensure that the application can support varying font types and multimedia formats.
- Ensure the data displayed on the application from existing sources can be automatically updated.
- Ensure that Senate staff are able to upload and update new content.
- Ensure that the application has a notification system enabled.
- The application interface is designed primarily in Khmer but have the possibility of being expanded to other languages.
- The Application Developer will report directly to the PCAAsia in-charge team in close cooperation with the Senate.
- The Application Developer will continually interact with the team throughout the stages of development to seek information and approval.
- The Application Developer will agree to using a fixed-price contract to implement this project, with technical support and maintenance coverage extending for up to one year after completion of the warrantee period. Following this, maintenance coverage will be structured under a service agreement between the Senate and Application Developer.
- All resources and licenses required for future updates will transfer directly, with full ownership, to the Senate and their technical team. (e.g. API documentation, Restful API, Code, Debug, Pattern).
- The Application Developer ensures that it will promptly and properly handle and correct crashes and errors to the application within a one-year timeframe after the completion of the warrantee period.
- The Application Developer must ensure the security of the source code and confidential information of the Senate, especially for sensitive and confidential sources (e.g. SQL credential).
- Provide training to the Senate's team on how to use and manage the mobile application.
- The Application Developer ensures that select members of the Senate Staff are trained in order to enable them to promptly handle and correct crashes and errors to the application.

Timeframe

- The service is expected to start from 1 July 2022 with a duration of 5 months (1 July-30 December 2022).
- The Application Developer will share progress reports on a weekly basis during design

Expected Deliverables/Outputs

- Present research on a mobile platform and concept
- Present the pros and cons for development options and design requirements
- Provide a Product Requirements Document (PRD)
- Present wireframes and detailed description of app features and user interface and other multimedia (video, audio, images, interactive maps, etc.)
- Present at least 3 design options to be submitted for review
- Present a tested Alpha version of the application focusing on key features and performance
- Present a Beta version of the application focusing on functionality and ease-of-use, enabling easy access to information and resources, and a simple request/complaint submission and response process that can be accessed by the registered account and the persons who manage the application only.
- Assist and ensure successful launch of the application
- Handover and transfer full ownership of the mobile application that is ready for full implementation
- Support the application process and fix any unexpected technical problems over a three- year period

Required qualifications, skills and experience

Essential

- Be a registered technology company with a proven record of innovation in the mobile application development field
- Have a proven record of development of applications for both Android and IOS
- Have a team consisting of experts in information technology, coders, social media, and mobile platform innovation experts
- The team leader should have at least 5 years of relevant information technology and innovation experience in developing mobile applications
- The team leader should hold a masters' degree in a computer science, particularly in mobile application development
- Fluent in Khmer and a good level of English

Desirable

- Understanding parliamentary working context is a plus
- Understanding the preference and the needs of mobile users in Cambodia
- Good knowledge of communication and public relations best practices

Application Information

Interested companies should submit three different files:

- 1) A file proving legal compliance and registration
- 2) A file on technical competence including a list of qualified personnel including degrees and years of experience, evidence of successful mobile application development, technical background of the company, how the project and workplan will be delivered and information for reference checks
- 3) Costs with detail breakdown.

Interested companies should submit their proposal with relevant files and CVs by 15 June 2022 to job@pcasia.org with the subject "Application for development of mobile application for the Senate of Cambodia". The two-stage application process will consist of a shortlist and interview(s). Only shortlisted applicants will be notified.