



## TERMS OF REFERENCE

<b>Assignment:</b>	Design and Develop Monitoring online Application
<b>Contract Duration:</b>	30 days
<b>Delivery/Product:</b>	Monitoring Online Application
<b>Project Title:</b>	Empowering citizenry agencies for strengthened public financial governance and sustainable growth in Tanzania
<b>Location:</b>	Mpwapwa DC, Bahi DC, Mpimbwe DC, Tanganyika/Mpanda DC, Kilwa DC, and Ruangwa DC in Tanzania Mainland and in Mjini Magharibi A and Unguja North A in Zanzibar.

### 1. Background Information

WAJIBU Institute of Public Accountability (WAJIBU) in collaboration with Policy Forum is implementing a 30-month, European Union-funded action titled “Empowering Citizenry Agencies for Strengthened Public Financial Governance and Sustainable Growth in Tanzania”. The project aims to improve systems and state actors’ transparency and accountability and increase inclusive citizens’ participation in public financial accountability. This action will be implemented in Tanzania Mainland and Zanzibar.

### 2. About the Action

Evidence reveals persistent weaknesses in Tanzania’s Public Financial Management (PFM), including poor use of approved budgets, inefficient resource allocation, limited transparency, and weak citizen participation. WAJIBU’s CASFAR 2022 and PEFA assessments found that 19% of PFM indicators in Tanzania Mainland and 52% in Zanzibar were rated D/D+, reflecting poor budget credibility and restricted public access to fiscal data. Although unqualified audit opinions rose to 99% in FY 2022/23, implementation of CAG recommendations and parliamentary committee directives remains below 45%.

Tanzania’s Domestic Resource Mobilization is undermined by illicit financial flows and a low tax-to-GDP ratio of 12.5%, trailing behind regional peers and falling short of the national target of 14.4% by FY 2025/26. The tax system is inefficient, overburdens SMEs and workers, and deters investment. In FY 2021/22, poor procurement practices led to TZS 1.2 trillion in nugatory expenditure, while red flags of corruption amounted to TZS 4.6 trillion—15% of the national budget.

Open Budget Survey 2023 results show low scores: 41/100 for transparency, 13/100 for public participation, and 43/100 for oversight—below global averages. Media and CSOs lack the capacity to interpret and communicate complex PFM data effectively. WAJIBU and PF aim to address these issues by simplifying PFM information, empowering citizens, and building media and CSO capacity to engage meaningfully and advocate for accountability. The initiative targets 3 million people, especially women, youth, and persons with disabilities, across Tanzania Mainland and Zanzibar.

### 3. Project Objectives

The overall objective of the action is to strengthen inclusive citizen-centered public financial accountability for sustainable development and growth in Tanzania. The action has three interrelated specific objectives/outcomes which are:

Specific objective 1: To generate and disseminate reliable, user-friendly information on public financial governance for citizens and non-state actors to engage in public debates and dialogues, influencing legal reforms and systems strengthening.

Specific objective 2: To strengthen the capability of domestic accountability actors on public financial governance for effective citizen engagement.

Specific objective 3: To convene CSOs, Media, and citizens' loose coalitions to engage with decision-makers to influence and advocate for transparency and accountability on public finance, domestic resource mobilization, and anti-corruption efforts

#### **4. About the Assignment:**

WAJIBU – Institute of Public Accountability in collaboration with Policy Forum, is looking for a qualified individual or institution to design the contract monitoring system, which will streamline the contract management process, enhance data quality and improve reporting capabilities. Citizens will use the system to report on the progress of development projects in their locality where the action takes place. Still, it will also assist oversight institutions to get feedback from the demand side (non-state actors), hence the citizen participation.

WAJIBU – Institute of Public Accountability, in collaboration with Policy Forum, seeks a qualified individual or institution to design a Contract Monitoring System (CMS) that will strengthen accountability and transparency in the implementation of development projects at the local level.

The primary goal of this assignment is to develop a user-friendly and efficient digital system that enables citizens to monitor and report on the progress of public development projects in their communities. The system is expected to serve as a vital bridge between citizens (the demand side) and oversight institutions (the supply side) by enhancing two-way feedback and engagement. Key Objectives of the Assignment:

- a. Streamline the contract management process by providing a structured and automated way to collect, organise, and track information on public contracts and their implementation status.
- b. Enhance data quality and accuracy by ensuring the system captures real-time, verifiable data from the community for:
  - Enhancing the ability of citizens and local monitors to obtain corrective actions from the Local Government Authorities.
  - Improve Reporting and Accountability at the Local Government Authorities:
  - Generate analytical reports that can be used by oversight institutions such as the Office of the Controller and Auditor General (CAG), Public Procurement Regulatory Authority (PPRA), and the Prevention and Combating of Corruption Bureau (PCCB).
  - Allow visualisation of progress data, geotagging of projects, and dashboards for summarising citizen feedback and monitoring red flags.
- c. Promote Citizen Participation and Empowerment:
  - Make it easy for citizens, including youth, women, and persons with disabilities, to report, comment, and give feedback on ongoing or completed development projects in their areas.
  - Provide educational features or prompts that explain what citizens should look out for in monitoring project implementation.

#### **5. The scope of the assignment**

The scope of work includes the development, deployment, and maintenance of the CMS, incorporating the following features:

- a. Offline-first Functionality: Develop an offline-first mobile application that allows users to access and input data without internet connectivity, synchronizing data when online.
- b. Android/iOS System Integration: Develop mobile version of the system with both Android and iOS for mobile app functionality.
- c. Mobile App Notification on New Updates: Implement push notifications on the mobile app for new updates, ensuring users stay informed.
- d. Dashboard to Interface with Mobile App: Design a user-friendly dashboard that interfaces with the mobile app, providing real-time data insights.

- e. Multiple File Attachments and Uploads: Enable users to attach and upload multiple files on the mobile app, enhancing data collection capabilities.
- f. User Role Management: Implement a robust user role management system, ensuring access controls and permissions are in place.
- g. Dashboard for Direct Data Capture and Validation: Develop a dashboard that allows for direct data capture and validation, streamlining data management processes.
- h. Mobile App Reactivity and Feedback: Ensure the mobile app provides real-time feedback and reactivity, enhancing user experience.
- i. System File Sharing: Implement a file-sharing mechanism within the system, enabling users to share files securely.
- j. Report Workflow Modification: Allow for modification of report workflows, ensuring flexibility and adaptability.
- k. Comments and Feedback on Reports: Enable users to provide comments and feedback on reports, both on the mobile app and web dashboard.
- l. Reporting Module: Develop a comprehensive reporting module, providing insights into contract performance and progress.
- m. Data Quality and Validation: Implement data quality checks and validation rules, ensuring data accuracy and reliability.
- n. Reporting Module (Enhanced): Enhance the reporting module with advanced features, such as data visualization and analytics.
- o. Security and Compliance: Ensure the system meets security and compliance standards, protecting sensitive data and information.
- p. Bug Fixes and Modifications: Provide ongoing bug fixes and modifications, ensuring the system remains stable and functional.
- q. User Acceptance Test (UAT): Conduct thorough UAT to ensure the system meets requirements and expectations.
- r. Deployment: Deploy the system in a production environment, ensuring seamless integration with existing infrastructure.
- s. Training and Knowledge Transfer: Provide training and knowledge transfer to users, ensuring they can effectively utilize the system.
- t. Hosting, Maintenance, and Support: Provide ongoing hosting, maintenance, and support services, ensuring the system remains operational and secure.

## **6. Deliverables**

At the end of the assignment, the consultant should be able to deliver the following:

- a. A fully functional CMS with all specified features and functionalities
- b. User documentation and training materials
- c. Ongoing maintenance and support services
- d. Regular system updates and enhancements

## **7. Methodology**

The assignment will employ mixed methods and participatory approaches. However, the Consultant is expected to articulate the proposed methodology based on his/her understanding of this assignment.

## **8. Timelines**

The assignment will be carried out within 2 months with 10 months of support.

## **9. Desired Qualifications and Experiences of the Consultant.**

The team should consist of the following members:

- a. Project Manager: Experienced in managing software development projects, with strong communication and leadership skills.
- b. Technical Lead: Skilled in software development, with expertise in mobile app development, web development, and system integration.

- c. Mobile App Developers: Experienced in developing mobile apps for Android and iOS platforms.
- d. Web Developer: Skilled in web development, with expertise in dashboard design, user interface, and user experience.
- e. Database Administrator: Experienced in database design, development, and management, with expertise in data modelling, normalization, and query optimisation.
- f. Quality Assurance (QA) Engineer: Skilled in testing and quality assurance, with expertise in manual and automated testing.
- g. Security Expert: Experienced in security and compliance, with expertise in data protection, encryption, and access controls.

**10. Payment procedures**

The consultancy fee will be paid in four instalments as follows:

Installment	Percentage
1 <sup>st</sup> installment:	10% of the consultancy fee after signing the contract
2 <sup>nd</sup> Instalment:	40% of the consultancy fee after the approved Dashboard for Direct Data Capture and Validation.
3 <sup>rd</sup> Instalment:	20% of the consultancy fee is payable after the approved Mobile App Reactivity and Feedback.
4 <sup>th</sup> Instalment:	30% of the consultancy fee is payable after the consultant has submitted the final report.

**11. Bidding procedure:**

All eligible individuals or firms are required to submit the tender bidding document (technical and financial proposal to WAJIBU. The tender bidding documents should include but not be limited to:

**PART A: Technical Proposal**

The technical proposal for the assignment should contain a minimum of the following;

- a. Personal or firm experience, reputation, and experience in previous similar assignments (research, report reviews, surveys, impact studies on public financial or social accountability are added advantages),
- b. Understanding of the ToR, quality of the proposal & methodology,
- c. Qualification of Key Personnel (Lead Consultant and Key Experts) on the assignment and especially on Public Financial Accountability in general.
- d. A narrative concept for undertaking the assignment
- e. Description of the work plan for the assignment, and
- f. Statement on the firm's commitment to complying with the safeguarding principles on protection from sexual exploitation, abuse, and harassment (PSEAH).
- g. Submission of two sample of the previous similar works

**PART B: Financial Proposal and Administrative Compliance**

The financial proposal and Administrative Compliance for the assignment should contain a minimum of the following;

- a. Detailed Budget for implementing the assignment,
- b. Scanned copy of your TIN and other relevant registration certificates,
- c. Scanned copy of your Business Registration license,
- d. Scanned copy of your Tax Clearance Certificate for the past two years,
- e. Evidence of issuance of EFD or Fiscalized Tax Invoice.

**12. Evaluation Criteria**

The successful bidder will be evaluated based on their:

- a. Technical expertise and experience in developing similar systems
- b. Understanding of the requirements and scope of work

- c. Proposed solution and approach
- d. Cost and pricing structure

#### Scores in the evaluation

S/N	Criteria	scores
	<b>Technical proposal</b>	
i	Personal or Firm experience, reputation, and experience in previous similar assignments (research, report reviews, surveys, impact studies on public financial or social accountability are added advantages),	<b>20</b>
ii	Understanding of the terms of reference, quality of the proposal & methodology,	<b>25</b>
iii	Qualification of Key Personnel (Lead Consultant and Key Experts) on the assignment especially in design monitoring systems	<b>20</b>
iv	A narrative of concepts for undertaking the assignment	<b>10</b>
v	Description of the work plan for the assignment	<b>10</b>
vi	Statement on the firm's commitment to complying with the safeguarding principles on protection from sexual exploitation, abuse, and harassment (PSEAH).	<b>5</b>
vii	Submission of two sample of the previous similar works	<b>10</b>
<b>Subtotal score for technical proposal</b>		<b>100</b>

#### How to bid

The tender bidding documents should be submitted physically by 4<sup>th</sup> August 2025 (10:00 am), and the opening of all bids will be at 10:30 am. Tender bidders are welcome for the tender opening. All documents should be addressed to:

**Executive Director,  
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