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1. **ORGANISATIONAL OVERVIEW**

Soul City Institute (SCI) is an intersectional feminist organisation, working to ensure that girls, young women and gender minorities enjoy substantive equality, with access to resources and opportunities that enable them to live fulfilling lives.

SCI s guided by the South African Constitution, with a focus on parts such as Section 27 that outline that everyone has the right to have access to healthcare services, including reproductive healthcare. We work tirelessly to make these and other rights such as the right to freedom, dignity and equality a reality for all, particularly for those who find themselves on the margins of oppression. SCI operates according to the principles and values of human rights, using an intersectional approach to ensure that nobody is left behind in the goal of eradicating poverty and ensuring equity for all.

SCI has been successfully implementing comprehensive services across social justice and feminism across the country for the past 28 years, targeting key and vulnerable populations including girls, young women and gender minorities amongst others.

1. **BACKGROUND**

The National Department of Health (NDoH) has tasked SCI with managing the B-Wise digital platform (bwisehealth.com). This platform is aimed at improving the health of adolescents and young people aged 10 to 24 in South Africa by providing access to information related to sexual and reproductive health, mental health, nutrition, HIV prevention, and other health-related topics. B-Wise collaborates with the NDoH, youth organisations, and other partners to incorporate research and evidence into its strategic and operational planning. The platform aims to expand its reach and enhance its engagement with young people through innovative digital solutions. The contract will be for a 12-month period, renewable subject to performance and funding availability.

1. **SCOPE OF WORK**

The selected service provider will be responsible for hosting, maintaining, and enhancing the B-Wise platforms, including the website, progressive web app (PWA), and chatbot. In addition to the existing digital platform, NDOH requires the development and management of a new Mobile App with the same content and offering similar user experience. The service provider is to develop the Mobile App in accordance with the technical specifications listed below and to populate it with all the information contained on the bwisehealth.com website and maintain it throughout the contract period of 12 months.

* 1. **Platforms Covered**
* Website: Built on React, Django, Vue.js, and MySQL.
* Progressive Web App (PWA): Using React and Vue.js frameworks.
* Chatbot: Infrastructure maintenance and potential customization using Dialogflow, Rasa, or custom AI models.
* Develop a new B-Wise Mobile App and populate it with all the information available on bwisehealth.com. The Mobile App should follow the specifications below:
  + Developed for, and listed on AppStore (Apple Devices) - iOS 13.0 or later
  + Developed for, and listed on PlayStore (Android and Other Devices) - Android 4.1 or later
  + Access to App Dashboard for content management by client
  + Push Notification Feature
  + Geo Tagging / Fencing Feature
  + Survey Feature (TypeForm Integration)
  + Video Feature (YouTube Integration)
  + Share Feature (Share link to content on other platforms)
  + Search Feature (Key word search for content)
  1. **Service Provider Deliverables**
* Development of fully functional B-Wise Mobile Application.
* Maintain high availability, performance, and scalability across platforms.
* Ensure compatibility with updates to operating systems, browsers, and devices.
* Enhance security to protect user data and platform integrity.
* Provide iterative improvements using Agile methodologies.
* Manage hosting infrastructure and development environments.
* Ensure the B-Wise website is zero-rated.
  1. **Monthly Activities**

Website Maintenance:

* Backend system management using React/Node.js frameworks.
* Database optimization (MySQL/PostgreSQL).
* API functionality and security checks.
* Frontend UI/UX enhancements, including responsiveness and accessibility (WCAG compliance).
* Search Engine Optimization (SEO) tasks such as structured data implementation, sitemap updates, and performance monitoring.

Progressive Web App (PWA):

* Codebase management and updates.
* Maintenance of geolocation APIs for clinic finders.
* Optimization of caching and offline functionalities.

Chatbot Management:

* Fine-tuning NLP models for improved accuracy.
* Monitoring API integrations and latency issues.
* Implementing AI features such as sentiment analysis.

Hosting Management:

* Server provisioning and configuration using AWS or equivalent.
* Security updates, backups, and disaster recovery tests.
* Server performance optimization and scaling.
  1. **Analytics & Reporting:**
* Event tracking using Google Analytics and Firebase.
* Development of dashboards for user engagement insights.
* Monthly reporting on performance, enhancements, and compliance.

1. **EXPPERTISE AND CAPACITY REQUIREMENTS**

The service provider must demonstrate:

* Expertise in managing similar digital platforms.
* Familiarity with technologies such as React, Django, Vue.js, MySQL, and AWS.
* Experience in Agile project management and iterative development.
* A strong track record in data security and compliance with GDPR/POPIA.

1. **EXPECTED DELIVERABLES**

* Monthly reports on platform performance, feature updates, and resolved issues.
* Verified disaster recovery logs and data backups.
* Compliance reports for GDPR and POPIA standards.
* Detailed analytics on user engagement and platform improvements.

1. **PROJECT COMMENCMENT**

The commencement of the project will be on 1 May 2025.