

(CONSULTING SERVICES–INDIVIDUAL CONSULTANT)**AFRICA CENTRES FOR DISEASE CONTROL SUPPORT PROGRAM TO
COMBAT CURRENT AND FUTURE PUBLIC HEALTH THREATS PROJECT
(P178633) – IDA-E1110****Terms of Reference****Consultancy services to support the upgrading of African Volunteers Health
Corps Network (AVoHC-Net) platform****Reference No.: ET-AUC-486001-CS-INDV**

The African Union has received financing from the World Bank for the "Africa Centres for Disease Control Support Program to Combat Current and Future Public Health Threats Project".

Development Objective of the Project: Enhance the capacity of Africa Centres for Disease Control and Prevention (Africa CDC) to support AU Member States (MS) in preventing, detecting, and responding to current and future public health threats.

1. Introduction:

The African Volunteers Health Corps (AVoHC) is a pool of medical and public health professionals established by the Assembly of African Union Heads of State and Government during their 25th Ordinary Session in Johannesburg, South Africa, in June 2015. It was to build on the African Union's response to the Ebola outbreak in Guinea, Liberia and Sierra Leone in 2014/2015, where Member States contributed more than 800 health professionals to the response.

AVoHC provides a mechanism for the rapid deployment of experts to African Union Member States requesting support, including, medical epidemiologists, laboratory scientists, communications professionals, logisticians, data managers, physicians, management support officer, psychosocial expert, social scientists, etc. AVoHC members deployed work with the country's existing emergency response structures, with support from the Africa CDC Regional Coordinating Centres

2. AVoHC NET

The African Volunteers Health Corps (AVoHC)-Net platform currently serves as a digital tool for managing and administering the AVoHC Rapid Responders, ensuring efficient scheduling, tracking, and coordination of recruitment, trainings and deployments. However, as the scope and scale of the AVoHC grows, there is an increasing need to enhance the system's capabilities to handle larger volumes of data, improve user experience, and incorporate advanced features to streamline the process of AVoHC Roster administration and management.

The current platform, while functional, requires enhancements in key areas to support the evolving requirements of the AVoHC Program.

3. Objective:

The objective of this consultancy is to upgrade the existing AVoHC-Net platform by integrating advanced features, increase the system's capabilities to handle larger volumes of data and make it user-friendly for swift roster management and administration.

4. Consultancy function

- System/platform developer

5. Scope of Work:

The proposed upgrade will include the following key components:

- **Roster management enhancements:**
 - Include a responsive and user-friendly interface
 - Improve the user and profile management function for volunteer enrollment
 - Automating AVoHC Rapid Responders scheduling based on availability, skill set, and location
 - Enhanced search and filter options for better roster displays and management
- **Volunteer communication tools:**
 - Integration of in-app messaging and notification systems to keep AVoHC Rapid Responders informed of their schedules, opportunities, tasks, and any changes.
 - Real-time notifications for cancellations, updates, or urgent AVoHC Rapid Responders needs.
- **Admin dashboard:**
 - A more intuitive and user-friendly admin interface for better tracking and monitoring of volunteer performance, availability, and history.
 - Advanced reporting features to assess AVoHC Rapid Responders engagement, onboarding and training.
- **Data security and compliance:**
 - Upgrading the platform's security measures to ensure compliance with data protection regulations
 - Implementing role-based access control to ensure that sensitive data is protected and accessible only to authorized personnel
 - The platform's upgrade must comply with the World Bank's Environmental and Social Framework (ESF), particularly relevant to digital data protection under ESS1 (Assessment and Management of Environmental and Social Risks and Impacts) and ESS4 (Community Health and Safety), ensuring ethical and secure handling of personal and sensitive data

- The consultant shall ensure that all data collection, storage, and processing practices align with applicable data protection regulations (e.g., GDPR-equivalent principles in AU Member States) and Africa CDC's internal data governance frameworks
- **System performance and scalability:**
 - Optimizing the platform's backend infrastructure to support the increasing number of users, tasks, and data storage needs.
 - Ensuring that the platform is scalable to Africa CDC Regional Coordinating Centres and the Roster expansion including AVoHC EMTs.
- **Production of user manuals and roadmap**
 - All AVoHC Net users have a specific role. Develop a user guide that will have a description of each role with a set of permissions and capabilities to carry out related tasks.
 - Develop and submit for approval a roadmap of implementation of the agreed deliverables and milestones including testing feedback collection and improvement, etc.

6. Consultancy Fee and Deliverables:

Payment will be a fixed amount of USD 27,000.00 payable against the milestone's deliverable. This cost includes all the Consultant's fees, reimbursable expenses, and any tax obligation that may be imposed on the Consultant. During the 3 months, the consultant team will be responsible for delivering the following:

#	Milestone	Period	Payment approach/milestone
1	Platform needs assessment, stakeholder consultations, and planning	10 days	20 % of the due amount
2	Development and prototyping	20 days	20 % of the due amount
3	User testing and feedback collection	15 days	20 % of the due amount
4	Fully functional upgraded platform for volunteer management with the user manuals	15 days	40 % of the due amount

7. Duration:

The consultancy period is 60 days from the date of contract signing. However, after completion of the project, the consultant can be contacted for a serious matter related to platform functionality.

8. Governance and support

The Consultant will work under the guidance and supervision of the AVoHC Program Lead. The AVoHC Program Lead will approve deliverables before milestone payments are released.

The following shall be made available by the Africa CDC where and when necessary:

- Documentation related to AVoHC operations
- Any other relevant information as per the consultant request
- Access to information and technology platforms

- Access to other Africa CDC relevant online training platforms

9. Duty station

Not required.

10. Application Specifications

Interested consultants should include in their application the following:

- a) Statement about the understanding of the assignment and why you desire to work with Africa CDC for the project. This statement should clearly indicate your experience and how you are the best fit for the consultancy service.
- b) Curriculum vitae of the Consultant stating his/her relevant experience and capacity to undertake the assignment.

11. Education and qualifications and expertise:

Applicants should meet the following academic requirements:

- At least a bachelor's or master's degree in information or data management, computer sciences, statistics, biostatistics, applied mathematics and have a minimum of five (05) to seven (07) years significant experience in digital databases/platforms development and/or management experience from an accredited/recognized institute relevant to this task.

Required experiences and Skills

- Excellent practical knowledge of a wide range of modern ICT technologies and ability to integrate various services or tools (e.g., CRM, scheduling tools, personnel management platforms and analytics),
- Proven experience in delivering similar work with international organizations
- Demonstrable technical expertise and experience in developing and/or managing web-based tools and platforms for public health programmes.
- Any past experience working with open-source solutions, especially for healthcare or Personnel Deployment and Management tools/platforms, would be beneficial.

11. Evaluation and Qualification Criteria

1. Relevant Education, Qualification and Relevant Training - 20 Points
2. Specific Experience relevant to the assignment – 80 Points

The minimum pass mark is 70%.

12. Invitation

The African CDC now invites eligible Individual Consultants ("Consultants") to submit their CVs in providing the Services and required documents as listed in the ToR. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" July 2016, revised March 2025 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.

A Consultant will be selected in accordance with the Individual Selection method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours 8:00-13:00hrs and 14:00-17:00 hours, Addis Ababa Time.

CVs must be delivered in a written form following the above shortlisting criteria to the emails below before 15:00 Hours Local Time on 6th August 2025.

Africa CDC,

Africa Centres for Diseases Control and Prevention,
Supply Chain Division

Administration Directorate

Lafto Square, Haile Garment, Addis Ababa, Ethiopia

Africa CDC Office, Dr. John Nkengasong,

4th floor, Room No. 408

E-mails: tender@afriacdc.org copying TigistB@afriacdc.org