

TERMS OF REFERENCE (ToR)

CONSULTANCY FOR DEVELOPMENT, ENHANCEMENT, DEPLOYMENT AND TECHNICAL SUPPORT OF THE FUNGUKA APPLICATION

Position Title	Funguka Application Development and Technical Support Consultant
Project	Justice for Survivors (J4S): Strengthening Feminist, Survivor-Centred Access to Justice for Women and Girls in Tanzania
Activity	Provide Digital Legal Education and Awareness Campaigns through digital platforms, including the Funguka App
Location	Tanzania / Remote, with meetings as required by WiLDAF Tanzania
Reporting to	National Coordinator
Languages required	English and Swahili
Contract period	November 2026
Duration	An estimated seven-month period for development and deployment, followed by an agreed post-launch support period running from November 2026 to May 2027.

BACKGROUND

Women in Law and Development in Africa (WiLDAF) Tanzania, with financial support from the Agence Française de Développement (AFD), is implementing the Justice for Survivors (J4S): Strengthening Feminist, Survivor-Centred Access to Justice for Women and Girls in Tanzania Project. The project is designed to advance a more accessible, responsive, and survivor-centred justice system by strengthening legal empowerment, institutional capacity, coordinated feminist advocacy, and movement building. At its core, the project seeks to ensure that women and girls particularly those who are marginalized, underserved, or otherwise excluded from formal justice mechanisms are better equipped to understand, claim, and exercise their rights and access appropriate legal support.

Recognizing the growing role of digital technology in expanding access to information and services, the J4S Project includes a strategic intervention to strengthen digital legal education and awareness through accessible

and user-friendly digital platforms. This approach is particularly important for reaching women and girls in underserved and hard-to-reach communities who may face geographical, financial, social, or other barriers to accessing conventional legal information and assistance.

As part of this intervention, WiLDAF Tanzania is leveraging the Funguka Application as a digital channel for expanding access to legal information and legal aid services. The Funguka App is intended to provide users with timely, accessible, and practical legal education materials while creating a link between individuals seeking assistance and available legal aid providers. By bringing legal information and referral pathways closer to users, the platform has the potential to complement existing legal aid mechanisms and contribute to a more inclusive and accessible justice ecosystem.

WiLDAF Tanzania has already undertaken initial efforts to revamp the Funguka App, including improvements to its user interface and experience, as well as its deployment on the Google Play Store. However, an assessment of the current platform has identified important limitations in its functionality, user experience, technical capacity, scalability, content management, and overall ability to effectively deliver the intended legal education and legal aid services. These limitations need to be addressed to ensure that the platform is fit for purpose, responsive to users' needs, and capable of reaching and serving a broader audience.

Against this background, and in line with the objectives of the J4S Project, WiLDAF Tanzania intends to engage a qualified consultant or firm to undertake the further development and enhancement of the Funguka Application. The assignment will include strengthening the application's user-facing and administrative functionalities, configuring and uploading relevant legal education content, improving the overall user experience, ensuring scalability and functionality, deploying the application on both Android and iOS platforms, and providing appropriate post-deployment technical support.

The enhanced Funguka App is expected to serve as an innovative and sustainable digital mechanism for expanding access to legal education and support, particularly among women and girls who are marginalized, underserved, or difficult to reach through traditional approaches. During the project period, the intervention aims to reach at least 2,000 users through the Funguka App, thereby contributing to WiLDAF Tanzania's broader goal of strengthening women's and girls' knowledge of their rights, access to justice, and ability to seek appropriate legal support.

RATIONALE

Access to justice is not only about the existence of laws, institutions, or legal aid services; it is also about who can access, understand, navigate, and exercise their rights. From a feminist perspective, barriers to justice are often rooted in unequal power relations and systems that disproportionately affect women and girls, particularly those whose voices and experiences are least visible within formal justice systems. Advancing

survivor-centred justice therefore requires approaches that place women and girls' agency, dignity, safety, and right to information at the centre of how legal support is designed and delivered.

Within this context, digital technology offers an opportunity to extend feminist legal empowerment beyond conventional spaces and create additional pathways through which women and girls can access knowledge, make informed decisions, and seek support on their own terms. The value of a digital platform such as Funguka lies not simply in making legal information available online, but in shifting access to knowledge and support closer to the people who need it, while creating practical pathways between legal information, legal aid, and action.

For this potential to be realised, Funguka must be responsive to the realities of its intended users. The platform needs to be simple and intuitive enough to navigate across different levels of digital literacy, inclusive of users with different accessibility needs, functional in contexts of limited connectivity, and sufficiently secure to protect the confidentiality and privacy of users seeking legal assistance. It must also enable WiLDAF to manage and update legal education content, facilitate appropriate communication with legal aid providers, and understand how women and girls are engaging with the platform.

The enhancement of Funguka is therefore an opportunity to strengthen the digital dimension of WiLDAF Tanzania's feminist access-to-justice work. Rather than creating a stand-alone technology product, the investment seeks to establish a practical digital mechanism that connects legal empowerment with access to support, strengthens women's ability to make informed choices, and complements WiLDAF's wider legal aid, advocacy, and movement-building efforts. This is consistent with the J4S commitment to strengthening feminist and survivor-centred approaches to justice.

The consultancy is consequently required to ensure that the application is not only technically functional, but fit for the justice purpose it is intended to serve. This includes strengthening the user journey, legal education and content management functions, pathways to legal aid providers, secure communication, administrative functionality, analytics, and the application's availability across Android and iOS. These elements will enable Funguka to evolve into a sustainable platform that can respond to users' needs while allowing WiLDAF to manage and sustain the service over time.

Ultimately, the investment in Funguka is about making justice more reachable. It seeks to reduce the distance between women and girls and the information and support they need to claim their rights, while strengthening their agency to determine when and how they seek assistance. By embedding accessibility, inclusion, privacy, safety, and sustainability into the platform, WiLDAF can use digital innovation as a means of advancing not replacing its feminist commitment to transforming unequal access to justice. The enhanced platform will also

provide the foundation for reaching and meaningfully engaging at least 2,000 users under the J4S Project, while generating evidence that can inform continued programming and digital legal empowerment.

OBJECTIVES

To develop, enhance, deploy and operationalize a secure, accessible, user-centred and scalable Funguka Application that strengthens women's and girls' access to legal education and legal aid services and contributes to the J4S Project target of reaching at least 2,000 users through the application.

SPECIFIC OBJECTIVES

1. Assess and strengthen the existing Funguka Application, including its source code, architecture, backend, database, integrations, security, user interface and current technical limitations.
2. Enhance the application's user experience and accessibility to ensure intuitive, responsive and inclusive navigation for users with different levels of digital literacy and accessibility needs.
3. Establish a functional digital legal education and content management system that enables authorized WiLDAF staff to upload, organize, update and publish approved legal education materials without routine dependence on the developer.
4. Strengthen pathways to legal aid and support by enabling users to access designated legal aid providers through appropriate telephone and direct/in-app communication functions, with due regard to privacy, confidentiality and safeguarding.
5. Deploy and maintain the application across Android and iOS platforms, including continued compliance with Google Play and Apple App Store requirements.
6. Establish appropriate analytics and reporting functionality to enable WiLDAF to monitor user reach, engagement, access to legal information, requests for legal aid and other agreed indicators contributing to the 2,000-user target.
7. Strengthen WiLDAF's institutional ownership and sustainability through administrator training, technical documentation, source-code and account handover, knowledge transfer and post-launch technical support.

SCOPE OF WORK & KEY TASKS

Under the supervision of WiLDAF Tanzania, the Consultant will undertake the following tasks:

Guiding Approach

The development and enhancement of Funguka shall be guided by a feminist, survivor-centred and user-centred approach. The Consultant shall design and develop the application in a manner that responds to the realities, needs, safety and dignity of its intended users, particularly women and girls seeking legal

information or support. User experience, accessibility, privacy, confidentiality, safeguarding and ease of access shall be integrated throughout the design, development, testing and deployment of the application.

A. Inception and technical assessment

1. Hold an inception meeting with WiLDAF to confirm the assignment, intended users, priority functions, implementation schedule and approval process.
2. Conduct a technical audit of the existing application, including source code, backend, database, hosting, APIs, security, Play Store status, UI/UX and performance.
3. Prepare a concise gap analysis and development roadmap identifying what should be retained, improved, replaced or newly developed.
4. Submit an inception report with methodology, detailed work plan, proposed technical architecture, milestones, quality assurance and risk-management approach.

B. Application development and UI/UX enhancement

1. Further develop and optimize the Funguka App for Android and iOS, using an architecture that is maintainable, scalable and appropriate for the intended user base.
2. Improve navigation, interface, responsiveness, accessibility, readability and overall user journey so that community members can locate legal information and request assistance with minimal steps.
3. Ensure the design is consistent with WiLDAF branding and is engaging enough to support user acquisition and retention.
4. Optimize the application for commonly used mobile devices and reasonable performance under low-bandwidth conditions where technically feasible.

C. Legal education and content functionality

1. Develop or improve a content management function through which authorized WiLDAF staff can upload, edit, categorize, publish and remove legal education materials without requiring developer intervention for routine updates.
2. Configure appropriate content formats, which may include text, documents, images, links, frequently asked questions and other agreed legal education resources.
3. Formulate the presentation and organization of content in consultation with WiLDAF and upload the initial legal education materials/content supplied or approved by WiLDAF.
4. Provide search, filtering, categories or other appropriate navigation features that enable users to easily locate relevant legal information.

D. Access to legal aid and communication

1. Develop clear pathways for users to request or access legal aid services through the application.
2. Enable click-to-call functionality for designated legal aid contact numbers and direct/in-app messaging or another approved secure messaging mechanism.
3. Where user information is collected, incorporate appropriate consent, privacy notices, access controls and secure handling of confidential legal-aid information.
4. Configure notifications or alerts where appropriate to improve communication and user engagement.

E. Administration, analytics and monitoring

1. Develop or strengthen a secure administrative dashboard with role-based access for authorized WiLDAF staff.
2. Enable WiLDAF to monitor agreed indicators such as application downloads, registrations/active users, content views, engagement, requests for legal aid, calls/messages initiated and other relevant usage data.
3. Ensure that the reporting functionality can provide credible evidence of progress toward the J4S target of reaching at least 2,000 users through the Funguka App.
4. Provide a mechanism for exporting agreed non-sensitive monitoring data for project reporting.

F. Deployment to Google Play and Apple App Store

1. Review and ensure continued compliance of the Android version with applicable Google Play requirements and publish any required updated release.
2. Prepare the iOS version and undertake all technical steps necessary for submission to the Apple App Store, including required builds, configurations, app metadata, screenshots/assets and responses to technical review queries.
3. Support WiLDAF to establish or configure the required developer accounts where necessary; official platform registration fees shall be handled as agreed in the contract.
4. Address reasonable technical issues raised during store review and achieve successful publication of the application on both stores within the assignment/support period, subject to third-party store review processes outside the Consultant's control.

G. Testing, security and quality assurance

1. Conduct functional, usability, compatibility, performance and security testing before production release.
2. Resolve identified bugs and ensure that core user journeys operate reliably.
3. Apply appropriate security controls for authentication, data transmission, storage, administrator access, backups and recovery, consistent with the nature of legal-aid information handled by the application.

4. Ensure the application includes or supports appropriate privacy, terms of use, consent and account/data-management requirements applicable to its functions.

H. Handover, capacity building and support

1. Provide WiLDAF with complete and current source code, build files, database schema, technical documentation, credentials/account handover and other materials required for continued ownership and maintenance.
2. Train designated WiLDAF staff on the administrator dashboard, content uploading, basic user management, analytics and routine operational functions.
3. Provide an agreed post-launch warranty/support period for bug fixing, store-related technical issues, minor configuration support and stabilization.
4. Submit a final consultancy report and handover package documenting completed work, outstanding recommendations and maintenance requirements.

FUNCTIONAL & QUALITY REQUIREMENTS

1. User-friendly and mobile-first interface suitable for community users with varying levels of digital literacy.
2. Android and iOS compatibility, with successful deployment through Google Play and the Apple App Store.
3. Secure administrator access and content management functionality.
4. Legal education library/content repository that WiLDAF can update independently.
5. Clear access to legal aid providers through phone and messaging functions.
6. Analytics capable of monitoring reach and engagement against the minimum 2,000-user project target.
7. Appropriate data protection, confidentiality, privacy, safeguarding and security measures.
8. Scalable and maintainable codebase, with full documentation and ownership transferred to WiLDAF Tanzania.
9. Accessibility considerations, including legible typography, logical navigation and inclusive design; additional accessibility features should be proposed where feasible.
10. Reliable performance and reasonable optimization for users with limited connectivity or lower-specification mobile devices.

11. User-centred and survivor-sensitive design, including clear and non-judgmental language, intuitive user journeys, appropriate privacy controls, and features that minimize unnecessary disclosure of personal information when seeking legal assistance.

EXPECTED OUTPUTS/ KEY DELIVERABLES

#	Deliverable	Description
1	Inception report & Technical Audit	Understanding of assignment, existing-system assessment, gap analysis, methodology, architecture, work plan, milestones, risks and quality assurance.
2	Approved User-Centred UI/UX and Development Specification	Updated user journeys, wireframes/mock-ups or equivalent design specifications, accessibility considerations, and agreed functional and technical requirements.
3	Functional Beta Version	Developed/enhanced Funguka App with agreed core functions for testing on Android and iOS
4	Configured Content Management and Initial Content Upload	Operational legal education/content module with initial WiLDAF-approved materials uploaded, categorized and tested.
5	Legal Aid Communication Functions	Operational click-to-call and approved direct/in-app messaging pathways, with appropriate privacy and security controls

#	Deliverable	Description
6	Administrator Dashboard and Analytics	Secure administration interface and agreed monitoring dashboard/reporting functionality for user reach and engagement.
7	Tested Production Release	Completion of functional, usability, compatibility and security testing; resolution of critical defects; production-ready application.
8	Store Deployment	Updated Android application published/maintained on Google Play and iOS application submitted and successfully published on the Apple App Store, subject to third-party review timelines.
9	Training and Handover Package	Administrator training, user/admin guidance, source code, technical documentation, credentials/account inventory and maintenance notes.
10	Post-launch Support and Final Report	Agreed stabilization/support services and a final report documenting work completed, support issues, recommendations and final handover.

PERFORMANCE & ACCEPTANCE CRITERIA

1. **Completion of Approved Functionalities:** All approved priority functionalities, features, and user journeys have been developed, configured, tested, and demonstrated in accordance with the agreed requirements and specifications.
2. **Usability and Accessibility:** The application demonstrates a clear, intuitive, and user-friendly experience across the agreed priority user journeys and supported devices, including for users with varying levels of digital literacy and accessibility needs. Users should be able to locate relevant legal information and access or request legal assistance with minimal and clearly defined steps.
3. **Quality, Reliability and Performance:** The application operates reliably under expected usage conditions, with reasonable performance across commonly used mobile devices and, where technically feasible, under low-bandwidth or limited-connectivity conditions.
4. **Defect Resolution:** No unresolved critical or high-severity defects remain at production release. All identified defects affecting core functionalities, security, usability, or user access have been appropriately addressed or have an agreed resolution plan approved by WiLDAF.
5. **Legal Education and Legal Aid Functionality:** The legal education/content management, legal aid access and communication, and administrative functions operate effectively and in accordance with the approved functional requirements.
6. **Privacy, Confidentiality and Security:** Appropriate security, privacy, confidentiality, consent, access-control, and safeguarding measures are implemented and tested, particularly in relation to information that may be shared by users seeking legal assistance.
7. **Analytics and Monitoring:** Verifiable and functional analytics and reporting mechanisms are available to enable WiLDAF to monitor agreed indicators, including downloads, registrations or active users, content engagement, legal-aid requests, and other relevant measures contributing to the J4S target of reaching at least 2,000 users.

8. **Successful Platform Deployment:** The Android application is successfully published and maintained on the Google Play Store, and the iOS application is successfully submitted and published on the Apple App Store, subject to third-party platform review timelines and WiLDAF's timely provision of required organizational information.
 9. **Documentation, Ownership and Handover:** Complete and up-to-date source code, build files, database schema, technical documentation, relevant account and credential information, configurations, and other agreed materials are successfully handed over to WiLDAF. Designated WiLDAF staff have also received the required administrator orientation and knowledge transfer to support continued management and maintenance of the application.
 10. **Sustainability and Maintainability:** The application is supported by a maintainable and scalable technical architecture, with WiLDAF retaining the necessary ownership, access, documentation, and administrative capacity to manage the platform and its content beyond the consultancy period.
 11. **Post-Launch Support and Stabilization:** The Consultant provides satisfactory technical support during the agreed post-launch support period, including timely resolution of defects, stabilization issues, reasonable configuration requirements, and technical issues arising from application-store deployment.
1. **Final Acceptance:** Final acceptance of the assignment will be based on WiLDAF's confirmation that the agreed deliverables have been completed satisfactorily, the application meets the approved functional and quality requirements, and all required handover and support obligations have been fulfilled.

APPROACH TO THE 2,000 USERS TARGET

The 2,000-user target will be pursued as a shared programme and technical outcome. The Consultant will be responsible for ensuring that the application is technically optimized to support user acquisition, onboarding, engagement, retention and measurement, while WiLDAF will lead user mobilization, awareness and programme-level engagement through its communication and programme channels.

ADDITIONAL REQUIREMENTS, OWNERSHIP & CONFIDENTIALITY

1. All software, source code, configurations, databases, designs, documentation and other commissioned outputs developed under this assignment shall be owned by WiLDAF Tanzania upon payment, except properly disclosed third-party/open-source components subject to their applicable licences.
2. The Consultant shall not retain exclusive control over production hosting, repositories, developer accounts, signing keys, domains, databases or administrative credentials. Wherever practicable, these shall be registered under or transferred to WiLDAF-controlled accounts.
3. The Consultant shall maintain confidentiality of all information and data accessed through the assignment and shall not use, disclose or reproduce such information without authorization.
4. The Consultant shall immediately report any suspected security or data incident relating to the application and cooperate in remediation.

5. No production data shall be used for unrelated testing, demonstrations, portfolio materials or other purposes without prior written authorization.
6. The Consultant shall comply with applicable legal, contractual, safeguarding and data-protection requirements and with relevant Google Play and Apple App Store policies.
7. Any recurring third-party costs, licences, hosting charges, APIs or platform fees proposed by the Consultant must be disclosed and approved by WiLDAF before commitment.
8. The Consultant shall ensure that no personal, legal-aid, survivor or other potentially sensitive user information is retained, reused, disclosed or processed for purposes outside the agreed scope of the assignment.

TIME FRAME & DURATION

Overall engagement: November 2026–May 2027, comprising approximately two months of development, testing and deployment followed by an agreed post-launch support and stabilization period. The Consultant shall propose a realistic milestone schedule in the technical proposal. Store approval timelines controlled by Google or Apple will be managed proactively but will not be treated as entirely within the Consultant's control.

REPORTING & SUPERVISION

The Consultant will report to the National Coordinator through the Access to Justice Programme and will work closely with designated WiLDAF programme, communications, monitoring and evaluation, and administrative staff. Regular progress updates and review meetings will be agreed during inception.

QUALIFICATION & EXPERIENCE

1. University degree in Computer Science, Software Engineering, Information Technology or a closely related field; equivalent demonstrable professional experience may be considered.
2. At least five years of relevant experience in mobile application/software development, with demonstrable delivery of production applications.
3. Proven experience developing and publishing applications for both Android and iOS, including Google Play and Apple App Store submission processes.
4. Strong experience in mobile UI/UX, backend/API integration, databases, authentication, analytics and secure application development.
5. Demonstrable experience developing content management or information-service applications; experience with legal aid, civic technology, social impact or NGO platforms is an advantage.
6. Understanding of privacy, confidentiality, data security and secure handling of potentially sensitive user information.

7. Ability to provide clear technical documentation, administrator training, source-code handover and post-launch support.
8. Strong communication skills in English; ability to work in Swahili is an advantage.
9. Demonstrated understanding of user-centred, inclusive or accessible digital design; experience developing platforms for legal aid, gender justice, human rights, civic technology or social-impact initiatives will be an added advantage.

EVALUATION CRITERIA		
Criteria	Description	Weight
Technical understanding and methodology	Understanding of Funguka's purpose within the J4S Project, including its feminist and survivor-centred access-to-justice objectives; proposed technical architecture, user-centred UI/UX, accessibility, security, legal-aid functionality, development, deployment, support and approach to the 2,000-user objective.	30%
Relevant experience and qualifications	Experience of lead developer/team, including Android/iOS and comparable digital platforms.	25%
Quality of similar work	Evidence of successfully deployed mobile applications and relevant references.	20%
Support, sustainability and handover approach	Quality of maintenance, knowledge transfer, documentation, ownership and sustainability arrangements.	10%

Financial proposal	Reasonableness and value for money of the proposed budget, including disclosure of recurring costs.	15%
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PROPOSAL SUBMISSION REQUIREMENTS

Interested individual consultants or firms should submit:

1. Cover letter and brief statement of understanding of the assignment.
2. Technical proposal detailing methodology, proposed technology/architecture, work plan, timeline, testing, security, deployment and post-launch support approach.
3. Financial proposal with a clear breakdown of professional fees and all anticipated third-party, platform, hosting, license or operational costs.
4. CV(s) or company profile of the proposed technical team.
5. Portfolio or links/details of at least two comparable mobile applications, preferably including applications published on both Google Play and the Apple App Store.
6. At least three professional references.
7. Proposed warranty/support period and service response arrangements.
8. Disclosure of any third-party or proprietary components that may affect WiLDAF's future ownership, maintenance or recurring costs.

PAYMENT SCHEDULE

Payments should be linked to approved milestones rather than time elapsed. WiLDAF may adopt a schedule such as: 20% upon submission of the inception report; 30% upon approval of the functional beta and core content/legal-aid functions; 30% upon acceptance of the tested production release and store submissions/publication; and 20% upon complete handover, training, final report and commencement/completion of the agreed stabilization support. The final schedule will be confirmed in the contract.

PROPOSAL SUBMISSION

Interested individual consultants, consultancy teams, or consulting firms should submit the following documents to info@wildaftanzania.or.tz copied to procurement@wildaftanzania.or.tz by **06th November 2026**:

1. **A cover letter** outlining the consultant's motivation for applying, understanding of the assignment, and how their qualifications and experience align with the requirements of the consultancy.

2. **A detailed technical proposal** describing the consultant's approach to the assignment, including methodology, work plan, consultation approach, timelines, key deliverables, and quality assurance mechanisms.
3. **A financial proposal** with detailed budget breakdown, including professional fees and any anticipated operational costs related to the assignment.
4. **Curriculum Vitae (CVs)** of the lead consultant and any supporting team members highlighting relevant qualifications and experience.
5. **At least two** examples of comparable digital products or mobile applications developed and/or deployed by the consultant or firm, preferably demonstrating experience with Android and iOS applications, content management systems, digital information platforms, legal aid, civic technology, gender justice, human rights or other social-impact applications.
6. **Contact information for at least three professional referees** who can attest to the consultant's qualifications and experience in similar assignments.

PROPOSAL SUBMISSION

For inquiries or clarification, please contact:

Procurement Office

WiLDAF Tanzania

Email: info@wildaftanzania.or.tz copied

procurement@wildaftanzania.or.tz

WiLDAF Tanzania reserves the right to reject any proposals not meeting the specified requirements.