



Terms of reference for development of an online digital mapping platform for health facilities along Kenya/Tanzania border

Introduction

The Eastern Africa National Network of AIDS and Health Service Organizations (EANNASO) is a regional umbrella body bringing together civil society voices to inform policies and improve programming on HIV, Malaria and TB. Our aim is to have a regional response that contributes to effective halting and eventually reversing of the trends of the AIDS epidemics as well as other health related issues.

EANNASO under the incubator for integration and development in East Africa (IIDEA) has been awarded a short-term grant to develop a digital health platform that will map out health facilities across border towns of Tanzania and Kenya.

EANNASO with GIZ support is implementing the EAC Digital Health Platform project which seeks to develop and manage digital health services platform for border communities, citizens and residents that travel in Kenya and Tanzania. Border communities have a lot of interactions both social and economic. Border crossings are normally alive with activity and the existing physical iron gates do little to stop the movement of people and goods from one country to another. It is common procedure to find that residents of one country cross the border to seek for essential health services from the other side of the border where such services are not available within their own border health facilities or where such services are far away from their location. However, it is yet not uncommon to find that people travel far distances in their own countries looking for health services instead of crossing the border to access such services in the neighboring country. This is mainly attributed to a lack of information on the existence of the services they are in need of in the neighboring country forcing them to take such long journeys.

In this regard EANNASO sees this as a knowledge gap where communities lack the right information on existing health services near to them be it within their own countries or across borders and for this reason brings the innovation to develop a digital platform that will map out all health facilities within border towns to enable residents and citizens of these towns access health services easily and on a timely manner.

The digital platform will provide essential information on existing health services such as name of the health facility, exact geographic point location of the facility, the kind of services provided at the health facility, any charges levied to clients and contacts information for further enquiries.

Purpose

The purpose of developing these ToRs is for EANNASO to engage a consultant with demonstrable experience in information technology(IT) based on development of digital platforms and development of online health content to support in the mapping out of health facilities in border

towns and select cities in Kenya and Tanzania and develop a digital platform where residents, citizens and travelers will be able to access information on existing health facilities and the type of health services they provide.

The assignment

The assignment entails doing three main activities. 1) conduct a mini evaluation of the challenges faced by border communities in accessing health services. The rationale for this evaluation is to determine the difficulties border communities undergo while accessing health services within their own countries or in the neighboring countries; 2) to map out all health facilities along border towns and their environs and detail the type of services they offer and 3) develop a digital platform where all mapped facilities can be easily accessed by residents and travelers. The digital platform will be available both on the web and through a USSD platform that is not web supported to allow for people with non-smart phones/devised be able to access the health facility menu and get to know what health services are provided.

Main objectives of the assignment

- Conduct a mini survey on the challenges border communities including small scale traders face while accessing health services
- Mapp out health facilities along Kenya and Tanzania border towns.
- Develop a digital online platform with a USSD interphase where all mapped health facilities will be displayed and residents through the use of their smart phones or regular phones will be able to search information on existing health facilities and the services, they offer
- Develop information park to popularize the digital platform to be shared in a user-friendly format and language.

Expected deliverables

- Mini evaluation tool to collect information on community needs and challenges while accessing health services at border points
- Survey report detailing findings of the mini survey
- Border health facility list complete with information on location and type of services provided
- Online interactive navigable online platform/map that presents the actual locations of health facilities able to display adequate information on type of services, cost of services and contacts information for further enquiries.
- A USSD interphase that can be used by residents who do not have smart phones able to display similar information as that from the online platform.
- Publicity information packs for popularizing the digital health platform

Minimum Requirements.



- A bachelor's degree in a subject such as computer science or Information Technology (IT) or related fields.
- More than 5 years' experience in designing and development of digital mapping platforms.
- Experience in mobile application and software development.
- Technical skills on website design and management.
- Minimum 5-10 years of experience in digital marketing

Timeframe

The assignment needs to be completed within 25days starting from 27th of January 2020.

Expression of interest

Interested and qualified firms/individuals are requested to submit their expression of interests in two formats that include 1) technical proposal detailing understanding of the assignment and the approach you will use to deliver the assignment and 2) a cost proposal detailing the cost for delivering the assignment on or before the 24th of Januray 2020. See project concept note for more information here attached.

If you think you are the right candidate for the Job, please send your expression of interest to eannaso@eannaso.org and copy admin@eannaso.org on or before the 24th of January 2020.

Annex 1: Project Concept Note

EAC Digital Health Platform

Concept note

Focus: Scaling up access to health services beyond borders in east Africa

Background

East African countries have made significant steps towards building a strong economic block that will catalyze development and boost the economy of the region. To achieve full economic and social benefits of a well-integrated economic block, all actors including government agencies, development partners, the private sector, civil society and community groups need to play a significant role in harnessing their individual creativity towards making integration not only a reality but meaningful. In this perspective, since the drafting of the treaty for the establishment of the East African Community, partner states through various articles of the treaty such as article 127, 128 and 129 have been obligated to create an enabling environment for private sector and civil society to actively participate and contribute to the regional integration process. The adoption of the Consultative Dialogue Forum (CDF) for private sector and civil society in November 2012 and subsequent establishment of a regional dialogue committee have provided a framework of engagement where the private sector and civil society are able to meaningfully harness their innovation towards supporting the regional integration process.

With this framework in place, the EAC secretariat with support from GIZ have developed an innovative instrument called the incubator for integration and development in East Africa (IIDEA). This instrument provides a framework upon which private sector, civil society and community groups are able to design and implement small-scale innovative projects that ensure non state actors in the EAC partner states have implemented measures for people's participation in the regional economic integration.

It is from this background the EANNASO is implementing the GIZ IIDEA project to scale up access top health services across border towns in EAC

Introduction to the EAC digital health platform

Health services are an essential attribute to the proper functioning of society. A sick community can not bring forth its full potential in economic production. Border towns in the eastern Africa region are known for their busy trading schedules and it does not come as a surprise to see people

crisscrossing border towns with ease trading their wares ranging from fast moving consumer goods to long lasting heavy duty merchandise such as cloths, farm chemicals and machinery to motor vehicle parts being traded on a daily basis across borders. With increased interaction the risk of communicable diseases sch as TB and STIs are high and medical attention is a necessity along border towns. The question is, with the georgical construct of border communities, where do people access health care?

In a study conducted by William Allen in 2015 on accessing health care services by border communities in Busia, he notes that it is common practice for residents leaving in Busia from the Uganda side to access specialized services at the Busia district hospital in Kenya such as X-ray and TB services that are not available at the health center IV in the Uganda side. The existence of Busia district hospital and availability of specialized health services helps residents of Uganda living at the border to access health services across the border rather than travel many kilometers to Tororo in their own country. As one of the quotes from this study states;

“ .. We know Kenya is just a stone throw away from here so people who could not access medicine for tuberculosis in Uganda can access in Kenya. The border is very good because where you lack the other people have. also, in the area of blood transfusion if we do not have blood in Busia, the nearest place is Tororo which is 23 kilometers away from Busia or one has to go to Mbale. ... so if it is really serious then you send them to Kenya...”

This quote illustrates the importance of people being able to understand that they can be able to access health services from the neighboring country where similar services from their own country are miles away. This then then begs the question do people have all the relevant information of what health facilities and the type of services they provide exist across border and how far they are?

The IDEEA innovation

The idea is to develop a digital platform that provides information on essential health services for citizens and residents of EAC partners' states particularly for Kenya and Tanzania. The project will map out essential health services available in key towns and border towns in Kenya and Tanzania. The digital platform will be designed to be accessible both online and through Unstructured Supplementary Service Data (USSD) codes for mobile holders that do not have smart phones. The rational for mapping out essential health services in border towns is to increase knowledge and access to health services for border town communities for both smart phone and non-smart phone users.

This will be a one-year pilot project first implemented in Kenya and Tanzania with potential for replication and scale up in the remaining EAC countries.

Why this innovation

EANNASO has recently developed a digital CSO platform for the Anglophone community rights and gender platform that provides information on the location and focus area of the health service organizations and technical support providers. EANNASO wishes to expand this innovation to develop a similar platform for essential health services for residents and citizens of East Africa. Anecdotal evidence confirms that there is no existing digital platform that provides information

on essential health services. While we acknowledge that efforts have been made earlier by institutions like EAHP to map out essential health services in major towns in East Africa, this did not extend to border points and the mapping was not put on a digital platform. This innovation hopes to leverage on such work to ensure essential services are mapped and put on a digital platform for ease of access to border residents and travelers.

This innovation will increase information and knowledge on essential health services in major towns and border towns with a view to increase access to health services for small scale traders across border communities and marginalized communities including women and girls.

Small scale traders across border points who make frequent cross overs to neighbouring countries need to have full knowledge of health services in the respective countries. Border communities also are susceptible to communicable diseases (such as TB) that is easily transmittable and this platform will provide timely information on available health services within border towns to allow for early detection and treatment of communicable diseases. Other vulnerable groups like sex workers and their clients will be able to access and utilise useful information on available STI screening and treatment as well as HIV Counselling and Testing (HCT) centres within border and major towns. Citizens and residents will also be able to get information on other essential health services whenever crossing to another country.

Project Goal

The goal of the project is to improve access to health services and information for border communities, citizens and residents that travel across EAC partner states specifically Kenya and Tanzania.

Objectives

1. To develop and manage a digital health services platform for border communities, citizens and residents that travel in Kenya and Tanzania
2. To provide and disseminate information on essential health services to border communities, citizens and residents that travel across EAC partner states
3. To develop a mechanism for Community Based Monitoring System (CBMS) to enable citizens engage with service providers on quality of services provided.

Timeframe

This innovation is expected to be delivered within 12 months starting October 2019 to September 2020

Expected deliverables/outputs

1. Functional digital health platform with USSD interphase
2. Information package on essential health services
3. Engagement and community feedback mechanism put in place



Delivery of the project

This project will be delivered mainly through the services of qualified consultants to develop the digital platform, write down a comprehensive package of essential health services and craft a community feedback mechanism that will be imbedded into the digital platform.

Project administration

EANNASO will assign an officer who will be in charge of the day to day running of the project. The overall responsibility on the delivery of the project will be bestowed on the executive director.

Partnerships

At all levels the project will work in partnership with existing frameworks and institutions that are aligned to the greater objective of fostering integration at the EAC region. The project will work closely with the EAC health secretariat, MEACAS, trade promotion agencies, the media, border control units, ECSA, other IIDEA partners and border communities.

Target countries

The project will run on a pilot basis in Kenya and Tanzania with potential for scale up in all EAC region.

Project Milestones

- Baseline assessment
- Digital platform developed and functional
- Launch of the project done in the last month of first quarter
- Project impact video developed at the end of the fourth quarter
- End line evaluation

What Success will look like

An accessible digital platform of all health facilities across border towns

Increased number of border communities especially women and girls accessing essential SRHR services across border towns

Improved health service access for small scale business traders across border towns