

Request for Proposals / Expression on Interests for the Development of an APP or USSD Solution for Counselling and Mental Health Support

Kwakha Indvodza is seeking expressions of interest/proposals for the development of a mental health support application. The selected candidate will be responsible for designing, developing, testing, and maintaining software applications to facilitate the provision of mobile mental health services. They will be tasked with creating a mobile application that offers accessible mental health resources and support. The main goal of this task is to develop a user-friendly and efficient mobile application that provides mental health support, information, and resources to individuals who require assistance. The application should aim to enhance mental health outcomes and decrease the stigma surrounding mental health problems.

1. Key Responsibilities

- Conduct research on mental health issues, existing mobile applications, and user needs.
- Design the user interface and user experience (UI/UX) of the application, ensuring it is both intuitive and accessible.
- Develop the application using appropriate programming languages, frameworks, and tools.
- Incorporate features such as self-assessment tools, information on mental health conditions, coping strategies, and crisis hotlines.
- Implement robust data storage and privacy measures to safeguard user information.
- Conduct rigorous testing to ensure the application's functionality, performance, and security.
- Collaborate closely with mental health professionals and other stakeholders to refine the application based on user feedback.
- Create a comprehensive user manual and training materials.

2. Application Features

- **Core Features:**

1. **User Profiles:**

- **For Clients:** Personal details, counselling history, goals, and preferences.
- **For Counsellors:** Credentials, specialization, availability, and client reviews.

2. **Appointment Scheduling:**

- **Calendar Integration:** Allow clients to book, reschedule, or cancel appointments.
- **Reminders:** Automated reminders for both clients and counsellors.

3. **Communication Tools:**

- **Video Calls:** Secure, high-quality video conferencing.
- **Messaging:** Real-time text chat, with the option to share files or resources.
- **Voice Calls:** Option for voice-only sessions.

4. **Session Management:**
 - **Session Notes:** Secure notes feature for counsellors to record session details.
 - **Progress Tracking:** Tools to track client progress over time.
5. **Secure Data Handling:**
 - **Encryption:** End-to-end encryption for communication and data storage.
 - **Compliance:** Adherence to regulations like HIPAA (Health Insurance Portability and Accountability Act) or GDPR (General Data Protection Regulation).
6. **Resource Library:**
 - **Self-help Tools:** Articles, videos, and exercises.
 - **Educational Resources:** Information on mental health topics, coping strategies, and mindfulness practices.
7. **Crisis Support:**
 - **Emergency Contacts:** Quick access to crisis helplines and emergency services.
 - **Safety Features:** Tools to flag urgent issues and ensure user safety.
8. **Customization:**
 - **Personalized Content:** Tailor resources and recommendations based on user needs and preferences.
 - **Interface Options:** Customizable themes and settings for a comfortable user experience.

Additional Considerations:

1. **User Experience (UX) Design:**
 - **Intuitive Navigation:** Easy-to-use interface for both clients and counsellors.
 - **Accessibility:** Features to support users with disabilities.
2. **Feedback Mechanisms:**
 - **Surveys:** Post-session feedback forms to gather user experiences.
 - **Ratings:** Option for clients to rate their sessions and provide reviews.
3. **Integration with Other Tools:**
 - **Health Apps:** Integration with fitness or health tracking apps for holistic care.
 - **Calendar Syncing:** Sync appointments with external calendars.
4. **Data Analytics:**
 - **Usage Metrics:** Track engagement and usage patterns to improve the app.
 - **Outcome Tracking:** Analyse the effectiveness of interventions and overall progress.
5. **Training and Support:**
 - **On boarding:** Tutorials and guides for new users.
 - **Help Centre:** FAQs, troubleshooting guides, and customer support.
6. **Monetization Strategy:**
 - **Subscription Models:** Different tiers for individual and professional use.
 - **In-App Purchases:** Access to premium content or features.
7. **Marketing and Outreach:**
 - **Community Building:** Forums or discussion boards to foster a supportive community.
 - **Partnerships:** Collaborate with mental health organisations or institutions.

Technical Considerations:

- **Scalability:** Ensure the app can handle increasing users and data.
- **Cross-Platform Compatibility:** Availability on both iOS and Android.

Regular Updates: Keep the app updated with new features and security patches.

3. Deliverables

- A fully functional and user-friendly mobile application
- Comprehensive user documentation
- Training materials for users and administrators
- Data privacy and security plan

4. Qualifications and Experience

- Demonstrated expertise in mobile application development for iOS and Android platforms.
- Proficiency in relevant programming languages and frameworks.
- Sound understanding of user interface and user experience design principles.
- Familiarity with mental health concepts and terminology.
- Experience implementing data security and privacy best practices.

5. Performance Evaluation

The developer's performance will be evaluated based on the following criteria:

- Adherence to project timelines and budget
- Quality of the developed application
- User satisfaction and adoption rate
- Compliance with data privacy and security regulations

Shortlisted candidates will need to deliver a presentation that includes clear and concise slides with visual aids such as charts, graphs, and images to enhance comprehension.

Proposal Submission Details

Please send your proposals electronically to careers@kwakhaindvodza.com by 30th August 2024. Late submissions will not be considered. We encourage you to reach out with any questions or clarifications needed before the deadline to **24042265**