Terms of reference: NAPP Connect Mobile Application Phase-1

OVERVIEW:

Fairtrade is an alternative approach to conventional trade and is based on a partnership between producers and consumers. Fairtrade offers producers a better deal and improved terms of trade. This allows them the opportunity to improve their lives and plan for their future. Fairtrade offers consumers a powerful way to reduce poverty through their everyday shopping.

About Fairtrade NAPP

Fairtrade NAPP supports and empowers Fairtrade certified farmers and workers across the Asia Pacific region. The producers share a 50% ownership of the Fairtrade system and have an equal voice in all decisions that affect them. Currently, NAPP has 300+ Producer Organizations across 21 countries in Asia and the Pacific Region, supporting more than 260000 farmers and workers. Fairtrade strengthens the position of farmers and workers in the value chain. By offering an alternative approach to trade, NAPP supports producers in securing better markets, contributing to greater sustainable development in the Asia Pacific region under Fairtrade – Network of Asia and Pacific Producers (NAPP). To know more about NAPP & Fairtrade visit: https://www.fairtradenapp.org, https://www.fairtrade.net

Scope of work:
Integration of the NAPP Connect Chatbot with the NAPP Connect Mobile application for access to special features reserved for verified farmer, worker, and producer organizations.

Models	Sub models
Concept and design	Explore and collect accessible special features
	Design app based on the features
Integration	Integration of Chatbot with NAPP Connect Mobile APP
	Channel integration for website
	Databases to store user conversation and Data on App
	Server configuration
Cold Start	Collect the special features and explore the features to integrate with Chatbot
	Create App format according to special features
	Collect converation data through internal testing and external
	Create your own training examples
	Create stories to trian dialogue engine
Internal Training	Share assitant with internal testers
	Analyze the App to understand what the other features required by the users
	Use the app, test, fix bugs, redesign the App
Technology	
Platform	Rasa
NLP	Spacy
Database	postgresql

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FEATURES REQUIRED
- Super-admin Log-in,
- Admin Log-in, Organization Log-in
- Integration of website with mobile-app, Chatbot with mobile App
- Secure authentication mechanisms- as special features are reserved for verified users
- Google Translate integrable.
- Connecting App to Bot Training Feature (FAQs) through NLP and AI.
- Custom formattable Mobile App
- Connecting App to Support Executive through Live Chat
- All type (image,video, contacts, geofencing) content sharing to farmer through App
- Broadcast Feature (Contacts and Templates, History, tags for users)
- Profile Validation and Profile details (location, links, Geo fence, farm diary, etc), Authentication of profile through OTP/Registered number, etc.
- User detail databases
- Analytics dashboards
- Cloud Integrations
- API integration options

REQUIREMENTS:
- Competitive Pricing
- Continuous Onboarding and Deployment Support

DELIVERABLES:
- Weekly Status reports on the performance of the Mobile App
- Bi-weekly demonstration of MVP
- Testing on APP to identify and fix any issues.
- Complete delivery of the dashboard (SoW-2)

TERMS AND CONDITIONS:
- This is a one-off short-term assignment, taking place between 10th April 2024 and 31st June 2024
- The consultancy contract will be offered under NAPP legal terms.

APPLICATION:

- Please apply separately with well-defined budget
- Please send your expression of interest along with a detailed budget to Gideon Balasingam at gideon.balasingam@fairtradeapp.org by 30th April 2024.
- Preference will be given to consultancies, firms, or individuals with demonstrated experience in the field.