



Terms of Reference for AI-Powered Multi-Language Mobile Application Development

Abeba Telegram chatbot is an AI-powered platform designed to support and inform users on issues related to sexual and reproductive health, mental health, and HIV, particularly targeted toward young people in Ethiopia developed by UNFPA and UNAIDS.

CORHA in partnership with UNFPA is initiating the development of an AI-powered mobile application designed to provide accessible and timely information to users across diverse young people. The app will feature an intelligent chatbot capable of interacting in five local languages, ensuring inclusivity and cultural relevance. The application will target youth, underserved populations, and the general public, aiming to improve access to critical services and information through a user-friendly, engaging platform.

The primary objective of this assignment is to design, develop, and deploy a mobile application that integrates a robust AI chatbot. The app must be scalable, secure, and capable of delivering accurate responses across multiple languages. Beyond development, the assignment includes testing, deployment, documentation, and training to ensure the organization can efficiently manage and maintain the app post-launch.

Scope of Work

The consultant or development team will begin by conducting a needs assessment, reviewing project goals, user requirements, and target audiences. Based on this assessment, they will produce a detailed technical specification outlining all app features, chatbot functionality, and multi-language integration strategies.

Following planning, the team will focus on design and development. This includes creating UI/UX wireframes, developing interactive prototypes, coding the mobile application for both Android and iOS platforms, integrating the AI chatbot, and building a secure back-end

infrastructure. Special attention will be given to multi-language support, ensuring all chatbot interactions are accurate, contextually appropriate, and culturally sensitive.

The next phase involves testing and quality assurance. Functional testing of the app and chatbot will be conducted, including rigorous multi-language testing to verify the accuracy and naturalness of chatbot responses. User acceptance testing (UAT) will be conducted with a representative group of end users, and all issues will be addressed before final deployment.

Once development and testing are complete, the consultant will provide deployment and launch support. This includes preparing the app for submission to the Play Store and App Store, assisting with a soft launch for early feedback, and supporting the official release. Additionally, the consultant will provide comprehensive documentation—including user manuals, technical guides, and source code—and deliver training to organization staff to ensure effective app management. Optionally, post-launch maintenance and support can be provided to refine the AI chatbot and update the app based on user feedback.

Deliverables:

The key deliverables include:

- A detailed technical specification document outlining features, chatbot flows, and multi-language strategies.
- UI/UX wireframes and interactive prototypes for review and approval.
- Fully functional Android and iOS applications integrated with an AI chatbot capable of multi-language interactions.
- Testing and quality assurance reports, including UAT and multi-language performance verification.
- App submission and launch support, including guidance for the official release.
- User manuals and technical documentation for app and chatbot management.
- Optional post-launch support and maintenance plan.

Duration and Reporting

The assignment is expected to span 8 weeks, from initial planning to launch, with regular progress reporting to CORHA/Abeba project team. Weekly updates on milestones achieved, challenges faced, and next steps are required to ensure smooth coordination and timely delivery.

Activities	Time frame
Hire App developer team and submission of technical proposal	1 st week of April 2026
First consultation with Abeba project team	2 nd week April 2026
Design prototype for testing	3 rd & 4 th week April 2026
Development of App (Front-end & back-end coding , Chatbot integration with AI engine , Database setup)	1 st week May 2026
Pilot functional testing of app/ chatbot & User acceptance testing	2 nd & 3 rd week May 2026
Feedback incorporation and Finalization of App	4 th May 2026
Prepare for launching	4 th week May 2026

Qualifications and Experience

The consultant firm or app developer team must have proven experience in mobile app development and AI chatbot integration, particularly in multi-language environments. You should possess strong skills in UI/UX design, secure back-end systems, and cloud-based technologies. Experience with content localization, data privacy, and delivering projects within agreed timelines is essential.