

Terms of Reference

IT Service Consultant for AI Powered Guidance Assistance

Reference: MC-UK-TOR-2026-05-001 - IT

BACKGROUND TO MALARIA CONSORTIUM

Established in 2003, Malaria Consortium (MC) is one of the world's leading international non-governmental organisations specialising in the comprehensive prevention, control and treatment of malaria and other communicable diseases among under privileged populations. MC is a UK-based organization implementing programmes in nine countries in Africa and Asia, supporting preventative care and treatment for essential health services. As leading technical research and implementing organization, we work closely with national health ministries at national and sub-national level to support the control and management of malaria, child survival and neglected tropical diseases. Our areas of expertise include:

- Disease prevention, diagnosis and treatment, control and elimination, focussing on malaria, neglected tropical diseases and maternal and new-born health.
- Innovation in vector control and research into drug resistance and resilience treatments health systems strengthening including strengthening routine health information systems.
- Research, monitoring, and evaluation leading to best practice.
- Pioneering work in community health services, including integrated community case management (iCCM) and social and behaviour change.
- Digital health solutions for strengthened community delivery and disease surveillance and data driven decision-making.
- National and international advocacy and policy development.

GEOGRAPHICAL PRESENCE

Malaria Consortium supports programmes in four regions:

- Southeast Asia: Cambodia, Thailand and Myanmar
- Southern and East Africa: Uganda, South Sudan, Ethiopia and Mozambique
- West & Central Africa: Burkina Faso, Chad, Togo and Nigeria
- UK Office: London

BACKGROUND TO CONSULTANCY

Malaria Consortium is seeking proposals to partner on the design and delivery of an AI-powered assistant that helps staff access, interpret, and apply organisational guidance contained across multiple documents. A core aim of this engagement is capability building; the selected vendor will guide our team on how to define the problem and implement the solution.

PURPOSE / OVERALL OBJECTIVE

Operational guidance is currently distributed across numerous Word, Excel, PowerPoint, web pages and PDF documents, making it difficult for users to locate relevant information and consistently apply it to real-world situations. This leads to inefficiency, inconsistent decision-making, and increased risk.

The primary objective of this engagement is to build Malaria Consortium's capability to design, implement, and maintain agentic AI solutions. The proposed guidance-assistant use case should be treated as a practical example through which the vendor will coach and train our team.

SPECIFIC OBJECTIVES

The selected vendor will be responsible for end-to-end delivery of the initial solution (design, build, testing, and deployment) and, critically, for guiding and upskilling Malaria Consortium staff throughout. This includes coaching on how to scope the problem, design a solution, and implement the solution. The end result should be that our team has sufficient knowledge to operate, update, and extend the solution after handover.

1. Core Functional Requirements
 - a. Ingest and analyse guidance documents in Word, Excel, and PDF formats
 - b. Respond with clear, specific guidance tailored to the user's scenario
2. Non-Functional Requirements
 - a. Scalable to support increased document volumes and user demand
 - b. Ability to add, update, or remove guidance documents without redeploying the solution

DURATION OF ASSIGNMENT

Start Date: 13 July 2026
End Date: 14 August 2026

DELIVERABLES / OUTCOMES

The consultant is expected to deliver the following outputs and outcomes (at minimum):

1. **AI-powered guidance assistant MVP:** a working pilot of the AI powered guidance assistant
2. **Capability building and handover:** coaching/workshops plus documentation so Malaria Consortium staff can operate, update, and extend the solution after the assignment

PAYMENT TERMS

Malaria Consortium will make payment thirty (30) days after the presentation of the following documents, outlining any deductions for loss, damage or late delivery:

- a) Any deliverables as specified in this TOR and in the Consultancy Contract agreed by both parties.
- b) Commercial invoice(s) referencing Malaria Consortium's Purchase Order / Consultancy Contract number.

All payments shall be made in United States Dollars (USD/\$) or preferred local currency (which should be stated clearly in the applicant's proposal) by bank transfer within thirty (30) days of receipt of valid documentation.

Applicants are welcome to propose alternate milestone payment plans for consideration by Malaria Consortium.

CONTRACTUAL TERMS

The consultancy will be home-based for desk work and virtual meetings. The selected individual or firm will prepare an overall work plan at the beginning of the assignment, which will be discussed and agreed with the supervisor(s).

- Place of work: Desk-based
- Type of contract: Consultancy contract
- Fees: Professional fees
- Insurance: Professional indemnity insurance or relevant insurance is a pre-requisite
- Equipment: Should have own computing and broadband facilities for remote collaborations

EVALUATION CRITERIA

Applications and proposals will be evaluated based on the following attributes:

- Relevant experience and expertise (30%).
- Proposed approach (30%).
- Cost-reasonableness (40%).

SUBMISSION OF APPLICATIONS

Interested individuals and firms are welcome to submit applications and proposals with the following requirements:

- A cover letter expressing interest and outlining relevant experience.
- A CV of the professional(s) assigned to this work.
- Company registration documents for firms.
- A proposal including professional fees in USD\$ or specified local currency.
- At least 3 client references for similar pieces of work done.
- Proof of professional indemnity insurance or relevant insurance.

Interested applicants are welcome to submit proposals any time before 5pm, Tuesday, 30th June 2026 (GMT+1; British Summer Time).

Applications and proposals are to be submitted in softcopies before the deadline to tenders@malariaconsortium.org, with 'MC-UK-TOR-2026-05-001 - IT' as subject of the email(s).

Enquiries, if any, should be sent by email to tenders@malariaconsortium.org with the following reference in the subject: 'MC-UK-TOR-2026-05-001 - IT - Question'.