GoodPartners
Innovative Solutions for Digital Transformation

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INFORMATION SYSTEMS EXTERNAL QUALITY ASSURANCE AND AUDIT
TERMS OF REFERENCE (ToR)

DRAFT v0.1

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1.   Background

Good Partners is a technology-driven company empowering businesses and communities to thrive in a digital-first world. We deliver innovative, tailored solutions across AI, systems development, information systems research and digital infrastructure built for impact, scalability, and growth.

As a client-focused, forward-thinking technology partner, we help organizations solve real-world challenges through smart, adaptable technology. Our work spans various sectors including finance, agriculture, health, and humanitarian assistance, with a core commitment to strengthening institutions and advancing inclusive development through digital innovation.

Our three flagship platforms include:

- **BetterPay**: A secure, efficient financial and project management platform designed for workshops, field programs, events and community projects. BetterPay brings transparency and trust to payments, ensuring the right people get paid on time.
- **Vala.ai**: A mobile and web-based knowledge assistant that helps institutions and teams unlock, access, and share organizational information, turning knowledge existing in PDF documents into usable intelligence, accessible anytime, anywhere.
- **AgriScanAI**: An AI-powered, mobile-first platform supporting smallholder farmers with real-time crop insights, soil health diagnostics, pest detection, and market data, driving productivity and resilience from the ground up.

To ensure that these platforms continue to meet high standards of quality, security, usability, and performance, Good Partners seeks to engage an external consultant or firm to conduct a comprehensive **Quality Assurance and Technical Audit** of BetterPay, Vala.ai, and AgriScanAI. The audit will provide an independent assessment of each platform's strengths, gaps, and opportunities for improvement guiding us in delivering even more reliable and impactful technology to our users.

2. Objectives of the Assignment

The overall objective of this assignment is to conduct an independent, end-to-end comprehensive assessment, evaluating their technical integrity, performance, scalability, compliance, and user experience; and to provide actionable recommendations for improvement.

Specific Objectives

The specific objectives of the quality assurance and audit exercise are to:

- **Evaluate the technical soundness and system architecture** of each platform, including adherence to software engineering best practices and long-term sustainability.
- **Assess data security and privacy compliance**, including alignment with relevant legal and regulatory frameworks such as the Kenya Data Protection Act, GDPR, and other applicable standards.
- **Review the software development lifecycle (SDLC)**, DevOps workflows, testing protocols, and supporting documentation to ensure consistency, traceability, and quality assurance.
- **Validate the platforms' scalability, system robustness, and performance** under various operational conditions and workloads.
- **Evaluate user experience (UX), accessibility, and responsiveness**, particularly across mobile and low-bandwidth environments.
- **Review governance structures, internal quality control mechanisms, and incident response protocols**.
- **Identify risks and vulnerabilities**, both technical and operational, and provide clear, actionable recommendations for remediation and continuous improvement.

3.   Scope of Work

The audit will cover:.

3.1.   Platforms to Be Audited

The consultant will assess the following platforms:

1. **BetterPay**
2. **Vala.ai**
3. **AgriScanAI**

3.2.   Key Focus Areas

The audit will cover the following core areas across all three platforms:

- **Code Quality and Architecture**: Review of code structure, modularity, documentation, maintainability, and alignment with industry standards.
- **Cybersecurity and Data Protection**: Evaluation of encryption practices, access controls, authentication mechanisms, and compliance with applicable data privacy regulations.
- **System Integration and APIs**: Assessment of integration frameworks, external interfaces, API security, and interoperability with third-party systems.
- **Performance and Scalability Testing**: Analysis of system behavior under normal and peak loads, including stress and load testing for robustness.
- **User Interface and Accessibility**: Evaluation of interface design, mobile responsiveness, usability, and accessibility for diverse user groups and devices.
- **Data Accuracy and Processing**: Review of data validation, integrity checks, data workflows, and outputs to ensure reliable analytics and reporting.
- **Documentation and Compliance**: Assessment of technical and user documentation, internal controls, and adherence to relevant quality and regulatory standards.
- **Deployment, Monitoring, and Support Mechanisms**: Review of deployment strategies, incident management processes, real-time monitoring tools, and support protocols.

4.   Methodology

Applicants are invited to propose a comprehensive methodology for assessing the quality and integrity of the three platforms. The proposed approach should outline the tools, techniques, and processes the auditor intends to use, demonstrating how these will ensure a thorough evaluation of all key focus areas.

Following the selection, the agreed methodology will be aligned with Good Partners' evaluation framework.

5. Deliverables

The consultant or audit firm will be expected to deliver the following outputs as part of the engagement:

- **Inception Report -** A detailed report outlining the consultant's understanding of the assignment, proposed methodology, tools to be used, work plan, and timelines. This will be submitted within the first week of engagement.
- **Interim Report(s) -** Platform-specific interim reports that highlight preliminary findings, technical observations, and areas requiring immediate attention. These should be delivered progressively as the assessment of each platform concludes.
- **Final Quality Audit Report -** A comprehensive final report that consolidates all findings across the three platforms: BetterPay, Vala.ai, and AgriScanAI. The report should include technical assessments, security and performance evaluations, compliance reviews, and prioritized, actionable recommendations.
- **Presentation to Management -** A formal presentation to Good Partners' leadership team summarizing key findings, risk areas, and improvement opportunities. This should include proposed next steps and strategic insights for product enhancement.

Report Requirements

All submitted reports must include:

- An executive summary
- Methodology
- Detailed analysis of findings
- Identified risks and vulnerabilities
- A clear, prioritized improvement roadmap
- Supporting technical documentation or annexes, where applicable

Reports should be submitted in editable digital formats (Word and PDF) and presented in clear, professional language.

6. Duration and Timeline

The assignment is expected to take approximately **4–6 weeks**, beginning tentatively on **25th August 2025** and concluding no later than **30th September 2025**.

A detailed work plan, including key milestones and a proposed schedule of activities, shall be submitted as part of the **Inception Report** during the first week of engagement. The work plan will be reviewed and agreed upon by Good Partners before full implementation begins.

7. Qualifications of the Consultant/Auditor

The selected consultant or firm should demonstrate a strong track record in software quality assurance, IT auditing, and digital systems evaluation. The ideal candidate will possess a mix of technical expertise, industry certifications, and contextual understanding relevant to Good Partners' work.

Desired Qualifications

- **Proven Professional Experience**
  - At least 3 years of demonstrable experience conducting comprehensive software quality assurance assessments, cybersecurity audits, and performance evaluations across multiple platforms or digital products.
  - Evidence of successfully completing at least three (3) similar assignments for organizations in the last three years, with references or case studies available.

- **Technical Expertise**
  - Advanced knowledge of software engineering principles, scalable system architecture design, and cloud-native solutions (AWS, Azure, or GCP).
  - Strong understanding of DevOps practices, CI/CD pipelines, automated testing frameworks, and agile development methodologies.
  - Proficiency in performance benchmarking, load/stress testing tools.

- **Artificial Intelligence (AI) and Data Systems**
  - Experience in evaluating AI-powered systems, including machine learning (ML) model performance, bias detection, explainability (XAI), and ethical AI considerations.
  - Familiarity with AI model lifecycle management, including data preprocessing, model training, deployment, and monitoring.
  - Understanding of Natural Language Processing (NLP), Computer Vision, or other AI subfields relevant to platforms like Vala.ai and AgriScanAI.
  - Experience assessing AI systems for compliance with emerging AI governance standards and relevant ethical frameworks.

- **Cybersecurity & Data Privacy**
  - In-depth knowledge of cybersecurity best practices, threat modeling, penetration testing, and vulnerability assessment tools.
  - Demonstrated ability to assess compliance with data protection laws such as the Kenya Data Protection Act, GDPR, and ISO/IEC 27001.

- **Professional Certifications** *(at least one required, multiple preferred)*
  - Certified Information Systems Auditor (CISA)
  - Certified Information Systems Security Professional (CISSP)
  - ISO/IEC 27001 Lead Auditor or Lead Implementer
  - Certified Ethical Hacker (CEH)
  - ISTQB Advanced Level Test Manager or equivalent QA certification
  - (Preferred for AI) TensorFlow Developer Certification, Microsoft Certified: Azure AI Engineer Associate, or equivalent AI/ML credential

- **Contextual and Sector Knowledge**

- ○ Experience working in nonprofit, development, or mission-driven technology environments, particularly in low-resource or mobile-first contexts.
- ○ Familiarity with operational challenges in low-bandwidth, rural, or emerging market environments.

- **Analytical & Communication Skills**
  - ○ Strong analytical skills with the ability to translate technical findings into clear, actionable recommendations for both technical and non-technical audiences.
  - ○ Excellent report-writing, documentation, and presentation abilities, with a proven track record of producing decision-ready outputs.

- **Team Composition (for Firms)**
  - ○ Multidisciplinary team with combined expertise in software engineering, AI/ML systems, cybersecurity, performance testing, UI/UX evaluation, and compliance auditing.
  - ○ Clear identification of the lead consultant and key personnel, including relevant qualifications, certifications, and defined roles.

8. Management and Reporting

The consultant will report directly to the Chief Executive Officer at Good Partners. They will work closely with the respective product leads for BetterPay, Vala.ai, and AgriScanAI to ensure coordinated access to systems, documentation, and internal stakeholders.

Regular **weekly check-ins** will be required throughout the assignment to review progress, address challenges, and align on key findings or decisions. All major deliverables will be subject to internal review and approval by Good Partners.

9. Confidentiality

The appointed auditor will be required to sign a **Non-Disclosure Agreement (NDA)** prior to commencing the assignment. All information accessed, reviewed, or shared during the course of this engagement must be treated with the **strictest confidentiality** and used solely for the purposes of fulfilling the terms of this assignment.

The auditor shall not disclose any information, data, or findings either directly or indirectly to third parties without prior written consent from Good Partners.

10. Application Process

Interested consultants or firms are invited to submit their proposals, which should include the following:

- A technical proposal outlining the understanding of the assignment, proposed methodology, work plan, and team composition.
- A financial proposal detailing all expected costs, including professional fees, taxes, and any reimbursable expenses.
- A company or individual profile, highlighting relevant experience in quality assurance, IT audits, or similar work.
- CVs of key personnel who will be involved in the assignment.
- At least two references or samples from previous clients where similar work has been successfully completed.

All applications should be submitted here: TORs for Information Systems External Quality Assurance and Audit by **19th August 2025**.

Applications will be reviewed on a rolling basis.

Good Partners is an equal opportunity employer and does not ask for fees at any stage of the recruitment process. Successful candidates must abide by Good Partners Anti-Fraud & Bribery Policy and Safeguarding Policy, including protection of children and vulnerable adults.