Terms of Reference

GENERAL INFORMATION

Title: International Junior Specialist on e-Governance
Project Name: KOICA-UNDP Partnership for Strengthening of Capacity for an Integrated Civil Petition System in Indonesia
Reports to: Head of Democratic Governance and Poverty Reduction Unit (DGPRU)
Duty Station: Jakarta, Indonesia
Expected Places of Travel (if applicable): N/A
Duration of Assignment: 6 November - 31 January 2018

REQUIRED DOCUMENT FROM HIRING UNIT

	TERMS OF REFERENCE
	CONFIRMATION OF CATEGORY OF LOCAL CONSULTANT, please select:
	(1) Junior Consultant
	(2) Support Consultant
	(3) Support Specialist
	(4) Senior Specialist
6	(5) Expert/ Advisor
	CATEGORY OF INTERNATIONAL CONSULTANT, please select:
	(6) Junior Specialist
	(7) Specialist
	(8) Senior Specialist
	APPROVED e-requisition

REQUIRED DOCUMENTATION FROM CONSULTANT

X	P11
X	Copy of education certificate
X	Completed financial proposal
X	Completed technical proposal (if applicable)

Need for presence of IC consultant in office:
X partial: the IC will support the *Implementation Survey* that is to be conducted during this assignment and therefore needs to be office based or present at meetings as required.
☐ intermittent (explain)
☐ full time/office based

Provision of Support Services:
Office space: ☐ Yes   **X** No
Equipment (laptop etc):   ☐ Yes   **X** No
Secretarial Services   ☐ Yes   **X** No
If yes has been checked, indicate here who will be responsible for providing the support services:
Head of Democratic Governance and Poverty Reduction Unit (DGPRU), Mr. Siprianus Bate Soro.

Name: Siprianus Bate Soro
Title: Head of DGPRU

Signature: _____

In December 2004, President Susilo Bambang Yudhoyono issued Presidential Instruction 5/2004, Acceleration of Corruption Eradication. Furthermore, he instructed the Ministry of National Development Planning (BAPPENAS) to draft a roadmap to eradicate corruption. BAPPENAS devised the National Action Plan on Corruption Eradication to focus on 4 key areas including 1) corruption prevention, 2) law enforcement, 3) resources directed towards tsunami-struck province of Aceh for rehabilitation and reconciliation of the region, and 4) monitoring and evaluation. In addition, in 2006, the government of Indonesia ratified the United Nations Convention Against Corruption (UNCAC) in Law No.7/2006, which is a multilateral treaty negotiated by UN member states in 2003.

In 2012, these efforts led to the long-term National Strategy on Corruption Prevention and Eradication (CPE - 2012-2025) with the mission to 1) build and establish the national integrated system, mechanism and capacity to prevent and eradicate corruption, 2) reform laws and regulations to support the implementation of CPE consistently, comprehensively, and systematically, 3) build and consolidate a system and mechanism of corruption assets recovery through effective national and international cooperation, 4) build and internalize the anti-corruption culture in governance and society, and 5) develop and publicize an integrated report of performance in implementing CPE.

The National Strategy on Corruption Prevention and Eradication (CPE) focused on 6 areas: 1) corruption prevention, 2) law enforcement, 3) laws and regulations, 4) international cooperation and asset recovery, 5) education and anti-corruption culture, and 6) reporting mechanism. Although CPE worked to tackle corruption at all levels of government, the strategy primarily focused on enhancing the capacity of several ministries and agencies at the national level including 1) Ministry of Law and Human Rights (KemenKumHam), 2) Ministry of Administrative and Bureaucratic Reform (KemenPAN), 3) Corruption Eradication Commission (KPK), 4) Attorney General's Office (AGO), and 5) Financial Intelligence Unit (PPATK). The figure below depicts the development of the CPE National Strategy (source: BAPPENAS).
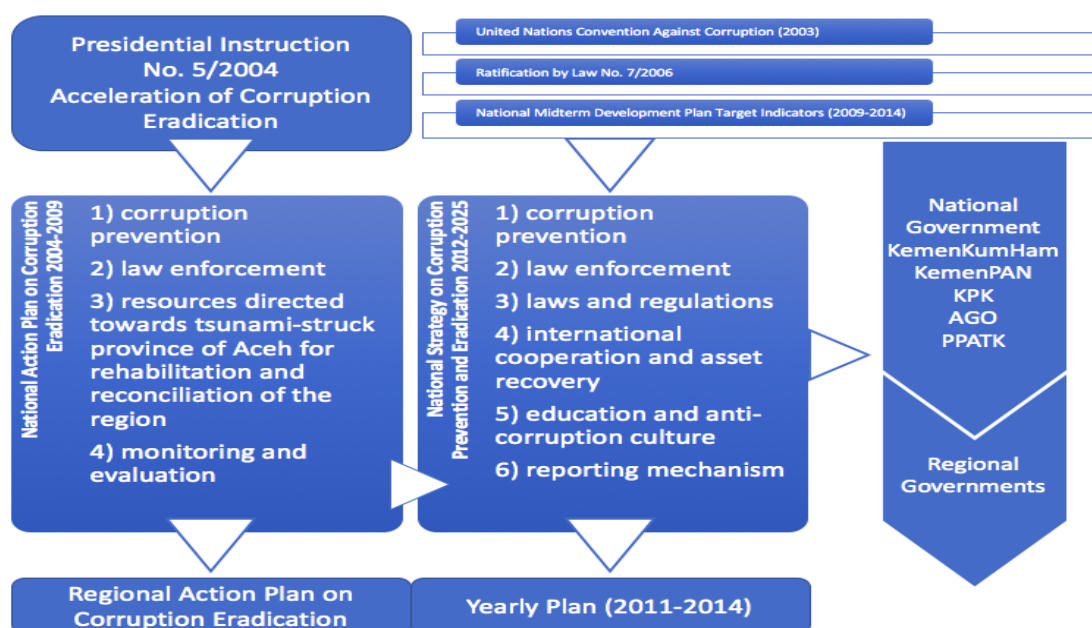
Three areas in CPE, 1) prevention, 2) law enforcement, and 3) reporting mechanism, promote information and communications technology (ICT), e-governance, and enhanced civic participation in monitoring and reporting corruption in public agencies and the provision of services. To this end, there was a strong push from the government to develop government-to-citizen systems (G2C) that would facilitate civic participation and promote e-participation through enhanced e-governance structures and systems. Moreover, the national complaints management system became part of the agenda to improve public services through bureaucratic reforms.

On 20 September 2011, Indonesia, as one of the 8 founding governments formally launched the Open Government Partnership (OGP), endorsed the Open Government Declaration, and announced its national action plan. Following the launch of OGP, President Yudhoyono established an online G2C system (LAPOR) that supports the national public service compliant management system (SP4N) under the coordination of the President's Delivery Unit for Development Monitoring and Oversight (UKP4) in 2012.

LAPOR is an online citizen complaints management system, and was designed to increase public participation in the supervision of programs and government performance as well as the provision of public services. LAPOR is an integrated online system that is easily accessible through various online platforms

including 1) text messaging 1708 (based on Indonesia's Independence day on 17 August), 2) mobile application (LAPOR!) on Android and Blackberry – IOS still under development, (3) the internet (www.lapor.go.id), 4) Facebook (facebook.com/LayananPengaduanOnlineRakyat), 4) Twitter (@LAPOR1708 or #LAPOR), 5) YouTube (@LAPOR1708), and 6) Instagram (@LAPOR1708).

Through these online platforms, citizens can submit their petitions and complaints to uncover issues internally or in-service provision in highlighting existing challenges. KemenPAN is the responsible agency for the management of daily operations and administration of LAPOR. Up until March 2017, LAPOR had attracted more than 560,000 users and continues to receive, on average, 800 daily reports through the platform. To this end, LAPOR has become the forerunner of national integrated complaints management systems.

LAPOR, as a G2C online complaints management system, works to increase transparency and accountability across the public sector. This online platform has already successfully connected with 878 institutions including some private universities. More specifically, the numbers are as follows:

- Local Governments: 372;
- Ministries: 34;
- Government Agencies: 97;
- Indonesian Embassies: 131;
- State-Owned Enterprises:116;
- Private and State-Owned Universities: 128.

Currently, under President Joko Widodo (Jokowi), LAPOR is still a cornerstone for complaints handling with KemenPAN, KSP, and ORI as the national partners of the system. In 2016, LAPOR was defined as the National Public Service Complaints Management System (SP4N: Sistem Pengelolaan Pengaduan Pelayanan Publik Nasional) based on KemenPAN No.3/2015 which led to the Presidential Regulation No.76/2013 on the management of public complaints within public services. Together, KemenPAN, ORI, and KSP manage LAPOR after the signing of Joint Memorandum of Understanding in March 2016 on the utilization of LAPOR as SP4N.

In addition, according to Transparency International's Corruption Perception Index (2016), Indonesia's ranking has dropped by 2 rankings to 90th from the previous year in 2015. The lack of transparency in public service provision and governance has been a major impediment to the country's course of development and macroeconomic growth. Therefore, this project can support Indonesia by enhancing the government's capacity to fight corruption and increase transparency at all levels of government.

The United Nations Development Programme (UNDP) in Indonesia is initiating a new programme with the Korean International Cooperation Agency (KOICA) to support the Government of Indonesia in strengthening the capacity of government to handle civil petitions that can improve public service provision over time. In doing so, UNDP and KOICA will establish a tripartite collaboration with the Ministry of Administrative and Bureaucratic Reforms (Kemenpan) to develop a comprehensive and integrated national strategy on the public service complaint management system. This joint collaboration is also intended to capacitate respective agencies responsible for the management and operation of LAPOR. In support of finalizing the arrangements required between UNDP and KOICA, CO is looking for a qualified IC to prepare the necessary documents for the implementation of the project beginning Q1 2019.

II. SCOPE OF WORK, ACTIVITIES, AND DELIVERABLES

Scope of Work

- Representing UNDP delegation during the scheduled Implementation Survey;
- Liaising with relevant partners and stakeholders on Lapor;
- Drafting the documents required to finalize the agreement in coordination with donor;
- Supporting CO to prepare for initial activities for implementation.

Expected Outputs and deliverables

- Status Report on Project including IS, ROD, CSA, and ProDoc;
- Final Draft of ROD;
- Final Draft of CSA;
- Final Draft of Project Document.

Deliverables/ Outputs	Estimated number of working days	Completion deadline	Review and Approvals Required *(Indicate designation of person who will review output and confirm acceptance)*
Status Report on Project including IS, ROD, CSA, and ProDoc	10	16 November 2018	Head of Democratic Governance and Poverty Reduction Unit
Final Draft of ROD	10	14 December 2018	Head of Democratic Governance and Poverty Reduction Unit
Final Draft of CSA	10	31 December 2018	Head of Democratic Governance and Poverty Reduction Unit
Final Draft of Project Document	10	31 January 2019	Head of Democratic Governance and Poverty Reduction Unit

III. WORKING ARRANGEMENTS

Institutional Arrangement

The IC will be reporting to the Head of DGPRU in seeking approval and acceptance of the abovementioned outputs. The IC is expected to be in regular contact with the Team Leader of DGPRU and update and report on his/her progress on a weekly basis. The IC will be liaising with relevant donor, government, private, and non-profit stakeholders who are engaged in developing this project for implementation in Q1 2019.

Duration of the Work

Expected duration of work is from 6 November 2018 to 31 January 2019. The IC is expected to support the deliverables on a part-time basis.

Duty Station

The IC will be based partially at Menara Thamrin and partially remotely and is responsible to report to the Head of DGPRU.

Travel Plan

Below is an indicative travel plan for the duration of the assignment. The Consultant will be required to travel to the below indicated destinations and include the relevant costs into the proposal. There may be also unforeseen travel that will come up during the execution of the contract which will be agreed on ad-hoc basis.

No	Destination	Frequency	Duration/days
N/A	N/A	N/A	N/A

IV. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

Academic Qualifications:

Master of Public Policy

Years of experience:

- Minimum 3 years of professional experience including experience at UNDP on project development and management and an understanding of UNDP's standard operating procedures;
- Knowledge of Indonesia's SP4N (national complaint handling system);
- Knowledge of LAPOR (the online national complaint handling system), politically, institutionally, and operationally;
- Experience working with the Korean International Cooperation Agency in Indonesia;
- Experience working on project development at UNDP; and
- Experience in producing high quality reports.

Language Requirements:

- Fluency in English with excellent written communication skills, and strong experience writing reports is required;

Competencies and special skills requirement:

- Strong analytical, reporting and writing skills;
- Openness to change and ability to receive/integrate feedback;
- Ability to plan, organize, implement and report on work;
- Ability to work under pressure and tight deadlines;
- A good understanding of migratory trends, informal economy, urban issues, and the SDGs, especially in the Asia Pacific context
- Proficiency in the use of office IT applications and internet in conducting research;
- Good presentation and facilitation skills.
- Demonstrates integrity and ethical standards;
- Positive, constructive attitude to work;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

V.	EVELUATION METHOD AND CRITERIA

2. Cumulative analysis

When using this weighted scoring method, the award of the contract should be made to the individual consultant whose offer has been evaluated and determined as:

a) responsive/compliant/acceptable, and

b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

* Technical Criteria weight; 70

* Financial Criteria weight; 30

Only candidates obtaining a minimum of 70 point would be considered for the Financial Evaluation

Criteria	Weight	Maximum Point
Technical	70	100
Criteria A: Qualification Requirements as per TOR:		70
1. Criteria 1: Minimum 3 years of professional experience including experience at UNDP on project development and management and an understanding of UNDP's standard operating procedures;		20

2. Criteria 2: Knowledge of Indonesia's SP4N (national complaint handling system);		20	
3. Criteria 3: Knowledge of LAPOR (the online national complaint handling system), politically, institutionally, and operationally;		15	
4. Criteria 4: Experience working with the Korean International Cooperation Agency in Indonesia;		5	
5. Criteria 5: Experience working on project development at UNDP; and		5	
6. Criteria 6: Experience in producing high quality reports.		5	
Criteria B: Brief Description of Approach to Assignment:		*30*	
1. Understand the task and applies a methodology appropriate for the task as well as strategy in a coherent manner		*10*	
2. Important aspects of the task addressed clearly and in sufficient detail		*10*	
3. Logical, realistic planning for efficient project implementation		*10*	