



UNITED NATIONS DEVELOPMENT PROGRAMME

TERMS OF REFERENCE

Project title: Strengthening Governance, Integrity and Anti-Corruption Initiatives in Malaysia

Assignment: Development of an integrated online Dashboard Monitoring System for the management of monitoring, evaluation and reporting of public sector governance performance indicators

Duty station: Putrajaya, MALAYSIA

Type of Contract: Institutional Contract

Languages Required: English

Expected Duration of Assignment: 10 weeks from mid-April to end-July 2019

Estimated Start Date: 14 April 2019

Estimated End Date: 31 July 2019

BACKGROUND

UNDP Global Mission Statement:

UNDP is the UN's global development network, an organization advocating for change and connecting countries to knowledge, experience and resources to help people build a better life. We are on the ground in 166 countries, working with national counterparts on their own solutions to global and national development challenges.

Organizational context:

The 14th Malaysian General Election in May 2018 marked a significant chapter in the history of the nation and the new government has pledged its strong commitment towards improving governance at all levels, elevating integrity and accountability, and freeing Malaysia of corruption.

Out of the need to achieve this, the National Centre for Governance, Integrity and Anti-Corruption (GIACC) was established in June 2018 with the responsibilities of planning, formulating strategies and evaluating policies in ensuring all government affairs are done based on good governance, integrity and zero-tolerance towards corruption. GIACC also plays the role as the Secretariat of the Special Cabinet Committee on Anti-Corruption (Jawatankuasa Khas Kabinet mengenai Anti-Rasuah) (JKKMAR) which was established to review issues and to decide on policies, direction of governance, integrity and anti-corruption efforts founded in the NACP. In fulfilling its duties as the secretariat of the JKKMAR, GIACC is tasked with the monitoring and evaluation of the national governance, integrity and anti-corruption efforts in improving the governance of government administrations and operations at the country level.

The Mid-Term Review of the 11th Malaysian Plan (11MP) for the period of 2018 - 2020 reflected the government's new priorities and targets, including its strong commitment to reform the public sector governance in response to the demands from the public for improvements in the accountability, transparency, efficiency and effectiveness of services, with specific strategies outlined for increasing accountability with greater focus on transparency and outcomes. Consequently, the National Anti-Corruption Plan (NACP) was launched on 29th January 2019 with primary focus on instilling good governance initiatives in its efforts to fight corruption.

In Transparency International Malaysia's report on Corruption Perception Index (CPI) 2018, Malaysia retained the score of 47 out of 100 points, moving up to 61st rank among 180 countries, one rank higher from the previous year. Despite this improvement, there is a need to further improve the national governance performance, output and outcome given the fact that, in relative terms, Malaysia is far lacking behind other advancing countries such as Singapore and Korea.

With that background, UNDP is partnering with GIACC on an anti-corruption project which will provide relevant support to the government of Malaysia to strengthen its governance, integrity and anti-corruption efforts. To ensure sustainability and proper institutionalising of reform efforts, GIACC would like to develop performance indicators for effective governance to be measured on a yearly basis (or more regularly). These indicators do not and will not replace the World Governance Indicators developed by the World Bank. The proposed indicators will be anchored within Sustainable Development Goal (SDG) 16 on building effective, accountable and inclusive institutions, and further unpacked to specifically measure government performance and effectiveness across a set of good governance indicators. This will be akin to nationalizing the SDG 16 indicators to fit the Malaysian context.

UNDP is now seeking to contract an institution to assist GIACC in developing an integrated online (web-enabled) dashboard monitoring system for these governance indicators. The dashboard monitoring system will allow contextual and role-based access by various government agencies and enable GIACC to manage the monitoring, evaluation and reporting of these indicators across these agencies. The dashboard monitoring system should provide the technological infrastructure necessary to compile different types of data at disaggregated levels and from various sources to be identified by GIACC, and to search and present data in various visualisation options.

Scope of Work and Deliverables

Under the direct supervision of the UNDP Governance and Institutional Reform Specialist and close consultation with the GIACC in Malaysia, the institution will:

- Identify and define requirements for an integrated online (web-based) dashboard monitoring system accessible to different stakeholders across various government agencies with varying levels of access to enhance the ability of GIACC to monitor performance periodically;
- Define roles and responsibilities for system users at the federal agencies and secretariat levels;
- Conduct on-site training on the dashboard and provide user manual and related materials to build the capacity of relevant GIACC personnel (administrators and users identified by GIACC) to implement and manage the system independently on a sustainable basis; and
- Ensure effective system maintenance, hosting and dashboard system stability.

Expected deliverables include:

- Identify and define the data ingress point and acceptable formats that data must be provided (acceptable formats for data uploads such as Excel etc, manual keying in data sets, and their verification and publishing processes).
- Define key visualization sets for the information sets provided with enhanced search and drill down capabilities for the various data sets.
- Consult with data users to develop user-friendly dashboard navigation and visualization features.
- Develop integrated report generating tool to produce detailed periodic reports displaying various data sets as required (format of report to be designed). This should include the ability to integrate and calculate data accurately according to a formula set by GIACC.
- Define storage and access to raw information provided by the government. This should be linked to the roles of different users defined in the system and backed by an auditing mechanism that keeps track of what data was accessed by which user and what actions the user performed.
- Security for data storage and data backup readiness.
- The proposed system should not be designed to function on any proprietary software but should utilise open-source software. It should be implemented as an “off-the-shelf” solution ensuring that GIACC has complete control over the datasets provided and maintain the confidentiality, integrity and availability of the information.

Working Arrangements:

The contracted entity will work under the direct supervision of the UNDP Governance and Institutional Reform Specialist and overall guidance of GIACC in Malaysia.

Duration of the Work and Duty Station

- The whole assignment is foreseen for a period of 10 weeks based in Putrajaya, Malaysia.

Estimated Time Frame:

Date	Task
Week 1 – 4	<ul style="list-style-type: none"> • Develop a framework for the dashboard system • Review the adequacy of the data • Prepare the system specification • Develop system and install appropriate tools
Week 5 – 7	<ul style="list-style-type: none"> • Maintenance and hosting (in the Prime Minister’s Office server and linked with GIACC website) • Test system and conduct necessary improvements
Week 8 – 10	<ul style="list-style-type: none"> • Conduct training with GIACC personnel/selected stakeholders • Provide user manual, system installation handbook, troubleshooting guide • Handover final version of dashboard system

PRICE PROPOSAL AND SCHEDULE OF PAYMENTS
<p>The financial proposal shall specify a total lump sum amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables.</p> <p>Payments are subject to submission of deliverables duly approved by the UNDP Governance and Institutional Reform Specialist, which shall serve as the basis for the payment of services.</p>
REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS:
<p>UNDP and GIACC seek an institution with team members that have the following qualifications:</p> <ul style="list-style-type: none">• Proven track record of at least 5 years of professional experience in designing computing platforms, data management systems and integrated IT solutions.• Strong expertise in big data analytics, collaboration platform solutioning, IT infrastructure management and web application development, maintenance, management and security.• Experience in designing and providing user training on web-based management systems and/or online platforms for international agencies, large companies or government institutions.• Knowledge and experience with democracy/governance measurement and governance statistics will be an advantage.