

## Terms of Reference



Empowered lives.  
Resilient nations.

### GENERAL INFORMATION

**Title:** Consultant for SP4N-LAPOR Project Admin and Finance Support

**Project Name:** SP4N-LAPOR!

**Reports to:** National Project Manager

**Duty Station:** Jakarta, Indonesia

**Expected Places of Travel (if applicable):** Refers to UNDP rules and regulations if there are unforeseen travels

**Duration of Assignment:** November – January 2020

### REQUIRED DOCUMENT FROM HIRING UNIT

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

### REQUIRED DOCUMENTATION FROM CONSULTANT

<b>X</b>	P11
<b>X</b>	Copy of education certificate
<b>X</b>	Completed financial proposal
<b>X</b>	Completed technical proposal (if applicable)

#### ***Need for presence of IC consultant in office:***

- ☐ partial  
☐ intermittent (explain)  
**X** full time/office based

#### **Provision of Support Services:**

Office space: **X** Yes ☐ No  
Equipment (laptop etc): **X** Yes ☐ No  
Secretarial Services ☐ Yes **X** No

If yes has been checked, indicate here who will be responsible for providing the support services:  
National Project Manager SP4N-LAPOR! Mr. Fatahillah

Name: Fatahillah

Title: National Project Manager

Signature: \_\_\_\_\_

## I. BACKGROUND

### Project Description

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 complaint 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](http://www.lapor.go.id)), 4) Facebook ([facebook.com/Layanan Pengaduan Online Rakyat](https://facebook.com/LayananPengaduanOnlineRakyat)), 5) Twitter (@LAPOR1708 or #LAPOR), 6) YouTube (@LAPOR1708), and 7) 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. The Ministry of Administrative and Bureaucratic Reforms (KemenPAN-RB) is the responsible agency for the management of daily operations and administration of LAPOR!. Up to 2018, LAPOR had attracted more than 798.711 users and continues to receive, on average, 570 daily reports through the platform. To this end, LAPOR! has become the forerunner of national integrated complaints management systems.

Currently, under President Joko Widodo (Jokowi), LAPOR! is still a cornerstone for complaints handling with KemenPAN-RB, Executive Staff Office (Kantor Staf Presiden/KSP), and Ombudsman of Republic of Indonesia (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-RB regulation No.3/2015 which it has been revised kemenPAN-RB regulation number 62/2018 which led to the Presidential Regulation No.76/2013 on the management of public complaints within public services. Together, KemenPAN-RB, ORI, and KSP have been managing LAPOR! after the signing of Joint Memorandum of Understanding in March 2016 on the utilization of LAPOR! as SP4N.

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 established a tripartite collaboration with KemenPAN-RB 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!.

The program aims to enhance the e-governance system in the government of Indonesia by strengthening of the national complaint handling system (SP4N-LAPOR!). In achieving the objective, there are three main outputs that expected to be achieved: 1) developed masterplan and roadmap for a comprehensive national complaint handling system (SP4N-LAPOR!); 2) Enhanced institutional capacity on complaint handling of national and subnational governments through invitational and local trainings; and 3) Increased government and public awareness on SP4N-LAPOR!, and citizen participation to improve the system, with particular attention to women, youth, Persons with Disabilities (PwDs) and other marginalized groups of the population through Workshops and Promotions. This project will conduct benchmarking with other e-governance success story to

accommodate public complaint and aspiration to improve the quality of public service, such as E-People in the Republic of Korea.

## II. SCOPE OF WORK, ACTIVITIES, AND DELIVERABLES

### Scope of Work

The consultant will work with Democratic Governance and Poverty Reduction Unit, particularly assisting the administration and finance of SP4N-LAPOR Project's activities. Therefore, by having the Support Specialist on board, she will be assigned to:

1. Support the administrative arrangement for travel request and assist in collecting documentation for financial report of the event;
2. Support in updating database of event participants;
3. Support for event management

### Expected Outputs and deliverables

The specific outputs/deliverables expected from the Support Consultant for SP4N-LAPOR Project Admin and Finance Support are the following:

<b>Deliverables/ Outputs</b>	<b>Estimated number of working days</b>	<b>Completion deadline</b>	<b>Review and Approvals Required</b> <i>(Indicate designation of person who will review output and confirm acceptance)</i>
Submission of 2020-2024 strategic Provide support & report of the administrative support for the financial of the logistical arrangement of workshop/FGD/meeting on the SP4N-LAPOR Project	20	9 December, 2019	National Project Manager endorsement by Finance Associate
Report of project activities relating administrative supporting document such as attendance lists, minutes of meetings, travels, workshops, and other events, payments, and also PO.	20	9 January, 2019	National Project Manager endorsement by Finance Associate
Final Report on administrative and financial activities of the SP4N-LAPOR Project	17	31 January, 2020	National Project Manager endorsement by Finance Associate

## III. WORKING ARRANGEMENTS

### Institutional Arrangement

The IC will be reporting to National Project Manager in seeking approval and acceptance of the above-mentioned outputs, upon securing endorsements from Finance Associate. The IC is expected

to be in regular contact with the Team Leader of Finance Associate and National Project Manager and update and report on his/her progress on a month basis.

#### **Duration of the Work**

Expected duration of work is from 09 November – 31 January 2020. The IC is expected to support the deliverables on a full-time basis.

#### **Duty Station**

The IC will be based at Jakarta.

#### **Travel Plan**

Travel will be arranged by Hiring Unit which refers to UNDP rules and regulations if Consultant is requested to travel outside Jakarta.

### **IV. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS**

#### Academic Qualifications:

- Minimum of bachelor's degree in laws, social sciences, development studies, economics and/or a relevant field of studies

#### Minimum experience requirement:

- Minimum 3 years of relevant experience in administrative and finance
- Experience working with UN Agencies are preferred;
- Experience in collecting, analyzing, and summarizing administration report;
- Experience in preparing material and assisting the administrative activities

#### Language Requirements:

- Fluency in English and Bahasa Indonesia with excellent written communication skills

#### Competencies and special skills requirement:

- Has excellent oral communication skills and conflict resolution competency to mediate inter-group dynamics and mediate conflict of interest
- Ability to work in a team
- Strong analytical skills

### **V. EVALUATION 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*

<b>Criteria</b>	<b>Weight</b>	<b>Maximum Point</b>
<u><i>Technical</i></u>	<i>70</i>	<i>100</i>
Criteria A: Qualification Requirements as per TOR:		80
1. Minimum of Bachelor's degree in laws, social sciences, development studies, economics and/or a relevant field of studies		16
2. Minimum 3 years of relevant experience in administrative and finance		16
3. Experience in collecting, analyzing, and summarizing administration report		16
4. Experience in preparing material and assisting the administrative activities		16
5. Fluency in English and Bahasa Indonesia with excellent written communication skills		16
Criteria B: Brief Description of Approach to Assignment:		20
1. Explaining why you are the most suitable for the work		10
2. Provide a brief methodology on how you will approach and conduct the work		10