

Terms of reference



Empowered lives.
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GENERAL INFORMATION

Title: Senior IT for Court Management Consultant

Project Name Support to the Justice Sector Reform in Indonesia - SUSTAIN

Reports to: Case Management Sector Coordinator

Duty Station: Jakarta, Indonesia

Expected Places of Travel: Ambon, Malang, Kupang, Jambi, Bandung & Bogor/Ciawi
(2 times/per month/6 days)

Duration of Assignment: May 2015 – October 2015 (109 working days within 5 months)

REQUIRED DOCUMENT FROM HIRING UNIT

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

REQUIRED DOCUMENTATION FROM CONSULTANT

V	P11 and CV
V	Copy of education certificate
V	Completed financial proposal
V	Completed technical proposal

Need for presence of IC consultant in office:

☒ partial: on request to present the deliverable to internal UNDP

☐ intermittent (explain)

☐ full time/office based (needs justification from the Requesting Unit)

Provision of Support Services:

Office space: ☒ Yes ☐ No

Equipment (laptop etc): ☐ Yes ☒ No

Secretarial Services ☐ Yes ☒ No

If yes has been checked, indicate here who will be responsible for providing the support services:

Signature of the Budget Owner:.....

I. BACKGROUND

UNDP partners with people at all levels of society to help build nations that can withstand crisis, and drive and sustain the kind of growth that improves the quality of life for everyone. On the ground in 177 countries and territories, UNDP offers global perspective and local insight to help empower lives and build resilient nations.

UNDP Indonesia's mission is to be an agent for change in the human and social development of Indonesia. We aim to be a bridge between Indonesia and all donors as well as a trusted partner to all stakeholders. We work in four key areas of development: Governance Reforms, Pro-Poor Policy Reforms, Conflict Prevention and Recovery, and Environment Management, with the overarching aim of reducing poverty in Indonesia. Besides the four priority areas, UNDP Indonesia is also engaged in a variety of crosscutting initiatives focused on HIV/AIDS, gender equality, and information and technology for development.

*UNDP has been working on democratic governance issues in Indonesia for many years, and has contributed significantly to consolidating democracy through provision of policy advice and technical assistance, and by promoting and brokering dialogue and engaging in knowledge networking. In the justice sector, UNDP has been involved in providing support to ensuring access to justice and is currently implementing a **Strengthening Access to Justice in Indonesia (SAJI)** project which was developed based on experiences and lessons learned from two previous projects: Aceh Justice Programme (AJP) and the Legal Empowerment and Assistance for the Disadvantaged (LEAD) Project.*

*With funding support from the European Union, and in partnership with the Government of Indonesia, UNDP is initiating a project aimed at supporting the Supreme Court (SC) to strengthen the rule of law and enhance public trust in the judicial system by increasing the transparency, integrity and accountability of the judiciary and the quality of justice services provided to the people. The **Support to the Justice Sector Reform in Indonesia (SUSTAIN)** project will support the Supreme Court in the implementation of its Blueprint for Judicial Reform 2010-2035 through the achievement of four results: (1) enhanced internal and external oversight mechanisms of the judiciary; (2) enhanced knowledge and skills of judges & court staff and strengthened capacity of the Supreme Court Training Centre; (3) enhanced Human Resource and Organisation Management via integrated Human Resources and performance management databases, an effective implementation of advanced Human Resources policies, and a strengthened Judicial Reform Team Office; and (4) enhanced Case Management System and procedures of the judiciary to improve transparency, quality of case data and decisions and timeliness of case handling.*

II. SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED ANALYTICAL WORK

Under the supervision of the Case Management Sector Coordinator and in collaboration with other programme team, the Contractor will be working closely with the Research team, data analyst and other technical party. However, specific assignment and system requirement will likely differ from task to task. The Consultant will do the following tasks:

1. Serve as a resource to SUSTAIN for assessing, identifying, and listing all functional specifications for the next version|(version 3.1) of the Case Tracking System (CTS/SIPP), the judicial oversight database application and the judicial training database application. Development of the functional specifications will include: close coordination with SUSTAIN's Case Management Sector Coordinator on establishing the development timeline for each application and documenting findings, challenges, and recommendations for effective implementation each application.

2. Assist SUSTAIN in coordinating all development and implementation efforts. Relations with counterparts shall be led by SUSTAIN.
3. Attend and participate effectively in all regular and special meetings with representatives of the Supreme Court, Badilum, and SUSTAIN team in a timely and productive manner, as directed by SUSTAIN.
4. Provide necessary supporting application and/or system and/or peripherals and other related equipment and resources for development and implementation of the Version 3.1 application oversight and training database application.
5. Install and test all application under the direction of SUSTAIN.
6. Transfer knowledge on the design of all application and of the CTS to the developer of the systems.
7. Deliver and report weekly progress to SUSTAIN in weekly meetings on detailed development progress, challenges encountered, proposed solutions, and other directly relevant topics as they may arise.
8. Provide supporting documentation for all enhancements.
9. Supervise developers in developing user technical manuals for each application.
10. Conduct weekly remote monitoring through a web-based application and on-site monitoring as necessary. Note: All travel cost for the on-site monitoring will be based on actual, and will be reimburse separately.
11. Ensure that developers will provide troubleshooting and maintenance services for software glitches as required.
12. CTS Version 3.1 will be developed as two separate adaptations; one is the improvement and addition of selected functions of the current CTS version 3.0.1 and two is the integration with another application in the Supreme Court. These adaptations may be done simultaneously or consecutively
13. The development of these applications has a specific objective to improve data compliance on each database. Therefore, the Consultant need to ensure these functions are included in the applications:
 - a. A function that enable all working units that supervise district courts to monitor the completion of data input, percentage of the completion, and the incomplete data field.
 - b. A pop-up menu for user as a reminder to complete the data input.
 - c. An inter-users communication that could be used as an official memorandum concerning the data (data input, compliance, change of data, supervision etc.)
14. The Consultant may contribute to the project quarterly report and other project reports and deliverables, and he may be asked to provide oral and written progress reports to the CTA, UNDP and other projects.
15. The Consultant may be called upon by the CTA to assist with assessment trips to district/appellate courts in regions.
16. As teamwork is crucial to the success of the project, the Consultant may also help coordinate work with other project staff working as a team.
17. The Consultant may also be called upon by the CTA to assist with other project needs as required.

III. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

I. Academic Qualifications:

Minimum Bachelor's degree in Information Technology/Computer Science field.

II. Years of experience:

Minimum 6 years experiences for Bachelor degree and minimum 2 years experiences for Master degree mostly in IT Consultancy, preferably with some experience in programming software for public sector and law.

III. Competencies:

Specific Skills:

- Familiarity with Web-based and desktop based application programming;
- Mastered technologies: PHP, Javascript, JQuery, HTML/CSS, Database MySQL;
- Familiarity with computer languages: computer language like Borland Delphi, Java, PHP, MS Access;
- Familiarity with Troubleshooting, Computer Network Administration System, Firewall System, DNS, and Internet Security.

Communications and Networking:

- Maturity and confidence in dealing with senior and high ranking members of national and international institutions, government and non-government;
- Proven networking, team-building, organizational and communication skills and ability to build strong relationships with government and other external actors;
- Has excellent oral communication skills and conflict resolution competency to mediate inter-group dynamics and mediate conflict of interests;
- Has excellent written communication skill, with analytic capacity and ability to provide policy advice, recommendations and strategy;

Knowledge Management and Learning:

- Shares knowledge and experience;
- Ability to provide a strong analysis, policy advice, recommendations and strategy.

Management and Leadership:

- Demonstrates ability to work in a team;
- Demonstrates ability to accept critics and constructive inputs/opinions;
- Have strong leadership to manage conflicting interests of varied stakeholders;
- Demonstrates strong analytical skills;
- Good time management to meet deadlines with quality outputs;
- Highly creative attitude and self-starter mindset;
- Consistently approaches work with energy and positive/constructive attitude.

IV. EXPECTED RESULTS

Under the day-to-day reporting to the Chief Technical Advisor , the Consultant is expected to produce the following outputs:

Deliverables/ Outputs	Working day	Target Due Dates	Review and Approvals Required
<ul style="list-style-type: none">- Report on the analysis of Case Tracking System v. 3.0.1 (minimum 2 pages);- Report on the analysis of feasibility of enhancement in 2015 based on the Case Tracking System Roadmap 2015-2019 (minimum 2 pages);	10 w/d	May 2015	Review Sector Coordinator Case Management Approved by Chief Technical Adviser
<ul style="list-style-type: none">- Draft report on Database Design for Case Tracking System, Diklat, and Bawas (minimum 8 pages).- Report on the Final system design for Case Tracking System 3.1 (minimum 8 pages);- Report on the Case Tracking System 3.0.1 Training of trainers design (minimum 8 pages).	21 w/d	June 2015	Review Sector Coordinator Case Management Approved by Chief Technical Adviser
<ul style="list-style-type: none">- Report on the final system design for Training Centre Database (minimum 8	19 w/d	July 2015	Review Sector Coordinator

<p>pages);</p> <ul style="list-style-type: none"> - Report on the Case Tracking System 3.0.1 training of trainers (minimum 8 pages). 			Case Management Approved by Chief Technical Adviser
<ul style="list-style-type: none"> - Report on the final system design for oversight database (minimum 8 pages); - Module of Case Tracking System 3.0.1 training (minimum 10 pages). 	20 w/d	August 2015	Review Sector Coordinator Case Management Approved by Chief Technical Adviser
<ul style="list-style-type: none"> - Documentation of application development progress for Training Centre Database (minimum 8 pages); - Report on the Case Tracking System 3.0.1 training (minimum 10 pages). 	19 w/d	September 2015	Review Sector Coordinator Case Management Approved by Chief Technical Adviser
<ul style="list-style-type: none"> - Documentation of application development progress for oversight database (minimum 8 pages) - Report on the Human resources database training (minimum 8 pages) 	20 w/d	October 2015	Review Sector Coordinator Case Management Approved by Chief Technical Adviser