

Terms of reference



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GENERAL INFORMATION

Title: Consultant for the Integration of Various Complaint Handling Information System into the National System (INTERNATIONAL).

Project Name: SP4N-LAPOR! Project

Reports to: National Project Manager of SP4N-LAPOR! Project

Duty Station: Jakarta

Expected Places of Travel (if applicable): Yogyakarta, Sleman, Denpasar, Badung, and West Sumatra

Duration of Assignment: From September 2019 to December 2019 (30 working days)

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
	(5) Expert/ Advisor
	CATEGORY OF INTERNATIONAL CONSULTANT, please select :
(7)	(6) Junior Specialist
	(7) Specialist
	(8) Senior Specialist
	APPROVED e-requisition

REQUIRED DOCUMENTATION FROM CONSULTANT

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

Need for presence of IC consultant in office:

☐ partial (explain)

☐ intermittent (explain)

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

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:

I. BACKGROUND

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/ 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 798711 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, 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-RB regulation No.3/2015 which led to the Presidential Regulation No.76/2013 on the management of public complaints within public services. Together, KemenPAN-RB, ORI, and KSP manage LAPOR after the signing of Joint Memorandum of Understanding on 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 will establish 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 project aims to enhance the e-governance system if 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.

In regard to the Output one which is the masterplan and roadmap development, the document will be developed with consist of several mayor issues including a) strategy on improvement of public complaint management and business process; b) strategy for integration of various complaint handling information system into the national system (SP4N LAPOR!); c) change management and training program development to strengthen institution and individual capacity; d) marketing and communication strategy for the national complaint handling system (SP4N LAPOR!); and e) performance monitoring strategy for evaluating the national complaint handling system (SP4N-LAPOR!).

To create SP4N LAPOR! as the integrated national complaint handling system, the system should be integrated with the local complaint handling system that many local government institutions have already developed. However, in the effort of integrating the local complaint handling systems with SP4N-LAPOR!, local governments have often struggled in terms of ICT development. Furthermore, the local government needs practical guidance to operate the system in terms of the integration process.

Under the supervision of the National Project Manager and working closely with Technical Officer of SP4N LAPOR! Project, the Consultant develops a masterplan and roadmap of strategy on the

integration of various complaint handling information system into the National System (SP4N LAPOR!). On this account, the consultant will identify the major constraints and the lesson learned from the effort of integrating the independent systems with SP4N-LAPOR! as well as to design the alternative practical strategy to solve the disintegration system.

In this assignment, the Consultant will establish coordination and consultation with KemenPAN-RB which is as the main beneficiary of the output, and KOICA, Ombudsman of Republic of Indonesia and Executive Staff Office (Kantor Staff Presiden) and other relevant stakeholders.

II. SCOPE OF WORK, ACTIVITIES, AND DELIVERABLES

Scope of Work

The Individual Consultant will work with PMU of SP4N-LAPOR project and undertake the following tasks:

1. Developing inception report which consists:
 - 1) Desk review & field assessment for the current IT System for SP4N LAPOR! including:
 - Background, objective and output;
 - Documentation on API Version, data warehouse and social media handler;
 - Documentation on other technical issues of software development including content development and content classification;
 - Other related technical issues;
 - 2) Lesson learned from the other countries in developing the IT system for the complaint handling system
2. Developing first draft report on the strategy for the integration of various complaint handling information system into the National System (SP4N LAPOR!), that covers:
 - 1) Background and methodology
 - 2) Current policy, regulation, complaint handling management and IT system process
 - 3) Analysis of the current complaint handling management and IT system process: obstacles, challenges; and recommendation of its improvement;
 - 4) Incorporation of field assessments' findings from the project's pilot areas into the management and business process development;
 - 5) Concept and strategy on the integration of various complaint handling information system into the National System (SP4N LAPOR!)
 - 6) Formulation of policies, guidelines for the optimal utilization of integration, related software development feedbacks to ensure interoperability, scalability and accelerate SP4N LAPOR! business process
 - 7) Action plan on the integration of various complaint handling information system into the National System (SP4N LAPOR!).
3. Developing final report on the strategy for the integration of various complaint handling information system into the National System (SP4N LAPOR!) that covers all of the scope of work stated above

Expected Outputs and deliverables

Deliverables/ Outputs	Estimated number of working days	Completion deadline	Review and Approvals Required
1st payment will be made upon submission of the following outputs: 1. Inception report for the current IT System of SP4N LAPOR! and the gap	10 days	30 November 2019	- NPM of SP4N LAPOR! Project - Assistant Deputy for Policy Formulation and Information System

<p>between the current system of SP4N LAPOR! and local government complaint handling system based on the experience of 6 local governments of the pilot project area</p> <p>2. Minute of relevant meetings or workshops</p>			Management of Public Service of KemenPAN-RB
<p>2nd payment will be made upon submission of the following outputs:</p> <p>1. First draft report on the strategy for the integration of various complaint handling information system into the National System (SP4N LAPOR!) by incorporating field assessments' findings from the project's pilot areas into the management and business process development;</p> <p>2. Minutes of relevant meetings or workshops</p>	10 days	13 December 2019	
<p>3rd payment will be made upon submission of the following outputs:</p> <p>1. Final report on the strategy for the integration of various complaint handling information system into the National System (SP4N LAPOR!)</p> <p>2. Executive Summary on the strategy for the integration of various complaint handling information system into the National System (SP4N LAPOR!)</p> <p>3. Minutes of relevant meetings or workshops</p>	10 days	26 December 2019	

III. WORKING ARRANGEMENTS

Institutional Arrangement

The consultant of masterplan and roadmap for the integration of various complaint handling information system into the National System (SP4N LAPOR!) will be part of SP4N-LAPOR! Project technical consultant team. S/he will work closely with Assistant Deputy for Policy Formulation and Information System Management of Public Service, KemenPAN-RB and NPM of SP4N LAPOR Project and project team in delivering expected outputs. Further, the Consultant will provide a regular update on the agreed schedule to National Project Manager and UNDP. The Consultant will be home-based but will attend relevant meetings as required in Jakarta or other location as pilot project areas.

Duration of the Work

The assignment expected to be accomplished overall in 30 working days within period of Mid of

October 2019 till December 2019.

Duty Station

The Consultant will be based in Jakarta. Travel costs from home-based to Jakarta and project sites should be included in the financial proposal and arranged by the consultant.

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 implementation of the contract which will be agreed on an ad-hoc basis.

No	Destination	Frequency	Duration/days
1.	Tangerang regency	1 time	3 days
2.	Bali (including Badung regency)	1 time	4 days
3.	Yogyakarta (Including Sleman regency)	1 time	4 days
4.	West Sumatra	1 time	2 days

IV. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

Academic Qualifications:

At least Master 's degree in Information Technology/Computer Science, Multimedia, Big data or other relevant fields of studies;

Years of experience:

- Minimum 7 years of professional experience at national and international level in Information Technology/Computer Science, Multimedia, or related field, and part of that is minimum 2 years' experience in developing software for public complaint system is required.
- Strong understanding of software development.
- Have solid experience in the areas of ICT development focused on public complaint mechanism system.
- Have working experience with government sector in providing technical expertise in ICT development.
- Fluency in English with excellent written communication skills, and strong experience writing reports.
- Fluency in Bahasa Indonesia would be an asset.

III. Competencies and special skills requirement:

- Strong knowledge for software development (such as PHP Programming Language, PHP Framework, Social Media API, MySQL, and Application Programming Interface).
- Experience in software testing is preferred.
- Experience in formulating development strategies and policies for the integration system from ICT Perspective, especially for developing the understand document to explain the integration process to non-technical audiences in the context of policy and program.
- Fluency in English with excellent written communication skills, and strong experience writing research and project reports.
- The ability to work effectively in a team.
- Initiative, flexibility and innovation.
- An interest in current affairs and an appreciation of their impact on the market.
- Commitment to further study and qualifications.
- Global mind-set.
- Ability to work in a multicultural environment and limited supervision.

V. EVALUATION METHOD AND CRITERIA

Individual consultants will be evaluated based on Cumulative Analysis. Based on this methodology, the award of the contract should be made to the individual consultant whose offer has been evaluated and determined as:

Cumulative analysis

- a) Responsive/compliant/acceptable, (fully meet TOR requirement), 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		
<ul style="list-style-type: none"> • Criteria A: qualification requirements as per TOR: <ol style="list-style-type: none"> 1. Master ‘s degree in Information Technology/Computer Science, Multimedia, Big data or other relevant fields of studies; 2. Minimum 7 years of professional experience for software development (such as PHP Programming Language, PHP Framework, Social Media API, MySQL, and Application Programming Interface); 3. Experience at minimum 2 years’ experience in formulating development strategies and policies for the integration system from ICT Perspective, especially for developing the understand document to explain the integration process to non-technical audiences in the context of policy and program; 4. Excellent in technical writing research and report. 	55%	 5 20 20 10
<ul style="list-style-type: none"> • Criteria B: Brief Description of Approach to Assignment <ol style="list-style-type: none"> 1. Understanding the task and applies appropriate methodology for the task; 2. Important aspects of the task addressed clearly and in sufficient detail; 3. Sound logical and realistic planning for delivering expected outputs. 	45%	 15 15 15
	100 %	100