

Terms of reference



Empowered lives.
Resilient nations.

GENERAL INFORMATION

Title: Activity Coordinator for SPAN-LAPOR! Project

Project Name: SP4N-LAPOR! Project

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

Duty Station: Jakarta

Expected Places of Travel (if applicable):

- Yogyakarta Special Province (including Sleman regency);
- Bali Provincial government (including Badung regency);
- Tangerang regency; and
- West Sumatra province.

Duration of Assignment: 88 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)	(4) Senior Specialist
	(5) Expert/ Advisor
	CATEGORY OF INTERNATIONAL CONSULTANT, please select:
	(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 ☐ 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:

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 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 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 project aims to enhance the e-governance system in the government of Indonesia by strengthening the national complaint handling system (SP4N-LAPOR!). In achieving the objective, three main outputs 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 training; 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.

Context of this TOR

KemenPAN-RB as a senior beneficiary is representing the interests of ultimately benefit from the project. KemenPAN-RB has a role to ensure the realization of project results from the perspective of project beneficiaries. Fruitful discussion and valuable coordination are key factors to enhance the project progress concerning the project's output. In general, the consultant will have a key role to create effective coordination with KemenPAN-RB and other relevant stakeholders.

As a continuation of the previous quarter's activities, the draft roadmap for SP4N LAPOR! have been made. The adoption of the draft roadmap into a ministerial decree is a high-priority agenda at Q2. In this regard, the consultant will support the Project Management Unit (hereafter: PMU) to conduct a series of meeting and coordination to produce a ministerial decree.

Starting from Q2 of 2020 this project serves a critical function to enhance institutional capacity on complaint handling system and to increase government and public awareness on SP4N-LAPOR!. In close collaboration with the PMU members, the consultant will assist to conduct training both national and sub-national government by providing coordination guidance as well as liaising with relevant stakeholders. The consultant is also expected to identify and map potential stakeholders to be actively involved in the training.

The ultimate goal of the project is inseparable from outreach and advocacy activities conducted by UNDP in 2020. Social campaign and marketing activities are key efforts to encourage the participation of citizen to be more active in reporting their voices through SP4N LAPOR!. Young, women, people with disabilities and marginalized groups are considered as the valuable group to be given special attention in the project. Therefore, the consultant in close coordination with PMU members, KemenPAN-RB and the pilot project location will serve a critical function as a liaison to create a room of discussion and coordination in order to create a knowledge-sharing platform from different stakeholders.

II. SCOPE OF WORK, ACTIVITIES, AND DELIVERABLES

Scope of Work

Under supervision from National Project Manager of SP4N-LAPOR!, the Individual Consultant will work together with KemenPAN-RB undertake the following tasks:

1. Acting as a liaison person in between UNDP and KemenPAN-RB and other relevant stakeholders including the Executive President Office (KSP) and the Ombudsman of the Republic of Indonesia (ORI).
2. Providing key guidance to the National Project Manager (NPM) and other relevant stakeholders regarding the project activities implementation.
3. Assisting the NPM in managing the SP4N-LAPOR project by providing project assurance and technical assistance to project when required as well as conducting overall coordination, monitoring and other relevant operational functions.
4. Participating in project/ programme component activities (meetings, round tables, FGD, other public activities); preparation, implementation and follow up, take meeting minutes etc;
5. Participating in data collection, analysis and maintenance of programme component/ project related database and files; Keep accurate electronic and paper filing, information and records systems;
6. Working in close collaboration with programme and operations units in the CO, technical advisors, experts, Government officials, multi-lateral and bi-lateral donors and civil society to succeeding implementation of the SP4N-LAPOR project.

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: Activity Plan which includes: a. The coordination plan with KemenPAN-RB and other relevant stakeholders b. Timeline	11 working days	June 2020	- NPM of SP4N LAPOR! Project - Assistant Deputy for Policy Formulation and Information System Management of Public Service of KemenPAN-RB
2nd payment will be made upon submission of the following outputs: Activity Report on Coordination which covers: a. Analysis of the current situation & coordination progress b. Gap and challenge c. Lesson learned	11 working days	July 2020	
3rd payment will be made upon submission of the following outputs: Stakeholder Assessment on Training and Capacity Building which covers: a. Identification on National Government stakeholder b. Identification on Sub-National Government Stakeholder	11 working days	August 2020	
4th payment will be made upon submission of the following outputs: Stakeholder Assessment on Outreach and Advocacy which covers: a. Identification on government stakeholder both national and sub-national government b. Identification on CSO stakeholder with particular attention to women, youth and people with disabilities	11 working days	September 2020	
5th payment will be made upon submission of the following outputs: Concept Note and Plan on Development Partner Meeting which covers: a. Targeted resource persons and audiences b. Agenda	11 working days	October 2020	

c. Development challenge on SP4N LAPOR!			
6th payment will be made upon submission of the following outputs: Progress Report on Implemented Development Partner Meeting which covers: <ul style="list-style-type: none"> a. Analysis of the coordination progress among development partners b. Challenge and lesson learned c. The next development partner 	11 working days	November 2020	
7th payment will be made upon submission of the following outputs: Monitoring on the implementation of SP4N LAPOR! roadmap in project locations which covers: <ul style="list-style-type: none"> a. Progress b. Key challenge and Lesson learned c. Recommendation 	11 working days	December 2020	
8th payment will be made upon submission of the following outputs: Evaluation on Progress Coordination which covers: <ul style="list-style-type: none"> a. Gap and challenge b. Lesson learned c. Feedback and recommendation 	11 working days	January 2021	
Total of the working day	88 working days		

III. WORKING ARRANGEMENTS

Institutional Arrangement

The consultant will work closely with NPM of SP4N-LAPOR! Project, project members and Assistant Deputy for Policy Formulation and Information System Management of Public Service, KemenPAN-RB in delivering expected outputs. Further, the consultant will provide regular update on 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 88 working days, spread for 8 (eight) months in which the duration of the assignment is from June 2020 to January 2021.

Duty Station

Jakarta

Travel Plan

The Consultant will be required to travel to the project locations (if it is needed) including Bali Province, Badung Regency, Tangerang Regency, Yogyakarta Province, Sleman Regency and West Sumatra Province. The travel cost and daily substance allowance will be covered by SP4N LAPOR! project's budget through TNA Module.

Below is an indicative travel plan for the duration of the assignment.

No	Destination	Frequency	Duration/days
1.	Bali (including Badung regency)	1 time	6 days
2.	Tangerang regency	1 time	2 days
3.	Yogyakarta (Including Sleman regency)	1 time	6 days
4.	West Sumatra	1 time	6 days

IV. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

Academic Qualifications:

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

Years of experience:

- Minimum 6 years of professional experience in the development.
- Strong understanding government policy and government administration as well as on operation management in public service;
- Have working experience with government sector in providing technical expertise in public service and/or public management area;
- Experienced in assessing and designing materials in development issue.

Competencies and special skills requirement:

- Practical experience in public organizations at the national and sub-national level;
- Experience in formulating development strategies and policies;
- Excellent public speaking and presentation skills;
- Experience in coordinating a consultation meeting with the national and sub-national government;
- Fluency in English with excellent written communication skills, and strong experience writing research and project reports;
- Understanding gender equality/gender mainstreaming;
- Have the ability to work effectively in a team;
- Having initiative, flexibility and innovation;
- 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 the following methodology:

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.

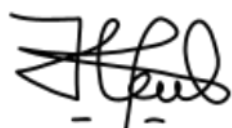
* Technical Criteria weight: 70%

* 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: 1. Minimum of bachelor's degree in social sciences, development studies, economics and/or a relevant field of studies; 2. Minimum 6 years of professional experience in the development. 3. Strong understanding government policy and government administration as well as on operation management in public service; 4. Have working experience with government sector in providing technical expertise in public service and/or public management area; 5. Experienced in assessing and designing materials in development issue.		70 10 10 15 15 20
Criteria B: Brief Description of Approach to Assignment 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		30 10 10 10
	100 %	100

Prepared by:



Signature

Name Muhammad Iqbal

Designation Monitoring & Reporting Officer of SP4N-LAPOR! Project

Date Signed 6 May 2020

Approved by:



Signature	_____
Name	<u>Fatahillah</u>
Designation	<u>National Project Manager of SP4N-LAPOR!</u>
Date Signed	<u>6 May 2020</u>