



REQUEST FOR PROPOSAL (RFP)

To: All Interested Bidders	DATE: 24 June 2020
	REFERENCE: RFP/UNDP/SP4N-LAPOR/106301/011/2020 – The Development of Trainings Curriculum and Module and Implementation of the Public Outreach Strategy of the National Complaint Handling System for SP4N LAPOR Project

Dear Sir / Madam:

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to the Request for Proposal with references **RFP/UNDP/SP4N-LAPOR/106301/011/2020 –The Development of Trainings Curriculum and Module and Implementation of the Public Outreach Strategy of the National Complaint Handling System for SP4N LAPOR Project.**

A Bidder's Conference will be held through online with detail as follow:

Date : 1 July 2020

Time : 10.00hours (GMT +7, Jakarta time)

Venue : Zoom meeting

Join Zoom Meeting

<https://undp.zoom.us/j/2270581228?pwd=M216Sys4bGhhWTIyeStQd2JZMWQyUT09>

Meeting ID: 227 058 1228

Password: 6BRtNS

Detailed Terms of Reference as well as other requirements are listed in the RFP available on UNDP ATLAS e-Tendering system" (<https://etendering.partneragencies.org>) **Event ID: 0000006294.**

Your offer, comprising of a Technical and Financial Proposal, should be submitted in accordance with RFP requirements, through UNDP ATLAS e-Tendering system and by the deadline indicated in <https://etendering.partneragencies.org>.

NOTE! The Financial Proposal and the Technical Proposal files MUST BE COMPLETELY SEPARATE and uploaded separately in the system and clearly named as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each document shall include the Proposer's name and address. The file with the "FINANCIAL PROPOSAL" must be encrypted with a password so that it cannot be opened nor viewed until the Proposal has been found to pass the technical evaluation stage. Once a Proposal has

been found to be responsive by passing the technical evaluation stage, UNDP shall request the Proposer to submit the password to open the Financial Proposal.

The Proposer shall assume the responsibility for not encrypting the financial proposal. **NOTE: DO NOT ENTER PROPOSAL PRICE IN THE SYSTEM, INSTEAD ENTER ONE.**

In the course of preparing and submitting your Proposal, it shall remain your responsibility to ensure that it is submitted into the system by the deadline. The system will automatically block and not accept any bid after the deadline. In case of any discrepancies deadline indicated in the system shall prevail.

Kindly ensure that supporting documents required are signed and stamped and in the .pdf format, and free from any virus or corrupted files and **FINANCIAL PROPOSAL IS PASSWORD PROTECTED. NOTE! The File name should contain only Latin characters (No Cyrillic or other alphabets).**

You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on “**Accept Invitation**” button no later than **1 July 2020**. If that is not the case, UNDP would appreciate your indicating the reason, for our records.

If you have not registered in the system before, you can register now by logging in using:

username: event.guest

password: why2change

The step by step instructions for registration of bidders and quotation submission through the UNDP ATLAS e-Tendering system is available in the “Instructions Manual for the Bidders”, attached. Should you require any training on the UNDP ATLAS e-Tendering system or face with any difficulties when registering your company or submitting your quotation, please send an email to armada.pratama@undp.org cc: yusef.millah@undp.org

Please note that ATLAS has following minimum requirements for password:

1. Minimum length of 8 characters
2. At least one capital letter.
3. At least one number.

New bidder registering for first time, system will not accept any password that does not meet the above requirements and thus registration cannot be completed.

For already existing bidders whose current password does not meet the criteria, when signing in, system will prompt you to change the password, and it will not accept a new password that does not meet requirement.

The user guide and videos are made available to bidder in the UNDP public website in this link:
<http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/>

Bidder can also access below instruction from youtube with link below:

<https://www.youtube.com/watch?v=Trv1FX6reu8&feature=youtu.be>

The bidders are advised to use Internet Explorer (Version 10 or above) to avoid any compatibility issues with the e-tendering system.

No hard copy or email submissions will be accepted by UNDP.

UNDP looks forward to receiving your Proposal and thanks you in advance for your interest in UNDP procurement opportunities.

Sincerely yours,



Martin Stephanus Kurnia
Procurement Analyst

24 June 2020

Annex 1

Description of Requirements

Context of the Requirement	To facilitate the development of training modules for the success implementation of SP4N LAPOR system and to implement the outreach strategy of the national public complaint system of LAPOR!
Implementing Partner of UNDP	Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia
Brief Description of the Required Services ¹	<ol style="list-style-type: none"> 1. To Develop training modules that consist: <ol style="list-style-type: none"> a. Technical Training curriculum and module for SP4N-LAPOR! operators on how to implement the existing SP4N-LAPOR! system and incorporate standard operational procedure; b. Training of Trainer (ToT) curriculum and module on SP4N-LAPOR! for technical training for operators or technical staff; c. SP4N-LAPOR! training curriculum and module for policy makers; d. SP4N-LAPOR! training curriculum and module for middle management level; 2. To develop technical assistance to promote connectivity and inclusivity of SP4N LAPOR!, particularly in the 6 (six) pilot areas, by conducting: <ol style="list-style-type: none"> a. Providing 6 local coordinators that will serve critical function to support project locations and 1 national focal point as a coordinator in the national level. b. In close collaboration with the PMU team and sub-national government to develop campaign and outreach activities in the project location and cities and regencies around project location. c. In close coordination with PMU team and KemenPAN-RB to develop annual workshops to reinforce the commitment of local government leaders (heads of governments) to strengthen the complaint handling system in local level.
List and Description of Expected Outputs to be Delivered	<p>The Service Provider will be expected to produce the below deliverables which can focus on two topics:</p> <p>A. Training Modules Development</p> <ol style="list-style-type: none"> 1. Comprehensive technical training curriculum and module for SP4N-LAPOR! operators, that covers: <ol style="list-style-type: none"> a. Background/introduction, learning objectives & outcomes and the use of the module b. Key messages to perform SP4N-LAPOR system c. Material for a technical training which include: <ul style="list-style-type: none"> - Training content/materials - Training methods/approach

¹A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

	<ul style="list-style-type: none"> - Sample of annotated agenda for two/five days training - Detailed session contents <ol style="list-style-type: none"> 2. Comprehensive document of ToT curriculum and module for technical training <ol style="list-style-type: none"> a. background/ introduction, learning objectives and outcome and the use of module b. key messages to perform the SP4N-LAPOR! system c. material for the ToT which include: <ul style="list-style-type: none"> - Training content - Training method - Training materials - Sample of annotated agenda for two till five days training - Detailed session content - Training learning - Evaluation form 3. Comprehensive training curriculum and module of SP4N-LAPOR! for policy makers <ol style="list-style-type: none"> a. Background/introduction, learning objectives & outcomes and the use of the module b. Key messages to perform SP4N LAPOR system c. Material for a technical training which include: <ul style="list-style-type: none"> - Training content/materials - Training methods/approach - Sample of annotated agenda for two till five days training - Detailed session contents 4. Comprehensive training curriculum and module of SP4N-LAPOR! for middle management level of official government <ol style="list-style-type: none"> a. Background/introduction, learning objectives & outcomes and the use of the module b. Key messages to perform SP4N LAPOR system c. Material for a technical training which include: <ul style="list-style-type: none"> - Training content/materials - Training methods/approach - Sample of annotated agenda for two till five days training - Detailed session contents - Evaluation form <p>B. Public Outreach Strategy</p> <ol style="list-style-type: none"> 1. Provide 6 local coordinators for 6 months that will serve critical function to support project locations (West Sumatera: 1 person, Yogyakarta: 1 person, Sleman Regency: 1 person, Bali: 1 person, Badung Regency: 1 and
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	<p>Tangerang Regency: 1 person). In this regard, local coordinator will have key responsibilities, including:</p> <ul style="list-style-type: none"> - Facilitating and encouraging the local government (project location) to actively implementing SP4N LAPOR!. - Ensuring the local government (project location) follows the SP4N LAPOR! roadmap as a guideline. - Working as a contact point to liaise with the local government. - Identifying and initiating outreach activities with community groups with particular attention to women, youth and persons with disabilities. - Monitoring the project location progress in managing and implementing SP4N LAPOR! by applying the SP4N LAPOR! project's output 3 as a criterion. - Establish communication to promote SP4N-LAPOR! with cities and regencies government around project locations. - Establish communication to promote SP4N-LAPOR! to community groups with particular attention to women, youth, and persons with disabilities in project locations. <p>2. Provide 1 national focal point for 6 months at the national level to ensure coordination between national level and sub-national level in doing outreach and marketing activities. In this regards, 1 focal point at the national level will have key responsibilities, including:</p> <ul style="list-style-type: none"> - Monitoring the outreach and marketing activities in the project locations and cities and regencies around project locations with a focus on output achievements by following project's output 3. - Facilitating transfer knowledge among project locations and cities and regencies around project locations to encourage connectivity and coherency among project locations and cities and regencies around project locations . - Ensuring Gender and Social Inclusion (GESI) as a key point of the advocacy. <p>3. Implement campaign and outreach activities at respective project locations and cities and regencies around project locations by a local coordinator in close coordination with project locations, which will focus on specific targets:</p> <ul style="list-style-type: none"> - Increasing the number of SP4N-LAPOR! users in each project location and cities and regencies around project location. - Maximizing citizen satisfaction rates with SP4N-LAPOR! system and handling agencies disaggregated by gender, age, Persons with Disabilities.
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	<p>- Incorporating GESI in implementing activities</p> <p>4. Execute annual workshops to reinforce the commitment of local government leaders (heads of governments) to strengthen the complaint handling system in local level (approximately 60 participants)</p>
Persons to Supervise the Work/Performance of the Service Provider	<p>1. <i>National Project Manager for SP4N LAPOR!</i></p> <p>2. <i>Technical Officer for SP4N LAPOR!</i></p> <p>3. <i>Marketing & Communication Officer for SP4N LAPOR!</i></p>
Frequency of Reporting	<i>Please refer to the TOR</i>
Progress Reporting Requirements	Please refer to the TOR
Location of work	<p><input type="checkbox"/> Exact Address/es</p> <p><input checked="" type="checkbox"/> At Contractor's Location, if required, for technical works specifically indicated in the proposal</p>
Expected duration of work	6 months
Target start date	July 2020
Latest completion date	Fourth week of January 2021
Travels Expected	<p>1. Coordination and supervision by national staff to the local staff (1 time, 1 person, from Jakarta to project sites:</p> <ul style="list-style-type: none"> a. Yogyakarta Provincial Government (3 days) b. Sleman (3 days) c. Bali province (3 days) d. Badung (3 days) e. West Sumatra (3 days) f. Tangerang district (1 day, return in the same day, road trip) <p>2. Evaluation and coordination meeting among staff members, from project sites to Jakarta (1 time, 6 persons, 3 days including 1 day meeting).</p>
Special Security Requirements	<input checked="" type="checkbox"/> Security Clearance from UN prior to travelling
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	N/A
Implementation Schedule indicating breakdown and timing of	<input checked="" type="checkbox"/> Required

activities/sub-activities				
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required			
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars or <input checked="" type="checkbox"/> Local Currency for Local Bidders			
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes			
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.			
Partial Quotes	<input checked="" type="checkbox"/> Not permitted			
Payment Terms ³	No	Deliverables	Percentage	Timeline
	1	Activity Plan from each 6 local coordinators and 1 national focal point	10%	July 2020
	2	Comprehensive technical training curriculum and module for SP4N-LAPOR! operators	15%	August 2020
	3	First Draft of Activity Report from each 6 local coordinators and 1 national focal point.	10%	Sept 2020
	4	Comprehensive document of ToT curriculum and module for technical training	15%	September 2020
	5	a. Comprehensive training curriculum and module on SP4N-LAPOR! for policy makers. b. Comprehensive training curriculum and module of SP4N-	20%	October 2020

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

³ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

		LAPOR! for middle management level of government official		
	6	Event Plan for Annual Workshop from each 6 local coordinators and 1 national focal point	10 %	October 2020
	7	Annual Workshop Report	10%	November 2020
	8	Final Draft of Activity Report from each 6 local coordinators and 1 national focal point	10%	January 2021
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	<ol style="list-style-type: none"> 1. <i>National Project Manager for SP4N LAPOR!</i> 2. <i>Technical Officer for SP4N LAPOR!</i> 3. <i>Marketing & Communication Officer for SP4N LAPOR!</i> 			
Type of Contract to be Signed	<input checked="" type="checkbox"/> professional service contract			
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.			
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <input checked="" type="checkbox"/> Expertise of the Firm 35% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 25% <p><i>NOTE: only bidder(s) who received minimum of 70 points where the financial proposal will be opened</i></p> <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>			
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers			

Contract General Terms and Conditions ⁴	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP ⁵	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex 1) <input type="checkbox"/> Others ⁶ [pls. specify]
Contact Person for Inquiries (Written inquiries only) ⁷	<i>Armada Eras Pratama and Yusef Saiful Millah</i> <i>Procurement Unit</i> <i>armada.pratama@undp.org and yusef.millah@undp.org</i> Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information [pls. specify]	

⁴Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁵ Where the information is available in the web, a URL for the information may simply be provided.

⁶A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

⁷ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁸

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁹)

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date] , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers or legal basis of organization establishment;*
- c) Latest Audited Financial Statement or income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

⁸This serves as a guide to the Service Provider in preparing the Proposal.

⁹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide :

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. Cost Breakdown per Deliverable*

No	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	Activity Plan from each 6 local coordinators and 1 national focal point	10%	
2	Comprehensive technical training curriculum and module for SP4N-LAPOR! operators	15%	
3	First Draft of Activity Report from each 6 local coordinators and 1 national focal point.	10%	
4	Comprehensive document of ToT curriculum and module for technical training	15%	
5	1) Comprehensive training curriculum and module on SP4N-LAPOR! for policy makers. 2) Comprehensive training curriculum and module of SP4N-LAPOR! for middle management level of government official	20%	
6	Event Plan for Annual Workshop from each 6 local coordinators and 1 national focal point	10%	
7	Annual Workshop Report	10%	
8	Final Draft of Activity Report from each 6 local coordinators and 1 national focal point	10%	

**This shall be the basis of the payment tranches*

E. Cost Breakdown by Cost Component [This is only an Example]:

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
National Focal Point			1	

Local Coordinator			6	
Module Developer			4	
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs (please provide the breakdown cost). <i>Below activities are example</i>				
Coordination meeting <i>*specifying which activity in relation</i> <i>**incl. venue, meeting package, participant transport if applicable</i>				
Focus Group Discussion(s) (FGD) <i>*specifying which activity in relation</i> <i>**incl. venue, meeting package, participant transport if applicable</i>				
Workshop <i>*specifying which activity in relation</i> <i>**incl. venue, meeting package, participant transport if applicable</i>				

*[Name and Signature of the Service Provider's
Authorized Person]
[Designation]
[Date]*

Annex 3**Term of Reference (TOR)****The Development of Training Module and Implementation of the Public Outreach Strategy of the National Complaint Handling System for SP4N LAPOR Project**

- A. General Information** : Terminology of this TOR
- Title : The Development of Trainings curriculum and Module and Implementation of the Public Outreach Strategy of the National Complaint Handling System for SP4N LAPOR Project
- Report to : 1. National Project Manager SP4N LAPOR
2. Technical Officer of SP4N-LAPOR! Project
3. Marketing and Communication Officer of SP4N-LAPOR!
- Location : UNDP Indonesia Country Office, Menara Thamrin 8-9th Floor. Jl. MH Thamrin Kav.3 Jakarta 10250, Indonesia
- Expected place of travel : As listed in Annex 1
- Duration of contract : The expected duration of the contract is seven (7) months upon contract signing by both parties
- Provision of support services : ☐ Yes ☒ No
- Equipment (laptop etc.) : ☐ Yes ☒ No
- Secretarial Services : ☐ Yes ☒ No

The terms listed here under are used throughout this request for proposal (RFP) to mean the following:

SP4N LAPOR	The National Public Service Complaints Management System 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
Capacity Building	The process by which individuals and organizations obtain, improve, and retain the skills, knowledge, tools, equipment, and other resources needed to do their jobs competently.
Public Awareness	A public awareness campaign is a marketing effort to build public recognition of a problem through media, messaging, and an organized set of communication tactics
GESI Strategy	Gender equality refers to the equal rights, responsibilities and opportunities of women and men and girls and boys. Social exclusion is

		defined by the Department of Economic and Social Affairs of the United Nations as the involuntary exclusion of individuals and groups from society's political, economic and societal processes, which prevents their full participation in the society in which they live. Gender equality and social inclusion are seen as not only a fundamental aspect of human rights and social justice, but also a precondition to improve the development process by putting social concerns at the forefront of interventions
Project Location		<ol style="list-style-type: none"> 1. Province of West Sumatera 2. Province of DI Yogyakarta 3. Province of Bali 4. Regency of Sleman 5. Regency of Badung 6. Regency of Tangerang
Main Partner		Ministry of Administrative and Bureaucratic Reform

B. Background Information

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 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 of 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.

Currently, KemenPAN-RB has struggled to develop a comprehensive national strategy for complaint handling given the limited capacity at the ministry and the recent transfer of power from KSP. In addition, KemenPAN-RB is also exploring innovative and effective means of expanding and strengthening SP4N-LAPOR! at the local level while also enhancing local governments' capacity to manage and operate complaints effectively. Therefore, it is essential to prepare and adopt a national strategy that supports KemenPANRB to better organize complaint handling at the national level and to develop a consistent and unfluctuating approach to complaint handling management and system operations at the local level.

However, developing a strategy alone will not enhance overall management and system operations. It is therefore extremely important that UNDP, in partnership with KOICA, works to strengthen and enhance the capacity of KemenPAN-RB and local government agencies responsible for managing and handling SP4N-LAPOR!. Furthermore, the recent power transition leaves lingering capacity gaps for successful design and implementation of SP4N LAPOR system. This is particularly with regard to the lack of required knowledge and skills as well as the absence of comprehensive training module to facilitate the implementation of SP4N LAPOR system. The challenge needs to be addressed otherwise the function of national complaint mechanism meant to voice citizen concerns may prove difficult to achieve.

Following the need to build the institutional capacity, The United Nations Development Programme (UNDP) seeks to engage consultant to undertake the development of comprehensive Training of Trainer (ToT) module on technical training and training modules to equip policy maker, middle management level and operators with the solid knowledge and technical skills supporting effective action to address concerns and complaints.

As output 3 of the project aims to increase public awareness and citizen participation for SP4N-LAPOR! through public outreach and advocacy, it is required to find an organization which can implement campaign and outreach activities in respective project locations and cities and regencies around project locations. Also, women, youth, Persons with Disabilities (PwDs) are three specific target groups that this programme should approach. While implementing activities, particular attentions should be paid to these three target groups. Another objective of output 3 is to reinforce the commitment of local government

leaders (heads of governments) to strengthen the complaint handling system. Thus, developing annual workshops for local government is necessary.

B. Context of the ToR

In the context to develop training module and implement public outreach strategy for SP4N LAPOR, a service provider will be contracted to develop:

1. Comprehensive technical training curriculum and module for SP4N-LAPOR! operators
2. Comprehensive document of ToT curriculum and module for technical training of SP4N-LAPOR!
3. Comprehensive training curriculum and module on SP4N-LAPOR! for policy makers
4. Comprehensive training curriculum and module of SP4N-LAPOR! for middle management level of government official
5. Activity Plan from each 6 local coordinators and 1 national focal point
6. Provide 6 Local coordinators as focal point in project location
7. Provide 1 focal point at national level to ensure coordination between national and sub national level in relevant to outreach and marketing activities
8. campaign and outreach activities at respective project locations
9. Annual workshops to reinforce the commitment of local government leaders (heads of governments) to strengthen the complaint handling system

C. Scope of Work

Under the direct supervision of the National Project Manager of SP4N LAPOR! project, the service provider will undertake the following tasks:

1. Undertake desk review and analyst all the necessary documents/training materials to fully understand the ground situation and relevant national regulations and policies that have been signed pertaining to public participation and transparency:
 - Conduct literature studies include the study of effective training approach and method based on training need
 - Compile relevant documents and regulations and run the analysis to know (1) the existing training module related to SP4N LAPOR system (if any), (2) the gaps of the existing training module(s), (3) the challenges and or strategic issues such as political commitment, technical incompetence, human resources capacity and ITC usage capacity.
 - Support aims at ensuring the training modules are contextualized and tailored according to the trainees needs and level of expertise.
2. In close coordination with UNDP, the implemented agency and the related agencies to map out the issues and identify the priorities in line with training need assessment:

Liaise with the implementing partner which is KemenPAN-RB and the Project Management Unit SP4N-LAPOR! project of UNDP to clarify background, participants of training, objective, training method, training duration, and as well as to coordinate in regards to the time planning, course content and training materials.
3. In close consultation with KemenPAN-RB to validate the priorities in line with the training need

- assessment and to ensure that all of design of training including the approach, method and contents are aligned with the current policy, regulation and fit with the ground implementation.
4. Provide 6 local coordinators for 6 months that will serve critical functions to support project locations (West Sumatera: 1 person, Yogyakarta Provincial government: 1 person, Sleman Regency: 1 person, Bali Provincial government: 1 person, Badung Regency: 1 person, and Tangerang Regency: 1 person). In this regard, local coordinator will have key responsibilities, including:
 - Facilitate and encourage the local government (project location) to actively implement the SP4N-LAPOR! system.
 - Ensure the local government (project location) follows the SP4N-LAPOR! roadmap as a guideline.
 - Act as a contact point to liaise with the local government.
 - Identify and initiate outreach activities with community groups with particular attention to women, youth and persons with disabilities.
 - Monitor the project location progress in managing and implementing SP4N-LAPOR! by applying the SP4N-LAPOR! project's output 3 as a criterion.
 - Provide and submit monthly report to UNDP through focal point in regard to the progress of work at respective area.
 - Establish communication to promote SP4N-LAPOR! with cities and regencies government around project locations.
 - Establish communication to promote SP4N-LAPOR! to community groups with particular attention to women, youth, and persons with disabilities around project locations.
 5. Provide 1 national focal point for 6 months at the national level to ensure coordination between national level and sub-national level in doing outreach and marketing activities. In this regards, 1 focal point at the national level will have key responsibilities, including:
 - Monitor the outreach and marketing activities in the project locations with a focus on output achievement by following project's output 3.
 - Facilitate transfer knowledge among project locations to encourage connectivity and coherency among project locations.
 - Ensure GESI as a key point of the advocacy.
 - Providing and submitting monthly report in regard to the progress of work against to the planned outputs that covers of works at national level and 6 areas of pilot project.
 6. Implement campaign and outreach activities at respective project locations which will focus on specific targets:
 - Increase the number of SP4N-LAPOR! users in each project location and cities and regencies around project location.
 - Maximize citizen satisfaction rates with SP4N-LAPOR! system and handling agencies disaggregated by gender, age, PwDs.
 - Incorporate GESI in implementing activities
 7. Implement annual workshops to reinforce the commitment of local government leaders (heads of governments) to strengthen the complaint handling system in local level (approximately 60 participants):
 1. The workshop will be held in 4 stars hotel in Jakarta ;
 2. Participants including any resource person from the stakeholder : Resource person : 5 (2

from KemenPAN, 1 from ORI, 1 from KSP: 1 person from Kemendagri); Participants from pilot project area : 24 (@ 4 x 6 areas); the rest is from national level.

3. Minimum required personnel that need to be involved e.g:note take, moderator, facilitator (Moderator : 1; Facilitator: 2; Noteker : 1);
4. Concept of the workshop and Expected output. It will be conducted as Coordination Meeting aimed to reinforce the commitment of local government leaders (heads of governments) to strengthen the complaint handling system in local level.
5. The origin of participants:
 - Province of DIY: 4 person
 - Slemanregency : 4 person
 - Badungregency :4 person
 - Bali province :4 person
 - Tangerang regency :4 persons
 - Province of West Sumatra : 4 persons
6. Air fare for participants from outside Jabodetabek will be handled by UNDP/Project (24 persons).
7. Transportation fee for participants from Jabodetabek will be handled by the selected contractors.
8. The service provider responsible for finding and payment for venue, meal, reimbursement for local transport or local travel expenses for participants (exclude air fare for participants from project pilot areas), accommodation for participants from pilot project area and as well as living allowance for participants from pilot project area.

D. Expected Output

The Service Provider will be expected to produce the below deliverables.

1. Comprehensive technical training curriculum and module for SP4N-LAPOR! operators that at least include:
 - Background/introduction, learning objectives & outcomes and the use of the module
 - Key messages to perform SP4N LAPOR system
 - Material for a technical training which include:
 - Training content
 - Training methods/approach
 - Learning agenda for two till five days training
 - Detailed session contents
 - Training materials
 - Training evaluation (Pre-test and post-test)
2. Comprehensive document of Tot curriculum and module for technical training of SP4N-LAPOR!,at least include:
 - Background/introduction, learning objectives & outcomes and the use of the module
 - Material for ToT which include:
 - Training content
 - Training methods/approach

- Learning agenda for two till five days training
 - Detailed session contents
 - Training materials
 - Training evaluation (Pre-test and post-test)
3. Comprehensive training curriculum and module on SP4N-LAPOR! for policy makers at least include:
 - Background/introduction, learning objectives & outcomes and the use of the module
 - Material for training which include:
 - Training content
 - Training methods/approach
 - Learning agenda for two till five days training
 - Detailed session contents
 - Learning materials
 - Training evaluation (Pre-test and post-test)
 4. Comprehensive training curriculum and module of SP4N-LAPOR! for middle management level of government official at least include:
 - Background/introduction, learning objectives & outcomes and the use of the module
 - Material for training which include:
 - Training content
 - Training methods/approach
 - Learning agenda for two till five days training
 - Detailed session content
 - Learning materials
 - Training evaluation (Pre-test and post-test)
 5. Activity Plan from each 6 Local Coordinator and 1 Focal Points, which are:
 - Targeted Output of activities in alignment with 3rd Output of SP4N LAPOR! Project by KOICA-UNDP
 - Activity detail plan including timeline
 6. First Draft of Activity Report from each 6 Local Coordinator and 1 Focal Points, which are:
 - Activity Progress
 - Targeted Output Result in alignment with 3rd Output of SP4N LAPOR! Project by KOICA-UNDP
 - GESI Analysis
 - Key Achievement
 - Lesson Learned & Best Practices
 - Annex (Activity Pictures)
 7. Final Draft of Activity Report from each 6 Local Coordinator and 1 Focal Points, which are:
 - Activity Progress
 - Targeted Output Result in alignment with 3rd Output of SP4N LAPOR! Project by KOICA-UNDP

- GESI Analysis
- Key Achievement
- Lesson Learned & Best Practices
- Annex (Activity Pictures)

8. Event Plan for Annual Workshop

- Annual workshop format and theme
- List of resource person and potential participants
- Venue in 4 stars hotel. The service provider responsible for finding and payment as well for venue, meal, reimbursement for travel expenses for participants (exclude air fare for participant from project pilot areas) and accommodation and living allowance for participants.
- Activity rundown
- Invitation Letter
- Logistical Equipment

9. Annual Workshop Report

- Narrative Report that at least consist of:
 - a. Executive summary
 - b. Introduction including objective and expected outputs
 - c. Workshop implementation process
 - d. Result of the workshop
 - e. Conclusion and recommendation
 - f. Action plan
- Administrative Report which at least consist of:
 - a. Invitation Proofs,
 - b. Activities details,
 - c. Attendance Records,
 - d. Meeting proceeding,
 - e. Resource person materials,
 - f. Publications and Documentations

(Eg.Photos: in soft file at minimum 20 edited photos that indicate the process of the workshop from opening session, resource person presentation delivery, discussion and closing; and edited video about the workshop at least in 10 minutes with written narrative which indicating the process of workshop)

F. Risk and Assumptions

Assumptions:

1. Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia endorsed the plan and methodology that used by service provider.
2. The development of training module is effectively intact using limited working modality.
3. Human resources will be prepared in advance considering the limited time constraint and physical distancing regulations.
4. Routine coordination to anticipate late delivery of activities between UNDP and service provider.

Risks

1. Considering the recent global and national security threat of the outbreak COVID 19, the implementation of this activity might be postponed or canceled if the situation gets worse;
2. Digital literacy gap between local and national government will require different level of commitment and time for knowledge transfer process;
3. The training curricula may not be appropriate to ensure effective knowledge transfer and sustainable knowledge management;

G. Institutions/Resources who need to be involved

A detailed list of institutions/resources who will be involved in this activity is available in Attachment 1. The SP4N LAPOR Project will be able to provide the advice towards the context and content which each stakeholder can be relevant from the Annex.

H. Institutional Arrangement

- Upon signing the contract, the selected Contractor should submit their work plan to UNDP for review and approval before starting the assignment. The Contractor should communicate any changes of the work plan and budget to UNDP and UNDP should give the approval in writing.
- UNDP will require the consultant to report the progress of the work in monthly basis, in the formal communication in addition to the required deliverable.
- All logistical arrangements and costs associated with the delivery of tasks identified above to be covered by the selected Contractor

The SP4N LAPOR Project will provide advice and guidance in terms of the extent of the engagement with all institutions/organizations as detailed in Annex 2.

I. Duration of the Work

It is anticipated that the Assignment will be completed within a total of 6 months from the date of the signing of the contract between UNDP and the selected Contractor. All work must be completed by 4th week of December 2020.

J. Payment Schedule

Payment will be made after satisfactory acceptance by UNDP of the services provided based on the following schedule:

No	Deliverables	Percentage	Timeline
1	Activity Plan from each 6 local coordinators and 1 national focal point	10%	July 2020
2	Comprehensive technical training curriculum and module for SP4N-LAPOR! operators	15%	August 2020
3	First Draft of Activity Report from each 6 local coordinators and 1 national focal point.	10%	Sept 2020
4	Comprehensive document of ToT curriculum and module for technical training	15%	September 2020

5	1) Comprehensive training curriculum and module or workshop on SP4N-LAPOR! for policy makers. 2) Comprehensive training curriculum and module of SP4N-LAPOR! for middle management level of government official	20%	October 2020
6	Event Plan for Annual Workshop from each 6 local coordinators and 1 national focal point	10 %	October 2020
7	Annual Workshop Report	10%	November 2020
8	Final Draft of Activity Report from each 6 local coordinators and 1 national focal point	10%	January 2021

K. Qualifications of the Successful Contractor

1. The **Service Provider** for developing module training and Implementation of the Public Outreach Strategy of the National Complaint Handling System for SP4N LAPOR Project should have knowledge, competencies and experience in the following areas:
 - The Service Provider should have minimum of 2 (two) projects in providing technical assistance or technical advisory to the national or the local government in the last 3 (three) years in area of public service or government affair.
 - The service provider should have experience on developing training curriculum or module in regard to public service improvement.
 - An established service provider by providing certificate of registration, notarial deed, etc. as required in Annex 2 above;
 - Experienced in conducting training inclusive to government and development sectors tailored to different participants (government, community leaders or young leaders) is a distinct advantage.
 - Having previous experience working with international organizations or national government on projects in area of public service or government affair in particularly in public complaint mechanism is preferred.
2. The minimum required personnel to perform the required service are as follows (recommended list of personnel):
 - a. **National Focal Point** (1 person) in national level should have knowledge, competencies and experience in the following areas:
 - Bachelor degree or Master degree in Public Administration, Public Policy, Public Management, Development Management or international Development;
 - Minimum 6 years of professional experience for Bachelor or 3 years for Master at national level in the area of public service, public management or public policy;
 - Have a solid experience in project management in the areas of public service, development management or public management with government sector.
 - b. **Modul developer** (4 persons)
 - Master's degree in public administration, Public Policy, Public Management,

- Development Management and international Development or a relevant field of studies;
- Having minimum 3 years of experience in module development and training provision for capacity improvement for local or national government in public service area;

c. **Local coordinator** (6 persons) for pilot areas should have knowledge, competencies and experience in the following areas:

- Bachelor degree or Master degree in Public Administration, Public Policy, Public Management, Development Management or international Development;
- Minimum 6 years of professional experience for Bachelor or 3 years for Master on providing advisory service or technical assistance for local government in public service area;

Basic Competencies:

- Having experience in providing advisory service or technical assistance for local or national government in public service issue;
- Practical experience in facilitating training in public organizations at the local and national level;
- Strong understanding government policy and government administration;
- Excellent facilitation and presentation skills;
- Fluency in English with excellent written communication skills, and strong experience writing project reports;
- Have ability to work effectively in a team;
- Having initiative, flexibility and innovation;

M. Language requirement

The report should be presented both in Bahasa Indonesia and English. However, for final document of the ToT modul and training modules should be presented in Bahasa Indonesia.

Attachment 1. List of Institutions/Resources who need to be involved

1. Ministry of Administrative andBureaucratic Reform of the Republic of Indonesia (KemenPAN-RB)
2. The Executive of President Office (KSP)
3. Ombudsman Republic of Indonesia (ORI)
4. Bali Provincial Government
5. Special Region of Yogyakarta provincial government
6. West Sumatra provincial government
7. Bandung regency, Bali Province
8. Sleman regency, DIY Province
9. Tangerang regency, Banten Province