

Terms of Reference**GENERAL INFORMATION**

Title: Helpdesk and Customer Relationship Management (CRM) for Strengthening the Digital Health Transformation (National Consultant)

Project Name: Strengthening Health System Digitalization in response to the COVID-19 Pandemic in Indonesia (STRATEGIC)

Reports to: Health Governance Project Manager

Duty Station: Pusdatin – Ministry of Health

Expected Places of Travel (if applicable): N/A

Duration of Assignment: 105 working days (June to December 2021)

REQUIRED DOCUMENT FROM HIRING UNIT

X	TERMS OF REFERENCE
(3)	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	
X	APPROVED e-requisition

REQUIRED DOCUMENTATION FROM CONSULTANT

X	Completed CV or P11 with at least 3 (three) referees
X	Copy of education certificate
X	Completed financial proposal
X	Completed technical proposal

Need for presence of IC consultant in office:

☒ partial (coordination for program/activity planning, implementation and monitoring)

☐ intermittent

☐ 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:

Arry Lesmana Putra

I. BACKGROUND

The Indonesian government has committed to undertaking bureaucratic reform. One of the targets is to realize electronic-based governance. The application of this requires a comprehensive digital transformation, both from the system to the human resources of the apparatus. The strategy for accelerating digital transformation has been outlined in Presidential Decree No. 95/2018 concerning Electronic Based Government Systems (SPBE). The aim is to achieve effective, transparent, and accountable governance as well as quality and reliable public services.

One of the programs that will be implemented is the one data policy. This is stated in Presidential Regulation No. 39/2019 concerning One Indonesian Data (SDI). Through SDI implementation, the government can collect data in one door that is accurate, up to date, integrated, and easily accessible. The focus is on supporting government development programs. Therefore, the data provided includes data on food, energy, infrastructure, maritime, education, health, education, economy, industry, tourism, and bureaucratic reform. The data is used for decision making and fulfilling data needs for the community.

In the health sector, the utilization of big data is a promising form of intervention. This is particularly related to efforts to accelerate the process of national economic recovery due to the impact of the Covid-19 pandemic and to improve the quality of health services. For example, the Covid-19 Vaccination One Data Information System based on Permenkes 10/2021 concerning Implementation of Vaccinations in the Context of the Covid-19 Pandemic. This system can assist the government in collecting data on vaccine target participants, registering, monitoring, allocating vaccines per province based on the rate of achievement, evaluating vaccination outcomes and logistics.

However, a decent long-term strategy and plan is needed so that its utilization can be integrated between institutions and prioritize the principles of user / patient information security. The steps that can be taken are as follows:

- Developing a big data ecosystem to improve the health service system in the Covid-19 pandemic era and universal healthcare efforts.
- Development of an integrated monitoring and evaluation system by integrating data from all program stakeholders.
- Strengthening partnerships between the government and the private sector in optimizing health big data for program improvement.

In line with this strategy, the One Data Vaccination Information System is planned to integrate all related systems. Developed by PT Telkom Indonesia, Tbk, Satu Data integrates various systems such as Pcare-Vaccination (at BPJS Kesehatan), PeduliLindung (at the Ministry of Communication and Information), Bio-Tracking (at PT Bio Farma), and SMILE (at the Ministry of Health and UNDP). This is used for preparation, implementation, reporting, monitoring and evaluation in the administration of COVID-19 vaccination.

The Ministry of Health requested support from UNDP in realizing the implementation of big data and one health data dashboard. In letter no. IR.02.01 / 2/0817/2021, the Ministry of Health

requests for technical assistance and meeting activities. A team will be formed to support this which consists of IT Project Manager/Lead Engineer; Senior software engineer, data analyst, developer, helpdesk & CRM, business analyst, UI/UX designer, etc. UNDP will also assist in supporting activities such as consignment meetings will also be conducted by involving guest experts to provide input and evaluation of the progress of working on a one data information system. Support is provided in accordance with the UNDP Indonesia Country Program 2021-2025. The Technical Assistance will support national efforts to contribute directly to the RPJMN 2020-2024 aims at improving access and quality of health services. In addition, to achieve the 2030 Sustainable Development Goals particularly in indicator 3.8.1 relating to the coverage of essential health services.

The main objective of this activity is to improve access and the quality and of health services through the implementation of the Electronic Based Government Systems policy. The products produced from this policy are big data and one health data dashboard, which in the initial stage focuses on health data in the Pusdatin, Ministry of Health.

II. SCOPE OF WORK, ACTIVITIES, AND DELIVERABLES

Scope of Work

The consultant will report to the Health Governance Project Manager and close coordination with IT Manager in Ministry of Health. The consultant will be responsible for the following tasks, in supporting Digital Health Transformation Team in Indonesia. The consultant will responsible to :

1. Provide first level contact and convey resolutions to customer issues
2. Properly escalate unresolved queries to the next level of support
3. Track, route and redirect problems to correct resources
4. Update customer data and produce activity reports
5. Walk customers through problem solving process
6. Follow up with customers, provide feedback and see problems through to resolution
7. Utilize excellent customer service skills and exceed customers' expectations
8. Ensure proper recording, documentation, and closure
9. Recommended procedure modifications or improvements
10. Preserve and grow your knowledge of help desk procedures, products, and services

Expected deliverables/outputs:

Deliverables/ Outputs	Estimated Number of Working days	Completion deadline	Review and Approval Required
1. Report on worklist, technical guidelines, and managing the Customer Relationship Management (CRM)	15 wds	June 2021	Health Governance Project Manager

Strengthening the Digital Health Transformation			
2. Report on handling technical question regarding use of One Data Dashboard and follow-up issues raised on the networks and through CRM to different One data support teams (technical issues system that presented to Ministry of Health)	30 wds	July - August 2021	Health Governance Project Manager
3. Report on customer data updates and related to the Digital Health Transformation Strengthening in Indonesia.	30 wds	September - October 2021	Health Governance Project Manager
4. Report on manual operation guidelines and technical knowledge transfer on the implementation of Health Data Application.	15 wds	November 2021	Health Governance Project Manager
5. Final Report support documentation complain on helpdesk and CRM One Health Data.	15 wds	December 2021	Health Governance Project Manager

III. WORKING ARRANGEMENTS

Institutional Arrangement

The consultant will work closely with Pusdatin Ministry of Health under the supervision of the Project Manager.

The consultant will support and provide the technical support to Digital Transformation Team. The consultant will provide report(s) at the completion of each deliverables to the Health Project Manager for approval.

Duration of the Work

Up to 105 working days (June 2021 to December 2021)

Duty Station

Pusdatin – Ministry of Health

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

No	Destination	Frequency	Duration/days
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1	N/A	N/A	N/A
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IV. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

I. Academic Qualifications:

- Minimum bachelor's degree in Information Technology, Computer Science, Engineering, and or equivalent.

II. Years of experience:

- A minimum of 3 years of working experience providing IT Help Desk support;
- Working experience of help desk software, databases and remote control;
- Experienced working with government project.

III. Competencies and special skills requirement:

- Strong client-facing and communication skills
- Customer service orientation;
- Ability to work under pressure and stressful situations, and to meet tight deadlines.
- Fluency in Bahasa Indonesia and English is required;

V. EVALUATION METHOD AND CRITERIA

Individual consultants will be evaluated based on the following methodologies:

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
<u>Technical</u>		100
Criteria A: Qualification requirements as per TOR:	70	70

1. Minimum bachelor's degree in Information Technology, Computer Science, Engineering, and or equivalent.		20
2. A minimum of 3 years of working experience providing IT Help Desk support.		20
3. Working experience of help desk software, databases and remote control.		15
4. Experienced working with government project.		15
Criteria B: Brief Description of Approach to Assignment	30	30
1. Understand the task and applies a methodology appropriate for the task as well as strategy in a coherent manner		10
2. Important aspects of the task addressed clearly and in sufficient detail		10
3. Logical, realistic planning for efficient project implementation		10

