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TERMS OF REFERENCE (TOR)

I. GENERAL INFORMATION

Services/Work Description: Develop, configure and install Electronic/technology-based Case Management System/ Software

Project/Program Title: Governance and Democratic Participation Program (GDPP)

Duty Station: Addis Ababa

Type of the Contract: International Consulting Firm

Duration: Six Months

Responsible GoE Unit: Monitoring and Investigation Department of EHRC

Expected Start Date: Immediately after signing of the contract

II. BACKGROUND AND CONTEXT

Ethiopia has recently embarked on a process of reforming governance institutions and strengthening the democratization process in the country. Capacitating the governance architecture, enhancing the capacity and credibility of its governance and democratic institutions and ensuring citizen's confidence and participation in the process are important prerequisites for a sustainable development, and peaceful and stable society. In view of the country's context and bold development transformation vision, it is important that deliberate efforts are made to broaden space for citizen engagement and participation in the development and governance processes to create a sense of shared prosperity, strengthen social cohesion and sustain peace and stability. Such efforts will also help to increase government effectiveness, improve public governance and state-building.

Cognizant of these realities, and in response to the government's request for support, UNDP Ethiopia Country Office has been implementing the Governance and Democratic Participation Programme (GDPP) since 2017. The main objective of the programme is to support the country to sustain efforts towards strengthening institutional capacities and frameworks for strengthening good governance, human rights, rule of law and deepening democratic participation in Ethiopia.

The Ethiopian Human Rights Commission (EHRC) is one of the key Implementing Partner within the UNDP Ethiopia flagship governance programme – Governance & Democratic Participation Programme (of GDPP). EHRC is an independent federal state body established in accordance with the Federal Constitution and Proclamation No. 210/2000 (as amended by Proclamation No.1224/2020), as a national human rights institution with the mandate to promote and protect human rights.

EHRC is going through a major institutional reform process aimed at making the Institution both fit for purpose and capable of effectively discharging its responsibilities in line with National laws and the Paris Principles. One of the major reforms is the development and establishment of an effective and technology based case management system to support its complaint handling and data management functions.

Receiving and handling of complaints of alleged human rights violation is a recurring task for the EHRC. The Commission receives complaints from individuals or groups of people in person, by phone or letter from all over the country. Other options are to submit a complaint through email or social media platforms or through the EHRC website will be made available in due course. Once the admissibility of the complaint is approved, it

passes through several stages of the workflow until the case is resolved or closed which involves progress tracking and review of the case by several colleagues in the work chain.

Some of the challenges that EHRC currently faces in complaint handling that it wants to overcome through the introduction of an IT-based case management system include inability to:

- Process complaint in a timely and efficient manner by ensuring that all relevant colleagues in multiple locations in the country have access to all relevant information about the case to make timely decisions.
- Gather and store human rights related information in a systematic manner for multi-pronged purposes of promotion and protection of human rights.
- Get a quick overview of all the information regarding a particular complaint/case;
- Get an overview about the characteristics and the status of complaints as a whole (total of active, closed or pending complaints, number of complaints by different categories at each stage, etc.);
- Handle complaints more efficiently by reducing time for repetitive tasks;
- Extract relevant indicators about complaints as a whole in a given period of time such as type of violations, geographical spread, characteristics of victims (sex, age, physical/mental ability, occupation, vulnerable group) and respondents, etc.
- Monitor the performance of EHRC and assess whether complaint management expected outcomes/objectives are achieved.
- Map the geo-location of complaints/petitions to allow for targeted interventions.
- Identify emerging issues for SMART programming.
- Provide accurate reporting on regional and international treaty mechanisms.
- Properly refer cases that do not fall under the jurisdiction of EHRC.
- Enhance complainants' satisfaction.
- Advise the Government based on adequately stored data.
- Secure the confidentiality of complainants' personal information.

The Commission requested UNDP to hire qualified consulting firm to support it in developing and implementing a technology-based case management system to receive, track and manage complaints related to human rights violations. In response to this request, UNDP is seeking the services of a suitably qualified consulting firm to develop, configure and install electronic case management software in support of the Ethiopian Human Rights Commission.

III. OBJECTIVE OF THE SERVICE

The overall objective of this assignment is to develop and implement an efficient technology-based case management system to receive, track and manage complaints related to human rights violations that EHRC handle.

IV. SCOPE OF THE ASSESSMENT - FUNCTIONAL REQUIREMENTS

The automated/electronic case management system (E-CMS) should address the above challenges and needs, and should reflect the different stages of a pre-defined complaint handling process/case flow. Beyond looking at complaints/cases individually, the database should:-

- Provide a general view about the cases through a custom developed dashboard to visualize the information of the database through visualizations and charts. This includes all the parameters used for capturing data, such

as date, place, sex, types of human rights violation, level of physical and mental ability, characteristics of respondents, etc.

- Reflect the evolution of a complaint in a timeline, highlighting different stages of the complaint handling process to monitor performance of individual staff, assess whether expected outcomes are being achieved and ensure accountability as an institution.
- Provide features that allow different forms and templates to feed the database in the most efficient way, considering that various templates and forms are used to collect data at different stages of the complaint handling process. The system should allow the registration of details of the complaint in several formats: text, video, audio and images. The data must be available in various formats, such as pdf, csv, png, jpg and any other acceptable format. It should be possible to update or add information at every key stage of the complaint handling.
- Allow EHRC to retrieve aggregated data statistics, reports or graphics about complaints, complainants and respondents by searching for values within the fields of pre-defined entries. The system should also provide a map of complaints through geo location capabilities.
- Provide features that automate some tasks, such as sending notification for victims, complainants, and respondents at certain stages of the complaint handling process via email or SMS. The System must provide a functionality to track letters sent and received through daily processing of complaints.
- The system must have a proper audit trail that tracks information change and keep a log of system logins. It must allow case assignment and reassignment to officers seamlessly.
- The E-CMS should provide trends and patterns of the human rights situation to allow the identification of emerging human rights issues. This will allow the Commission to provide actionable information to the regional and international human rights mechanisms, advise the Government and respond to emerging issues on a timely manner.
- The E-CMS should provide timely updates on cases that have been referred by the Commission and hold stakeholders accountable for cases referred to them.
- Make files marked as 'classified' only accessible to specific staff who have rights to access classified or highly sensitive files to ensure confidential information of complainants and witnesses are secure and protected.
- Provide an end-to-end solution with an integrated multi-platform solution, easy to implement and integrate with other application and system.

V. METHODOLOGY / APPROACH OF THE SERVICE (WORK)

The suggested approach for this assignment is the 'agile development' model, which aims at evolving, improving, delivering and supporting services based on EHRC's needs, feedback and experience. This is to ensure that the software functionality is customized to meet the demands of EHRC. The following minimum approach is thus suggested:

- Conduct a comprehensive analysis to understand the needs, challenges faced and functional and non-functional requirements of EHRC;
- Create a system design document for the E-CMS in line with the requirements
- Develop Beta Version of the E-CMS based on approved system design document for testing
- Conduct system testing and user acceptance testing and follow up on fixing of incidents

- Prepare training plan according with training needs, including developing a standard user manual for products and solution modules in English
- Provide training of trainers for EHRC's team, proposed 2-3 day training for end users and another 2-day training on system administration
- Validate deliverables and produce online technical support system for debugging and ensuring smooth system administration for a period of three months after the system is delivered to EHRC

VI. EXPECTED OUTPUT OF THE ASSIGNMENT/ DELIVERABLES

The Consultancy Firm will be delivered the following deliverables at each project phase:

Deliverable # 1: Inception Report- It should be described how the assignment will be tackled including the proposed methodological approach/tools with a clearly defined work schedule for the assignment.

Deliverable # 2: A system design document for the E-CMS

Deliverable # 3: Beta version of E-CMS with the required customization

Deliverable # 4: Testing plan, including the actual conduct of the test and follow up of incidents

Deliverable # 5: Training plan with training Manuals for end users and System Administrator

Deliverable # 6: Conduct the test and training

Deliverable # 7: Provision of technical support as needed.

VII. LOCATION AND DURATION

The level of effort required to accomplish this consultancy assignment is expected to be three months. The service provider is expected to provide post implementation technical support and maintenance for an additional period of three months. The total duration of the consultant's engagement will be six months. The assignment will be predominantly based in Addis Ababa and may require travel for fieldwork to selected EHRC's regional branch offices in Ethiopia during pilot testing.

VIII. IMPLEMENTATION ARRANGEMENTS

The consultancy firm will be recruited under the UNDP terms and conditions and will operate under the direct supervision and overall guidance of the EHRC. EHRC will organize and facilitate relevant teams for consultations, to review progress and deliverables, and provide feedback on a timely basis. EHRC will provide office space and meeting rooms for staff from the service provider for consultation and user training.

IX. PAYMENT MILESTONES AND AUTHORITY

The prospective firm shall indicate the cost of services for each deliverable in US Dollars all-inclusive lump-sum contract amount in its proposal when applying for this consultancy. The consultant covers the cost of travel, data collection and other related costs incurred to achieve the results. The consulting firm will be paid only after the approving authority confirms satisfactory completion of each deliverable.

The payment shall be affected as per the following payment schedule:

Payments	Deliverables & Time frame	Approval Should be Obtained	Percentage of Payment
1 st Instalment	Upon submission of inception report (10 days)	EHRC/UNDP	30%
2 nd Instalment	Upon approval of system design document in line with the Functional Requirements and Beta version of the E-CMS (50 days) and successful completion of: <ul style="list-style-type: none"> - training of trainers for EHRC's team, and approval the training manual for end users and system administration; - test of the system 	EHRC/UNDP	50%
3 rd Instalment	Upon provision of technical support for three months after delivery of the system to EHRC, ensuring smooth system administration.	EHRC/UNDP	20%

X. MINIMUM FIRM REQUIREMENT

The Service Provider is expected to:

- Have at least five years proven track record and be a recognized firm in digital process automation, including in the development, configuration and installation of technology-based case management system and related services;
- Have ability to assess technology hardware and software needs, as well as present and future customer requirements, strong understanding of the concepts of user experience, user interface design principles and conceptual design;
- Have experience on end-to-end integrated multi-platform solutions, including Cloud technologies;
- Qualify to highest standard of information security.

A. Technical Competencies

The team composition should comprise of members with the following educational qualifications, experience and competencies:

- **Project Team Leader**
 - Advanced University Degree in Telecommunications/ICT, Engineering, or a closely related field from an accredited educational institution.
 - A minimum of 8 years professional experience in working in the IT/digital sector, managing teams tasked with designing and implementing technology-based case management system or similar solution
 - Project management experience with strong problem-solving skills

- Basic knowledge of PMBOK, ITIL and Cloud Computing infrastructure
- Excellent verbal and written communication skills

- **Senior Software developer/Programmer/System Analyst**

- Degree in Computer Science, Information System, Computer Engineering or ICT related discipline from an accredited educational institution.
- A minimum of 5 years of proven experience on in developing secure Web APIs (REST/JSON)
- Expert knowledge in C#, Frameworks, such as ASP.NET MVC, ASP.NET Core, Laravel, CodeIgniter, etc.
- On hand experience on software development tools, such as HTML 5, JavaScript, CSS, Python, MSSQL, MySQL, Firebase, Mongo DB, Angular, Node.js Developer, Microsoft Visual Studio and other tools, Mobile Android.
- Expert knowledge in integrating reporting and data analytics
- Willingness to keep abreast of new development in the field of expertise and upgrade the system when necessary

- **Senior Cloud Infrastructure Expert**

- Degree in Computer Science, Information System, Computer Engineering or ICT related discipline from an accredited educational institution.
- A minimum of 5 years of proven experience on Cloud Platform configuration and security
- Practical experience on Google Cloud Infrastructure platform, such as Google, Microsoft Azure, iCloud and other tools

B. Functional Competencies

- Positive and constructive approaches to work with energy
- Demonstrate openness to change and ability to receive and integrate feedback
- Strong time management and meeting established timelines
- Ability to work under pressure, and to deliver in a timely manner without compromising quality standards

C. Language and Other Skills

- Excellent knowledge of English
- Basic knowledge in Amharic and other Ethiopian languages would be an asset
- Capacity to facilitate and communicate with experts with different qualification and experience participating in the assessment

CRITERIA FOR SELECTING THE BEST OFFER

Upon the advertisement of the Procurement Notice, qualified consulting institutions are expected to submit both the Technical and Financial Proposals. Evaluation will be made based on Cumulative Analysis. In this regard, the respective weight of the proposals is:

- Technical Criteria weight is 70%
- Financial Criteria weight is 30%

Summary of Technical Proposal Evaluation		Score Weight	Points Obtainable
1	Expertise of Firm / Organization	30 %	300
2	Proposed Methodology, Approach and Implementation Plan	40 %	400
3	Management Structure and Key Personnel	30 %	260

	TOTAL	100%	920
Technical Proposal Evaluation			
Expertise of the Firm / Organization			Points Obtainable
1.1	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing		50
1.2	General Organizational Capability which is likely to affect implementation		90
	- Financial Stability		
	- Age/size/ of the firm		
	- Strength of the Project Management Support		
	- Project Financing Capacity		
	- Project Management Control		
1.3	Extent to which any work could be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done, it offers a chance to access specialized skills.)		15
1.4	Quality assurance procedure, warranty		25
1.5	Relevance of:		120
	- Specialized Knowledge/education		
	- Experience on Similar Programme / Projects		
	- Experience on engagement on similar assignments in the Region (East Africa/Horn of Africa)		
	- Work for the UN/ major multilateral/ or bilateral Agencies		
	SUB TOTAL		300
Proposed Methodology, Approach and Implementation Plan			
2.1	To what degree does the Proposer understand the task?		30
2.2	Have the important aspects of the task been addressed in sufficient detail?		25
2.3	Are the different components of the project adequately weighted relative to one another?		20
2.4	Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal?		55
2.5	Is the conceptual framework adopted appropriate for the task?		65
2.6	Is the scope of task well defined and does it correspond to the TOR?		120
2.7	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?		85
	SUB TOTAL		400
Management Structure and Key Personnel			
3.1	Task/Project Manager / Team Leader /		
	General Qualification		

	Suitability for the Project	
	- International experience	25
	- Training experience	20
	- Professional experience in the area of specialization	45
	- Knowledge of region (East Africa/ Horn of Africa)	30
	- Language qualification	20
	SUB TOTAL	140
3.2	Senior Experts	
	General Qualification	
	Suitability for the project	
	- International experience	15
	- Training experience	15
	- Professional experience in the area of specialization	45
	- Knowledge of the region	25
	- Language qualification	20
	SUB TOTAL	120
	Aggregate	960

XI. RECOMMENDED PRESENTATION OF TECHNICAL PROPOSAL

For purposes of generating quotations whose contents are uniformly presented and to facilitate their comparative review, a prospective firm is given a proposed Table of Contents. Therefore, prospective firm Proposal Submission must have at least the preferred contents which are outlined in the Proposal Submission Form incorporated hereto.

XII. CONFIDENTIALITY AND PROPRIETARY INTERESTS

The firm shall not either during the term or after termination of the assignment, disclose any proprietary or confidential information related to the service without prior written consent from the client. Proprietary interests on all materials and documents prepared by the firm under the assignment shall become and remain properties of EHRC and UNDP.

XIII. HOW TO APPLY

Interested consultants with required qualification and experience must submit their applications online as per the following email: procurement.et@undp.org



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