Annex I
Terms of reference

GENERAL INFORMATION

Title: Subject Matter Expert for The Development Course Contents of SP4N LAPOR! eLearning Platform
Project Name: SP4N-LAPOR!
Reports to: National Project Manager for SP4N-LAPOR!
Duty Station: Home based, with visits to Jakarta Particularly to The Ministry of Administrative and Bureaucratic Reforms (KemenPAN-RB) and UNDP CO Indonesia
Expected Places of Travel (if applicable): on request basis
Duration of Assignment: 50 working days within four (4) months from June 2022

REQUIRED DOCUMENT FROM HIRING UNIT

|   | TERMS OF REFERENCE
|---|---
| (4) | CONFIRMATION OF CATEGORY OF LOCAL CONSULTANT, please select:
|    | (1) Junior Consultant
|    | (2) Support Consultant
|    | (3) Support Specialist
| (4) | (4) Senior Specialist
|    | (5) Expert/ Advisor
|   | APPROVED e-requisition

REQUIRED DOCUMENTATION FROM CONSULTANT

|   | CV / P11 with three referees
|   | Copy of education certificate
|   | Completed financial proposal
|   | Completed technical proposal

Need for presence of IC consultant in office:
- partial (for offline discussion and consultation on request basis)
- intermittent: the works doesn’t require a full attendance of the staff, but advisory and consultation on regular basis during the contract.
- full time/office based

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: SP4N-LAPOR! Indonesia Project
The Korea International Cooperation Agency (KOICA) and the United Nations Development Programme (UNDP) in Indonesia are initiating a collaboration with the Ministry of Administrative and Bureaucratic Reform (KemenPAN-RB) to strengthen the capacity of Indonesia’s e-Governance by enhancing the national complaint handling system, SP4N-LAPOR!. Since 2017, KOICA and UNDP have held extensive discussions with various stakeholders including the Government of Indonesia (GoI), mainly the Executive Office of the President (KSP), KemenPAN-RB, and Republic of Indonesia’s Ombudsman Office (ORI). Subnational governments, such as the Special Region of Yogyakarta Province, West Sumatra province, Bali province, Badung regency of Bali province, Tangerang Regency, and Sleman regency of DIY province, are also key stakeholders involved in the project. SP4N-LAPOR! was developed as an online complaint handling system to increase civic participation in the monitoring of government performance, programme, and provision of public services.

LAPOR is an online citizen complaints management system that has was designed to increase public participation in the supervision of programs and government performance as well as the provision of public service. 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 IOS still under development, (3) the internet (www.lapor.go.id), 4) Facebook (facebook.com/Layanan Pengaduan Online Rakyat), 5) Twitter (@LAPOR1708 or #LAPOR), 6) YouTube (@LAPOR1708), and 7) Instagram (@LAPOR1708).

Through these online platforms, citizens can submit their petitions and complaints to bring forth issues internally or in service provision and 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 collaborating on 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 program aims to enhance the e-governance system in 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. This project will conduct benchmarking with other e-governance success stories to accommodate public complaint and aspiration to improve the quality of public service, such as E-People in the Republic of Korea.

In line with the project’s activity, UNDP intends to facilitate technical training for operation personnel, middle management and policy makers. Earlier this year, four modules has been completed to enrich the contents, materials and be referred as teaching guidance and instruction to set certain standard of each target learners. Utilizing the modules, the selected service provider expects to deliver series of trainings to increase the capacity of institutions through virtual modality. The training will invite the implementing partners such as KemenPAN-RB, KSP and ORI, relevant stakeholders such as Kominfo (Ministry of Communication and Technology), Kemendagri (Ministry of Home Affair) and 6 pilot locations

Context of This Assignment

In this assignment, the consultant will responsible to ensure quality assurance of produced materials in respect of understanding, analyzing, structuring, creation, revision, (re)designing of content’s duration, levels and outcomes. The contents should help users in efficient learning, recreating, and sustaining interest in topics. The topic in the e-learning modules should be identified and the content should cover an effective blend of instructional design, intuitive graphics, engaging animation, interactive contents and quizzes.

The learning platform is expected to be a community-based one-stop portal for training and development, knowledge management and information sharing, where learning program, content and materials can be delivered in various formats. In total there will be 3 types of modules targeting each participant e.g. operators, middle management and policy maker. The modules supposedly applicable and be a referenced to national SP4N-LAPOR management. The design and construction of e-learning platform shall consider and refer to the existing documents such as SP4N-LAPOR! roadmap 2020-2024 and accommodate request from stakeholders during the preproduction stage.

In support this assignment, UNDP seeks the development of 3 compelling and interactive online learning modules course using our existing references. This course is meant for whole SP4N-LAPOR related management and staff, designed to be carried out through series of modules delivered in a self-paced format. The contents should cover 3 modules (module for policy makers, middle management and operation) consists of 10 session. Duration for each session approximately 40 minutes all inclusive including infographics, presentation/slide, assessment, reference materials, video and etc. Each session should be equipped with at least 1 video (duration 3-5 minutes) of selected resource person or experts in respective fields.

Key points to note:

- The purposed of this assignment is to deliver this training (materials) to large number of SP4N-LAPOR related management and staff who are geographically dispersed
- The consultant is expected to work and coordinate with UNDP’s vendor for developing the system and course contents exclusively with instructional design and content writers, which helping them to ensure the quality of training contents and materials
- All the stakeholders and UNDP will be involved in giving feedbacks to defined storylines or scenarios and will need to be interspersed with quizzes, information nuggets and case studies to enhance the learning experience
II. SCOPE OF WORK, ACTIVITIES AND DELIVERABLES

For this purpose, the selected consultant is required to coordinate, collaborate and engage with the Administrative and Bureaucratic Reforms (KemenPAN-RB), and other SP4N-LAPOR! Leading institutions as required, as well as with SP4N-LAPOR! Project through UNDP Indonesia (SP4N-LAPOR! PMU) as lead/coordinating Agency in Indonesia, for providing review to the Consultant’s outputs.

Under the direct supervision of National Project Manager of SP4N-LAPOR!, overall objective of this consultancy service is to support the development of course contents for SP4N-LAPOR eLearning and to ensure sustainable skills, knowledge transfer and promote SP4N-LAPOR best practice to a large number of SP4N-LAPOR’s management:

a. Technical support for creation of high-quality contents and materials for effective learning journey
b. Coordinate and liaise with instructional designer to develop comprehensive training materials including research, review, and recommend to add or exclude information to course contents and ensure that the curriculum and modules is accurate
c. Redesign and or improve the existing training material to be fitted into training course material and align learning objectives, activity or assessment are effective for each course. Also to verify that generated content is in accordance with the standard’s requirement; reviewing and proofreading generated contents;
d. Determine type of assessments throughout the courses for interactive learning experience include to provide input for the design and construction of test cases and scenarios, and may also validate executed test results
e. Support the e-learning processes and procedures, and communicate the contexts in which the rules, processes and polices are applied
f. Providing a proper understanding of the compelling content to produce the most effective e-learning modules
g. Coordinate with platform designer to develop the e-learning modules that meet the content requirements

According to the scope of work above, the major outputs for this assignment will be:

1. Detailed workplans and an inception report including findings on:
   - Background, objective, output, and methodology.
   - Preparatory activity (understanding what learners needs), course design concept, pedagogic framework, learning attribute/approaches (supporting managerial learning)
   - Overall outline of the course, based on review of existing materials
2. Co-developed storyboards for each course modules including storyline for video presentation, exercises, any other related training materials together with UNDP’s eLearning vendor
3. Delivery and review of Alpha level modules (including all the interactive contents and materials and different type of exercise)
4. Validation of Beta modules (including all the interactive contents and materials and different type of exercise)
5. Delivery of completed modules (including all the interactive contents and materials and different type of exercise)

<table>
<thead>
<tr>
<th>Expected Deliverables</th>
<th>Estimated Numbers of Working Days</th>
<th>Indicative Submission/Timelines Deliverables</th>
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<tbody>
<tr>
<td>1&lt;sup&gt;st&lt;/sup&gt; payment will be made upon submission of the following output/s:</td>
<td>8 working days</td>
<td>Third week of June 2022</td>
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</table>
| Detailed workplans and an inception report including findings on:  
  - Background, objective, output, and methodology.  
  - Preparatory activity (understanding what learners needs), course design concept, pedagogic framework, learning attribute/approaches (supporting managerial learning)  
  - Overall outline of the course, based on review of existing materials |  |  |

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<thead>
<tr>
<th>2&lt;sup&gt;nd&lt;/sup&gt; payment will be made upon submission of the following output/s:</th>
<th>10 working days</th>
<th>Second week of July 2022</th>
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<tbody>
<tr>
<td>Co-developed storyboards for each course modules including storyline for video presentation, exercises, training materials and presentation</td>
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<tr>
<th>3&lt;sup&gt;rd&lt;/sup&gt; payment will be made upon submission of the following output/s:</th>
<th>12 working days</th>
<th>Second week of August 2022</th>
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<tbody>
<tr>
<td>Delivery and review of Alpha level modules (including all the interactive contents and materials and different type of exercise)</td>
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<tr>
<th>4&lt;sup&gt;th&lt;/sup&gt; payment will be made upon submission of the following output/s:</th>
<th>12 working days</th>
<th>First week of September 2022</th>
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<tr>
<td>Validation of Beta modules (including all the interactive contents and materials and different type of exercise)</td>
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<tr>
<th>5&lt;sup&gt;th&lt;/sup&gt; payment will be made upon submission of the following output/s:</th>
<th>8 working days</th>
<th>Fourth week of September 2022</th>
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<tbody>
<tr>
<td>Delivery of completed modules (including all the interactive contents and materials and different type of exercise)</td>
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## III. WORKING ARRANGEMENTS

**Institutional Arrangement**

The selected consultant is required to coordinate, collaborate and engage with UNDP’s vendor for eLearning and course contents development, the Administrative and Bureaucratic Reforms (KemenPAN-RB), and other SP4N-LAPOR! Leading institutions as required on biweekly basis.

SP4N-LAPOR! Project Management Unit (PMU) UNDP Indonesia as project assurance, will provide review to the Consultant’s outputs. Besides, UNDP/SP4N-LAPOR! PMU will facilitate the selected consultant to coordinate with other line ministries, if required.

The selected consultant has responsibility to submit the expected deliverables according to the agreed timeline, obtain technical clearance from KemenPAN-RB, and seek approval from SP4N-LAPOR! PMU through UNDP Indonesia on each deliverable. **It is important to keep the active response of the selected consultant for any request/feedback from the Ministry and/or PMU.** Further, the selected consultant will present report results/outputs to the audience as required/asked.

All deliverables should be submitted in **English and Bahasa**

### Duration of the Work

The assignment will be delivered within four (4) months in partial scheme with total of 50 days. The payment will be made to the consultant at each payment schedule, upon technical clearance National Project Manager, SP4N-LAPOR! Project UNDP Indonesia.

### Duty Station

The selected consultant may be requested to visit those key partners in Jakarta to coordinate with the Ministry of Administrative and Bureaucratic Reforms/KemenPAN-RB and PMU SP4N-LAPOR!/UNDP Indonesia. The consultant will be based at home, with partially attend meetings in the Deputy of Public Services KemenPAN-RB or UNDP if required. Virtual/hybrid arrangement is possible subject to discussion with/agreement by KemenPAN-RB or UNDP PMU.

### Travel Plan

There is no foreseen travel plan for the duration of the assignment and if there is a travel/mission, PMU SP4N-LAPOR! Project will assist it under the supervision/request from PMU. UNDP will provide all the travel expense using agreed rate prior any travelling.

## IV. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS
Academic Qualifications
• Master’s degree or bachelor degree in law, public policy, public administration/management, development studies and any other related subject.

Years of experience
• 5 years’ experience for master or bachelor with 7 years experience in developing training curriculums and modules on subject of public administration, transparency & open government sector, public management and or service and any related subjects
• Experience in creating and developing a relevant and engaging contents for wide range of products such as online learning modules, live classes, survey, online training
• Experience in technological platform is an advantage
• Experience working with the Government of Indonesia.
• Experience working with International Organization will be an advantage.

Competencies and skill requirements
• Sound familiarity with government administrative procedure and mechanism, public service management, and public complaint handling management.
• Fluency in English with excellent communication and writing skills.
• Strong motivation & ability to work & deliver under short deadlines.
• Focuses on impact & result for the client & responds positively to critical feedback.
• Able to work independently with little or no supervision.
• Previous experience in conducting gender sensitive research is strongly desired.

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

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<thead>
<tr>
<th>Criteria A: qualification requirements as per TOR:</th>
<th>Weight</th>
<th>Maximum Point</th>
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<tbody>
<tr>
<td>Master’s degree or bachelor degree in law, public policy, public administration/management, development studies and any other related subject</td>
<td>70%</td>
<td>15</td>
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<tr>
<td>5 years’ experience for master or bachelor with 7 years experience in developing training curriculums and modules on subject of public administration, transparency &amp; open government sector, public management and or service and any related subjects</td>
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</tr>
<tr>
<td>Experience in creating and developing a relevant and engaging contents for wide range of products such as online learning modules, live classes, survey, online training</td>
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<td>15</td>
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<tr>
<td>Experience in technological platform including</td>
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<td>10</td>
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<tr>
<td>Criteria B: Brief Description of Approach to Assignment</td>
<td>30%</td>
<td>10</td>
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<tr>
<td>Understands the task and applies a methodology appropriate for the task?</td>
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<td>Important aspects of the task addressed clearly and insufficient detail?</td>
<td>10</td>
<td></td>
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<tr>
<td>Is planning logical, realistic for efficient project implementation?</td>
<td>10</td>
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