



In partnership with the
Republic of Malawi

“CHILUNGAMO II (Justice & Accountability) Programme
Lilongwe, Malawi”

Non-Key Expert No. 04

Terms of Reference – Non-Key Expert



This project is funded by
The European Union

TERMS OF REFERENCE FOR NON-KEY EXPERT

SUMMARY

CATEGORY	NON KEY EXPERT
POSITION	Senior Expert in Digitalization and ICT systems
PURPOSE	<p>Assess the Implementing Partners' current ICT capacity and identify their ICT and digitalization needs to ensure the effective implementation and sustainability of their current or planned systems and have a clear idea of how to improve and modernize them over the next four years.</p> <p>The assessment will help the TA facility and PMU understand the existing infrastructure, technical skills, and resources and provide recommendations for improvements, grant implementation, and capacity-building initiatives.</p>
EXPECTED OUTPUTS/ DELIVERABLES	<ul style="list-style-type: none"> • Inception Report: Detailed assessment methodology, tools, and work plan. • Interim Progress Report: Preliminary findings presented to the Implementing partners. • Individual assessments for all the Implementing Partners and recommendations for their investment and use of the grant. • Final Assessment Report: A comprehensive report with findings, analysis, and recommendations. • Presentation: PowerPoint presentation to all the stakeholders summarizing key findings and recommendations.
EXPECTED OUTCOME	Implementing Partners have a clear idea of what to budget in their work plans and what technical assistance they can request for the TA Facility. They also have a clear long-term vision of how to modernize their integrated digital systems in the coming years.
LOCATION	LILONGWE, MALAWI
INPUT	35 WORKING DAYS
TIMEFRAME	July – August



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Background

European Union funded Technical Assistance Project to provide technical and administrative assistance to the Government of the Republic of Malawi in their implementation of the Chilungamo Programme II, which is continuity for the Chilungamo I, implemented between 2018-2022. The Chilungamo I Programmer’s main objective was to contribute to dignified life through accountable Government, informed democratic choice, and humane and effective delivery of justice.

Chilungamo II builds on previous interventions in the justice sector and will continue to support justice reforms that aim at long-term and sustainable solutions to systemic issues with accessibility and effectiveness of key justice institutions. To this end the project will support institutional capacity building, gradual decentralisation of services and introduction and scaling up of innovative solutions such as alternative sentencing and expansion of paralegal and mediation services. Seven key justice institutions are to be supported under this project, namely, Ministry of Justice, the Judiciary, the Police, the Prisons, the Malawi Human Rights Commission, the Office of the Ombudsman and the Legal Aid Bureau.

European Union – Malawi Cooperation

The European Union is a longstanding leading development partner in the democratic governance sector (DGS) in Malawi. The Multiannual Indicative Programme to Malawi (MIP) includes Democratic and Economic Governance as Priority Area 2. Under this Priority area, the MIP includes ‘advancing democracy, human rights and the rule of law’ as Specific Objective 1 to address challenges related to human rights violations, gender inequality and gender-based violence, violence against children and limited access to justice for the marginalised and vulnerable groups.

Specific Objective 1 has two expected results linked to rule of law, human rights and access to justice:

- Expected result 2.1.2: Universal values of human rights for all, women and girls’ rights, including tools for the effective exercise of human rights such as civil registration and civic education, promoted.
- Expected result 2.1.3: Provision of fair justice, including access to legal assistance enhanced.

Overall Objective of Chilungamo II

The Overall Objective of Chilungamo II (Access to Justice) is to **improve humane and effective delivery of justice for all, especially those living in marginalised and most vulnerable situations**. The Programme also seeks to contribute to the achievement of the objectives laid out in the Malawi’s rule of law and justice reform agenda and Democratic Governance Sector Strategy and to build on successes and lessons learnt from previous programmes and strategies.

To contribute to the Overall Objective, Chilungamo II (Access to Justice) includes the following two Specific Objectives (dealt in more detail below):

- Specific Objective 1: Enhance effectiveness and legal and coordination frameworks of the key justice institutions.
- Specific Objective 2: Improve access to justice for all, especially for the population living in the most vulnerable situations and women.



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Current Situation of the E-Justice Sector in Malawi and Digitalization as a cross-cutting objective

Digital transformation in Malawi's access to justice sector involves leveraging technology to improve the efficiency, effectiveness, and accessibility of legal services and the judicial process. This transformation encompasses various initiatives aimed at utilizing digital tools and platforms to enhance legal aid services, streamline court procedures, increase transparency, and facilitate citizens' access to legal information.

So far, isolated digital systems have been developed by different actors in the justice sector, but this Action will support an integrated digital system for the sector together with other Development Partners. Digital transformation in the access to justice sector in Malawi will have the following components:

Electronic Case Management Systems to improve the overall efficiency of the judicial process, *Prison Management System* to facilitate the efficient administration of correctional facilities *Legal Information Portals*, and *Public Awareness Campaigns* to raise awareness among the public about the availability of digital tools and resources for accessing justice services, as well as educating them about their legal rights and how to navigate the legal system.

Chilungamo I already designed some of these programs but still needed to be implemented. During the second phase, special attention is given to implementing these systems with the grant and solid technical assistance involvement.

Overall, digital transformation in Malawi's access to justice sector aims to leverage technology to enhance the delivery of legal services, promote transparency and accountability, and ultimately ensure that all citizens have equitable access to justice.

Description of the situation for this Consultancy

Each of our Implementing Partners has recognized the importance of including ICT equipment and data systems acquisitions in their four-year working plan. For the Programme Management Unit (PMU), grasping the significance of these investments and the optimal design of the data systems for the TA facility is crucial so that the right kind of technical assistance will be provided. This consultancy is, therefore, of the utmost importance, as it seeks to approve the investment in ICT equipment and the right design of the integrated systems, ensuring their effectiveness before the grant disbursements are made.

UNDP supports the e-justice sector, helping the same partners with grants and technical assistance to improve their data systems and purchase ICT equipment. UNDP and Chilungamo should support the same systems and complement each other to help partners with a common "package" and have individual plans for every partner.

The consultant is expected to provide technical support for the Implementing Partners, study their ICT proposals, and make adequate recommendations to modernize and improve their integrated data or case management systems.



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The Overall objective of the Consultancy

Understanding the existing ICT infrastructure, technical skills, and resources (baseline) of the Implementing Partners, and provide recommendations for improvements in the data management systems, grant implementation and capacity building initiatives.

Specific objectives

Data Collection

- Conduct site visits of Implementing partners to study their data systems and need of the digitalization and data systems.
- Assess the current ICT infrastructure of each Implement Partner including hardware, software, networks and data management systems

Capacity Assessment

- Evaluate the technical skills and knowledge of the beneficiaries' staff.
- Analyse the adequacy of existing ICT systems to support the mandate of the institution.

Need Assessment

- Identify gaps in ICT infrastructure and technical capabilities
- Determine specific ICT needs to enhance operational efficiency
- Recommend appropriate ICT solutions, tools, and training programmes

Validation of the Implementing Partners workplan and the proposed investment for the digitalization.

- Prepare a comprehensive assessment of the proposed work plans on data systems and purchase of ICT equipment, providing actionable recommendations
- Present findings to the organization and relevant stakeholders.

METHODOLOGY TO BE USED

The selected Expert will be required to prepare a methodology during the inception phase, which should include the work plan and specific methodology for the data collection, capacity assessment, need assessment and validation on the budget proposals.



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TASKS TO BE CONDUCTED BY THE CONSULT

EXPERT	TASK	TIMELINE
Expert in Digitalization and ICT systems	Inception Report: Detailing the approach, methodology, and work plan.	4
	Data Collection: Includes visits in every partners office	6
	Capacity Assessment: Includes group interviews	6
	Needs Assessment: Analysis of the systems and current needs	6
	Elaboration of individual recommendations to all the IP's	7
	Presentation of the findings: Workshop for the Partners	1
	Final Assessment Report: A comprehensive report consolidating all findings, analyses, and recommendations.	5
		35

NON-KEY EXPERT REPORTING REQUIREMENTS AND DELIVERABLES

The expert will work closely with the Team Leader for the Chilungamo II Programme. For logistical support, the expert will work with the DT-Global support team under the Technical Assistance to the Chilungamo II Programme.

USE OF INCIDENTAL FUNDS

The consultant is expected to present a work plan as part of the Inception Report. This work plan should include a plan to visit all the partners. For the visits outside the Lilongwe a car with the driver will be hired.

SUPERVISION OF THE CONSULTANCY

For the formal approval of the deliverables, the Expert shall report to the Team Leader who shall be responsible for the overall coordination of the work of the Non-Key Expert (NKE). It is the responsibility of the Implementing Partners to provide the NKE with the necessary material and access to documentation.

LOCATION AND DURATION OF THE ASSIGNMENT

Location of the assignment is Lilongwe; Malawi and several field visits are required. **The duration is 35 working days.**



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QUALIFICATIONS REQUIRED — EXPERT IN INFRASTRUCTURE

Qualifications and Skills:

- Master’s degree in computer science, Information Tecnology or Software Engineering

General Professional Experience:

- More than (8) years of working experience in Programming and Software Development.
- More than (5) years of expirience in Systems and Network Administration.
- More than (5) years expirience in Database Management
- More than (3) years expirience in Cloud Computing

Specific Professional Experience

- Good understanding of software development methodologies
- Demonstrated experience in with network management and database systems
- Excellent understanding of cloud architecture