Terms of Reference: IT Local Consultant for Citizen Feedback Management

Consultancy for the Office of the Prime Minister of the Government of Lesotho

August 29, 2019

1.   Background

The Government of Lesotho is taking critical steps to strengthen public sector effectiveness and improve the quality of services being delivered to citizens. Lesotho's public sector is one of the largest employers and service providers in the country. Yet high spending, especially in social services, has not translated into performance or productivity. In particular, human development indicators are far below those of other countries at Lesotho's level of income. To addresses these issues, with support from the Public Sector Modernization Project, the government is initiating actions to strengthen (i) strategic planning and fiscal management; (ii) human resource management; (iii) statistical capacity; and (iv) policy formulation, coordination and monitoring and evaluation. Within the context, the Office of the Prime Minister is seeking to establish citizen feedback management in priority service delivery sectors.

CFM (Citizen Feedback Management) enables the government to collect the information of citizens visiting various government facilities for service delivery, broadcast the feedback messages to the people in the form of SMS relevant to the services they received, gather and record the replies sent by them, categorize the responses under different heads related to performance, and finally portray all this information in the form of visual and analytical KPIs to gauge the effectiveness and efficiency of various government departments. CFM is successfully being used by various governments at large scales; Pakistan and Albania are two significant examples in this context.

The OPM intends to create a platform of interaction that will facilitate everyday data gathering and beneficiary engagement to transform the way citizens are involved in the business of government, cut the long bureaucratic processes, and make information accessible to the public. This initiative aims to improve analysis and use of data for service delivery, enabling better targeting of resources to poor and vulnerable communities across the country. It further aims to use of ICT as a tool to facilitate effective management for behavioral change in providing services, promoting transparency, and communicating with both the public and government ministries, departments and agencies. Over time, citizen feedback management is expected to contribute to better provision of services throughout the country and elimination of tedious processes presently utilized

The envisaged benefits include reports on services provided will be done directly from the source; reports will be made on high frequency basis; there will be evidence backing the reports; the system will be accessible and inexpensive for consumers. The initiative aims to achieve increased understanding of the importance and use of technology

for both public officers and the citizens; sustain engagement of Government over a longer period of time; create a cost-efficient system through involvement of available service providers; and propel government in proactive communication that impacts on citizens trust.

The Office of the Prime Minister is now gearing up for implementing a CFM pilot after extensive consultations and pilot planning. This work will consist of implementing CFM in selected pilot ministries and services to try out the model, its operations and effectiveness in addressing public service delivery challenges. The pilot will be implemented for a period of three to six months for evaluation.

2. Objectives

The purpose of this assignment is to acquire technical knowledge and master the use and management of the CFM system for supporting the pilot implementation in Lesotho. The specific objectives of this assignment are to support the OPM in ensuring that the CFM system is managed and tailored locally across the entire range of components on the back and front-end. The consultant is expected to acquire knowledge and develop expertise to handle all requirements of OPM and ministries locally.

3. Reporting arrangements, duration and timeline

This contract is for 30 to 40 days between spread out over the pilot implementation phase (3-6 months). The consultant will be required to be based in Maseru, Lesotho and stationed at OPM for the duration of the pilot. The consultant will work with the Director Public Sector Effectiveness in the Office of the Prime Minister. Under the guidance of the Public Service Performance Evaluator, the consultant will coordinate with the local implementation team and ministries.

4. Scope of work and deliverables

The Consultant will work closely with the Office of the Prime Minister to support the technology systems that enable piloting of CFM. The consultant will be responsible for understanding and executing the technical requirements and setup for the CFM software including specifications of hardware, connectivity with telecom operators for SMS, setting up of the interface, server configuration, changes to the system for local requirements, reporting, trouble shooting and health-checks. The consultant will work in a coordinated and collaborative fashion while maintaining independence and self-motivation; maintain regular communication with project team via phone, email and in-person briefings on all aspects of the project; manage and store all reports, notes, forms, correspondences, and datasets related to the project in an organized, secure, and readily accessible way; and whenever possible, facilitate communication with other government agencies relevant to the pilot (e.g. line ministries, Ministry of Public Service).

The specific tasks and responsibilities of the assignment are as follows:

i. Acquire knowledge and documentation to develop an end-to-end understanding of the CFM system that will be used
ii. Arrange training and support sessions with the International Consultant as and when required to ensure complete understanding of the system and its functionalities/code to manage the system locally
iii. Lead the customizations of the system required for pilot implementation in Lesotho
iv. Configure, setup and deploy the system to ensure all functionalities required for the pilot are available
v. Train the implementation team and focal points in ministries on use of the system with regards to various user profiles, functions, roles and responsibilities. Develop the training material in local language if required for easy adoption.
vi. Manage and maintain the system with regular health checks and trouble-shooting, data back-up, sharing of reports with concerned stakeholders and other data as required.
vii. Support OPM and ministries in the use of system and generation of reports and data as required for the CFM pilot.

Deliverables		Payment schedule
	Configuration, setup, customization and deployment of the system to ensure all functionalities required for the pilot are available	**30% of value of contract**
	Train the implementation team and focal points in ministries on use of the system with regards to various user profiles, functions, roles and responsibilities. Develop the training material in local language if required for easy adoption.	**30% of value of contract**
	Manage and maintain the system with regular health checks and trouble-shooting, data back-up, sharing of reports with concerned stakeholders and other data as required.	**20% of value of contract**
	Support OPM and ministries in the use of system and generation of reports and data as required for the CFM pilot.	**20% of value of contract**

5.   Requirements:

- A graduate of engineering/computer science or software engineering with hands-on experience of developing and managing web applications

- Working experience of at least 3 years in the technology/telecom domains

- Experience of working with government agencies and implementing technology systems and training of systems will be a plus

- Sound understanding of setting up and deployment of systems, telecom connectivity including short code integration through SMSC, customizing interfaces, working experience with web apps and servers/cloud environment

- Experience of working with front end and back-end development environments and coordination with development teams

- Expert level skills in software development languages, platforms and frameworks including PHP, MySQL, Linux, Apache, LAMP, JQuery, database management, server setup etc.

- Good knowledge of networks, data analytics, business processes and working in cross-functional teams