Request for Proposal No. TO1-015-2022
IMPROVING COMPLAINT HANDLING MECHANISM
FOR BETTER PUBLIC SERVICE DELIVERY

USAID ERAT (Tata Kelola PemERintahan yang Efektif, Efisien, dan KuAT) seeks the services of a qualified organization/company or a consortium of national-provincial level organizations (hereinto referred to as Offeror) to support USAID ERAT in conducting an assessment on utilization of the SP4N-LAPOR! and providing technical assistance to the Information Center (Pusat Penerangan/PUSPEN) of Ministry of Home Affairs (MoHA) and selected sub-national governments. USAID ERAT plans to procure this service through a **Cost Reimbursement subcontract** with a maximum total value of **IDR 2.890.000.000**. The procurement is for a performance period of **12 months** from the award date.

USAID ERAT invites the organization/company to submit a technical and financial proposal for the scope of work described in Appendix A. Please refer to Section 1: schedule below for general background and instructions, Section 2 of this RFP for the submission documents, and Section 3 for instructions on the preparation of the technical proposal.

All questions and inquiries related to this solicitation will be addressed at the Offeror's conference which will be held online on or about **September 19, 2022**. The proposal must be submitted no later than **September 30, 2022, 17:00 WIB.** The proposal must be sent through email erat.procurement@asiafoundation.org with the subject "**Proposal Submission to ERAT RFP No. TO1-015-2022 - [Name of Organization/ Company]".**

Please note the costs incurred by the Offeror for the preparation of a proposal and the negotiation of the contract are not reimbursable. USAID ERAT is not bound to accept any of the proposals submitted and reserves the right to accept the offers of the proposal without further discussion. USAID ERAT will only evaluate proposals from registered and qualified organizations/companies to implement and complete the work described in Appendix A.

Attachment: *Request for Proposal* No. TO1-015-2022

REQUEST FOR PROPOSAL
USAID ERAT NO. TO1-015-2022
IMPROVING COMPLAINT HANDLING MECHANISM FOR BETTER PUBLIC SERVICE DELIVERY

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ACRONYM LIST

ERAT	Tata Kelola Pemerintahan yang Efektif, Efisien, dan Kuat
IDIQ	Indefinite Delivery Indefinite Quantity
M&E	Monitoring & Evaluation
PWDs	Person with Disabilities
PSEAH	Prevention of Sexual Abuse and Harassment
RFP	Request for Proposal
STTA	Short-Term Technical Assistance
SP4N LAPOR!	National Public Service Complaint Handling System/ *Sistem Pengelolaan Pengaduan Pelayanan Publik Nasional - Layanan Aspirasi dan Pengaduan Online Rakyat*
TO	Task Order
UEI	Unique Entity Identifier
USAID	United States Agency for International Development
GESI	Gender Equality and Social Inclusion
PUSPEN	Information Center/*Pusat Penerangan*
MoHA	Ministry of Home Affairs

REQUEST FOR PROPOSAL

The Asia Foundation was awarded an Indefinite Delivery Indefinite Quantity (IDIQ) contract by USAID (contract no. 72049721D00001) to implement the USAID/Tata Kelola PemERintahan yang Efektif, Efisien, dan KuAT (ERAT) Activity for a five-year period, from January 15, 2021 to January 14, 2026. Consequently, it was awarded Task Order 1 to support the implementation of ERAT program.

Section I: Schedule

Date of Issuance:	**September 15, 2022**
Offerors Conference	**September 19, 2022, 14:00 WIB**
Closing Date for Submission of Proposal:	**September 30, 2022, 17.00 WIB**

1. **Type of Award -** USAID ERAT intends to award a Cost Reimbursable Subcontract as a result of this solicitation to a qualified Offeror in accordance with the evaluation criteria set forth in the Request for Proposal (RFP).

2. **Scope -** The Scope of Work applicable to this RFP is fully described in Appendix A which includes the following objectives and deliverables.

Objectives:

To support USAID ERAT in assessing the utilization of the SP4N-LAPOR! by different groups, as well as identifying and assessing the SP4N LAPOR! mechanisms and implementation at the sub-national level in selected districts. The Offeror is expected to facilitate, improve, and enhance the performance of SP4N LAPOR! In SNGs as a complaint handling mechanism.

Deliverables:

The Offeror is expected to deliver several activities, as below:

- Conducting rapid assessment on the implementation of the SP4N LAPOR!;
- Providing inputs and recommendations on the improving business process of the SP4N LAPOR!;
- Providing inputs and recommendations on the strengthening enabling environment of the SP4N LAPOR!;
- Conducting national peer-to-peer learning on the implementation of the SP4N LAPOR!;
- Providing technical assistance to SNGs to improve the quality of their complaint management;
- Improving the M&E instrument of the SP4N LAPOR!; and
- Reporting, monitoring, evaluation and knowledge management.

3. Purpose

The Information Center (*Pusat Penerangan*, PUSPEN) of MOHA has the task of monitoring the subnational implementation of SP4N-LAPOR! USAID ERAT will support PUSPEN of MOHA to assess the SP4N LAPOR! Implementation at the sub-national level. The assessment will formulate policy recommendations on how PUSPEN can be more effective in incentivizing SNGs to improve SP4N-LAPOR! Performance, including encouraging SNGs to integrate their locally developed complaint handling system with the SP4N LAPOR!; facilitating women, vulnerable, poor, disabled people, and other socially excluded groups to submit complaints and monitor resolution progress; accelerating complaint resolution, and improving policies/programs based on complaints received. USAID ERAT support for improving SP4N LAPOR! should lead to a new norm for complaint handling that will improve local public service delivery.

Simultaneously, several SNGs are attempting to improve the quality of SP4N LAPOR! implementation, but face challenges due to being unequipped. Consequently, USAID ERAT intends to provide technical assistance to SNGs that are already planning to improve the quality of their complaint management.

This RFP (Request for Proposal) seeks to engage a national organization (non-profit or for-profit) or a consortium of national-local organizations (Offeror) to support USAID ERAT in assessing the utilization of the SP4N-LAPOR!, as well as identifying and assessing the SP4N LAPOR! mechanisms and implementation at the sub-national level in selected districts. The Offeror is expected to facilitate, improve, and enhance the performance of SP4N LAPOR! in SNGs as a complaint handling mechanism. This may include revising the indicators and improving the overall monitoring and evaluation instrument to achieve the target of RPJMN 2020-2024 as well as providing technical assistance to SNGs that are already planning to improve the quality of their complaint management.

SP4N LAPOR! is expected to encourage transparency and public participation in development. This improvement will help improve the feedback loop, so that all issues are handled. Managing a complaint system indicates good governance, in which the government as the public service provider is accountable to the citizens and listens to the citizen's voices.

4. Compliance with RFP Instructions

Offerors shall submit a proposal in accordance with the specifications contained in this RFP and shall contain the items listed below. Offerors are required to review all instructions and specifications contained in this RFP and failure to comply with this document will be at the offeror's risk and may affect the evaluation of the proposal.

All proposals in response to this solicitation shall consist of a technical proposal and a budget proposal. The technical proposal must not be longer than 15 pages in length. Pages submitted in excess of 15 pages will not be reviewed. As guided in the technical proposal template, the Offeror should describe in detail their relevant qualifications and organizational experience, strategy, and staffing, and demonstrate how their approach will obtain the expected results.

The cost proposal shall be submitted as a separate file from the technical proposal. Offerors are advised to fill in the budget form as detailed as possible. In addition, Offerors are required to provide a brief narrative clarification of budget items demonstrating the necessity of the costs and how they relate to the proposed activities in the second sheet of the Budget form.

5. Offeror's Conference

Offerors will be invited to an Offeror's conference on **Monday, September 19, 2022, at 14:00 WIB**. All offerors are invited to address questions during this conference. Please register through the link below: **Offeror'sConferenceERAT-TO015**

https://bit.ly/OfferorsConfERAT006

6. Submission of Proposals

Proposals shall be submitted via e-mail: erat.proposal@asiafoundation.org The Subject line of the email should read: "**Proposal Submission to ERAT RFP No. TO1-015-2022 - [Offeror Name]**". Proposals received after the exact time specified for receipts of offer shall be considered late and shall not be evaluated.

Upon submission, offerors will receive an email acknowledging that their Proposal has been received. USAID ERAT reserves the right not to evaluate non-responsive proposals submitted in response to this solicitation. All proposals submitted must remain valid for acceptance for a period of not less than 60 calendar days from the above specified closing date.

7. Offeror's Agreement with RFP Terms and Conditions

The submission of a proposal to The Asia Foundation indicates the Offeror's agreement to the terms and conditions of this RFP. The Asia Foundation reserves the right to award the subcontract without discussion and/or negotiation. The Asia Foundation also reserves the right to conduct discussions prior to award of any subcontract which may among other things may require submission of a revised proposal (technical or budget). The Asia Foundation may also increase or decrease the service described in the RFP at its discretion. The issuance of this RFP in no way obligates The Asia Foundation to award a subcontract of pay for any costs incurred in the preparation and submission of the Offeror's proposal.

Please note that in submitting a response to this solicitation, the Offeror understands that USAID is not party to this solicitation and any protests must be presented in writing to The Asia Foundation as USAID will not consider protests made to it under USAID-funded subcontracts.

Section 2: Proposal Submission Documents

1. **Appendix A** - Proposal Cover Letter: The cover letter must be completed with an official letterhead and signed by the authorized representative of the Offeror. The cover letter must also state the period of validity of the proposal.

2. **Appendix B** - Technical Proposal must include the offeror's profile, executive summary, a full description of the technical and approaches in response to the scope of work, examples of demonstrated experience performing similar work, and a staffing plan as described in Section 2 of this RFP. The proposal can be written in Bahasa Indonesia or English.

3. **Appendix C** - Budget Proposal must be submitted according to the format and instructions provided in Appendix C. Quoted prices shall be all-inclusive, in that all offered pricing will be fully burdened with all ancillaries, associated costs, overhead and profit.

Pricing Instructions:

a. All pricing submitted shall be firm and a fixed price for professional fees, use of software or any other tools, and other materials necessary for the completion of tasks.
b. The proposal to be submitted by the Offeror is all-inclusive such that it provides for all costs related to any labor, travel, required equipment, and any other indirect costs required to perform the services.
c. All prices shall be quoted in Indonesia Rupiah only.
d. The offeror shall submit quotes in the prescribed Format of Appendix C.
e. Appendix C identifies the deliverables required under the proposed subcontract and individual firm fixed prices shall be provided for each item listed on Appendix B.
f. The unit prices for each item shall remain firm and fixed for the period of performance specified in the subcontract.

g. In case of price discrepancy between unit price and sub-total/grand total, price reflected in the Offeror's proposal, the unit price shall prevail.
h. The unit prices quoted shall be for complete service inclusive of all taxes.
i. For each deliverable item on Appendix C Pricing Schedule, the Offeror shall indicate the proposed completion date in terms of days/weeks after the award of a subcontract.

4. **Appendix D** - Summary of Relevant Work Experience. The Offeror must provide a list and contact details of **no more than three clients** that received similar services specified in this RFP within the last ten years. All references should have valid e-mail and phone numbers. The Offeror must also provide the best sample of relevant work no more than 6 pages.

5. **Appendix E** - Copy of Deed of Establishment. Offeror must have legal entity status from the Indonesian government as evidenced by ownership of a deed of establishment and registered status under the Indonesian Ministry of Law and Human Rights. The legal documents of the organization are also proven by the owner of the Taxpayer Identification Number (NPWP) and the institution's domicile letter from the local government where the organization is located.

6. **Appendix F** - Certifications. The offeror is required to have a **Unique Entity Identifier (UEI).** At the proposal and budget acceptance stage, USAID ERAT will check ownership of the UEI and ensure that the Offeror's status is not excluded related to past funding of terrorism activities and financial fraud. Offerors will be asked to certify that the institutions and individuals involved in this project do not support and commit violence against children and sexual harassment and violence at all stages of the activities that will be carried out with a statement format that will be provided. In case the Offeror does not have a UEI, the Offeror must register for UEI prior to proposal submission and show proof of registration along with the submission of a proposal.

The offeror must be willing to follow the branding and marking policy determined by USAID ERAT and not to procure covered technology which is prohibited by the United States Government funding provisions related to the use of communication products and technology as regulated in the Federal Acquisition Regulation (FAR) 4.21 Section 889 - Prohibition on Contracting for Certain Covered Telecommunication and Video Surveillance Service or Equipment.

USAID ERAT is committed to Safety and the Prevention of Sexual Abuse and Harassment (PSEAH), gender equality, disability inclusion, and child protection. As part of our approach, Offeror will be subjected to formal background screening, criminal record checks, employment verification, and periodic compliance checks.

Offeror should demonstrate that they currently have or are in the process of developing a PSEAH Policy and Codes of Conduct, which will document organizational commitment to protecting people from abuse of all kinds. Prior to the development of the PSEAH Policy and Codes of Conduct, Offeror must provide statement or evidence of a formal announcement about the organization's support for PSEAH and Child Protection safeguarding.

Prior to the subcontract under this RFP, successful Offeror will be required to sign a Certification Regarding Terrorist Financing certifying that the Offeror organization does not provide and has never provided assistance to terrorists for terrorist activities. Successful Offeror may also be required to sign other Certifications as applicable to the award.

Section 3: Instructions for Preparation of Technical Proposal

The Technical Proposal should be specific, clear and complete and be able to address how the Offeror will perform the work outlined in Appendix A. Statement of Work. The technical proposal should be organized according to the evaluation criteria in section 4.

1. **Technical Approach.** Describe the proposed approach towards successful research/study, assessment, and technical assistance in USAID ERAT's work locations, focusing on the utilization of SP4N LAPOR! and locally developed complaint handling mechanism. The technical approach must include a draft work plan with specific timelines, milestones, and completion of tasks.

2. **Team composition.** Provide in the technical proposal, a summary of the role and responsibilities of each position and information on the team to be involved in the implementation of the activities described in the scope of work, including relevant working experience or CV of each team member. The proposed team should identify who will be responsible for the management of the implementation of the work required over the period of performance of the subcontract. USAID ERAT is promoting equal participation of people with different identities and backgrounds. It is expected that the proposed team has a gender-balanced team composition. The Offeror must include in the proposal the following key positions, provide a detailed job description and statement of qualifications must be included in the proposal in accordance with the following general qualifications:
    a. Team Leader
    b. 1 Social Accountability Specialist, with a mix of minimum technical qualifications that show extensive understanding and/or experience in areas such as community empowerment at the local level; complaint handling mechanism; and multi-stakeholder facilitation.
    c. 1 Governance and Policy Advocacy Specialist, with a mix of minimum technical qualifications that show extensive understanding and/or experience in governance area and conduct public policy advocacy.
    d. Analyst on data collection, management, and analysis
    e. Knowledge Management Officer
    f. Finance and Administration Officer

3. **Period of Performance.** The period of performance of any subcontract awarded as a result of this solicitation is 12 months from the date of the award of a subcontract.

a. Award of Subcontract and Subcontract Activity Schedule

It is expected that award of a subcontract for the services required by this RFP will be on or around July 15th, 2022. The general procurement schedule is reflected below and is subject to change due to circumstances. The Asia Foundation reserves the right to modify the schedule and period of performance up to the date of subcontract award:

15 September 2022	Advertisement of RFP
19 September 2022	Offerors Conference (Including Q&A Sessions through Zoom)
30 September 2022	Offeror submittal of proposals (COB)

7 October 2022	Completion of evaluation and result announcement
14 October 2022	Award of Subcontract
20 October 2022	Kick-off Meeting with USAID ERAT team
15 December 2022	Progress report on the rapid assessment, including the concept note and survey instrument
16 January 2023	Final report on the results of rapid assessment
16 January 2023	Inputs and recommendations for the relevant stakeholders on improving SP4N LAPOR! (i.e.: business process system and enabling environment)
15 February 2023	Peer-to-Peer Learning Event and Report
24 February 2023	Report Formulation of Monitoring and Evaluation Instrument
15 August 2023	Report on providing TA to SNGs
10 September 2023	Final report on the improvement of SP4N LAPOR! including lessons learned and final event (if any)

b. Schedule of Activities/Completion of Deliverables.

The Offeror shall propose a scheduled completion date in terms of days after the award of the subcontract for each deliverable activity identified in Appendix A – Scope of Work. General time periods and completion dates are indicated in the table of activities included in Appendix A – Scope of Work that represent The Asia Foundation's expectations, however, the subcontractor is free to propose alternative dates and time periods which will be taken into consideration in the evaluation of all proposals.

The full description of each activity/deliverable are provided in RFP Appendix A – Scope of Work. All activities related to the proposed subcontract are to be completed within 12 months after the award of a subcontract unless notified and agreed with both parties in writing.

Section 4: Subcontract Terms and Conditions

The Cost Reimbursable Subcontract will specify the Terms and Conditions and will include but not be limited to Deliverables and Payment, Withholding Tax, Certifications, Inspection and Acceptance; Warranty, Termination; Incorporated Provisions, etc. All Terms and Conditions are in compliance with TAF business policies and/or in compliance with USAID specified Federal Acquisition Regulation (FAR) and USAID Acquisition Regulation (AIDAR) requirements.

Section 5: Evaluation Criteria

Proposals will be evaluated in accordance with the criteria set forth below. The criteria have been tailored to the requirements of this RFP. Offerors should note that these criteria serve to (a) identify the significant matters which offerors should address in their proposals, and (b) set the standard against which all proposals will be evaluated.

To the extent necessary, USAID ERAT may request clarification and supplemental materials from the Offeror whose proposals have a reasonable chance of being selected. The entry into a discussion is to be viewed as part of the evaluation process and shall not be deemed as indicative of a decision or commitment on the part of USAID ERAT to make an award to the Offeror with whom discussions are being held.

Award of a subcontract shall be made based on the evaluated budget; technically acceptable proposal received in response to the RFP. For a proposal to be technically acceptable, it must receive a score of 70 points or above. Proposals will not be ranked for non-cost/price factors.

Applications will be evaluated by a Selection Committee based on a total score 100 with the criteria and equivalent score as shown in the table below.

No	Category	Max Scores (100 Total)
1	Technical approach in addressing the scope of work	30
2	Portfolio demonstrating similar experiences	20
3	Team composition/Staffing Plan	15
4	Network with local governments proven by experience on collaboration	15
5	Network with non-governments organization and/or private sector and/or youth experience on collaboration	10
6	Work Plan	10
	Total Possible Points	100

1. Technical Evaluation

The Offeror's proposal shall be evaluated to determine the overall technical capability to effectively implement the project. The sub-factors used to determine this will be:

a. Technical Approach (30 points) This score relates to the Offeror's understanding of the Scope of Work, Pricing, Schedule, and technical specifications to perform the required work in accordance with the RFP specifications. The Offeror will be evaluated against the following selection criteria for the technical approach:
   - At least 5 years of relevant work experience and the Offeror must list no more than three clients with a sample of work carried out within the past ten years.
   - Creativity and innovativeness in structuring the series of activities to achieve the objectives.

b. Demonstrated experience (20 points) – The Offeror should have strong technical experience in conducting research and study, technical assistance, and/or capacity development related to complain handling mechanism, in particular SP4N LAPOR!, with a mix of minimum technical qualifications, understanding and/or experience within these following area(s): community empowerment, raising awareness and citizen voices, business process of complaint handling mechanism, and locally-developed social accountability mechanism, in particular for the marginalized community; engagement and facilitation with multi-stakeholders including non-government organization and youth. Work samples or portfolios should be submitted as part of the proposal. Previous work with USAID and/or other international donors is preferable.

c. Team Composition/Staffing Plan (15 points) – This score relates to the skills, expertise and experience of the Offeror's staff and team members and determines if they have the requisite capabilities to implement work effectively.

d. Network with local governments proven by experience in collaboration (10 points) – This score relates to the extensive networks gained by the Offeror including at the local level. Networks and experience in local government where the assessment and technical assistance on improving complaint handling mechanisms will be an advantage. An example of previous works can be used by the Offeror to portray this criterion.

e. Networking with non-government organizations and/or private sectors and/or youth movements have been proven by experience in collaboration (10 points) – This score relates to the extensive networks gained by the Offeror including at the local level. Networks and experience in local government where the assessment and technical assistance on improving complaint handling mechanisms will be an advantage. Examples of previous works can be used by the Offeror to portray this criterion.
f. Work Plan (15 points) – This score relates to the plan of action on how the Offeror will complete the deliverables within the specified time frame.

2. Budget (nil points)

a. The budget proposal will be analyzed based on reasonableness, allowability and realism based on the following considerations:
    a. Is the pricing provided according to the RFP instructions unambiguous?
    b. Are the proposed costs reasonable, realistic, and balanced for the work to be performed under the award?
    c. Are the costs consistent with the various elements of the Offeror's technical proposal?
b. The selection of a successful subcontractor and award of a subcontract shall be based on a combination of price, technical rating resulting from technical evaluation and the offeror's proposed performance schedule.

APPENDIX A: STATEMENT OF WORK

IMPROVING COMPLAINT HANDLING MECHANISM

FOR BETTER PUBLIC SERVICE DELIVERY

1. BACKGROUND

The Asia Foundation (TAF) is awarded an Indefinite Delivery Indefinite Quantity (IDIQ) contract by the United States Agency for International Development (USAID), No. 72049721D00001, to implement the USAID ERAT (Tata Kelola PemERintahan yang Efektif, Efisien dan KuAT) Activity for a five-year period, from January 15, 2021, to January 14, 2026.

The goal of USAID ERAT is *for the citizens of Indonesia to benefit from effective local government by increasing the quality of policy implementation and service delivery at the subnational level.* The goal will be achieved through three interrelated intermediate results (IRs):

(1) Coherence between national and subnational policies strengthened;

(2) Performance of local service delivery enhanced; and

(3) Local budget allocation and execution improved.

Overall expected outcomes by the end of the performance of USAID ERAT Task Orders include:

1. Institutionalized mechanisms for policy communication, coordination, and collaboration between and among various levels of government.
1. Stronger policy clarity and implementation towards strengthening local governance and improving service delivery.
2. More reliable and effective use of government data in planning, budgeting, and evaluating services and performance.
3. Improved use of citizen input in planning, providing and evaluating service delivery.
4. Deeper responsiveness to gender equality and social inclusion in policy-making, public service delivery, and resource decisions.
5. Wider dissemination, adoption, and institutionalization of effective innovation, best practices, and replicable models for strengthening local governance and improving service delivery.
1. Greater quality and transparency of spending at the subnational level.

Geographically, USAID ERAT operates in six provinces and 30 districts.

North Sumatra	Banten	East Java	West Kalimantan	South Sulawesi	East Nusa Tenggara
Kota Medan	Kota Tangerang	Sidoarjo	Kubu Raya	Kota Makassar	Belu
Karo	Kota Cilegon	Blitar	Ketapang	Barru	Manggarai Barat
Samosir	Kota Serang	Banyuwangi	Sambas	Gowa	Timor Tengah Utara
Mandailing Natal	Pandeglang	Lamongan	Sintang	Kepulauan Selayar	Sumba Timur
Nias	Lebak	Sumenep	Melawi	Luwu Utara	Sabu Raijua

2. PURPOSE

Complaint handling mechanism is one important instrument in promoting public participation to improve public services which can contribute to better social accountability. The Government of Indonesia (GOI) has initiated a National Public Service Complaint Handling System (here referred to SP4N LAPOR! – *Sistem Pengelolaan Pengaduan Pelayanan Publik Nasional - Layanan Aspirasi dan Pengaduan Online Rakyat*) as an online platform to manage citizen's complaints under the supervision of Ministry of State Apparatus Empowerment and Bureaucracy Reform (*Kementerian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi*/KemenPAN-RB), Ministry of Home Affairs (MoHA), Ministry of Communication and Information Technology (*Kementerian Komunikasi dan Informatika*/*Kemenkominfo)*, *Kantor Staf Presiden (KSP)*, and *Ombudsman Republik Indonesia (ORI)*.

SP4N LAPOR! adopts the "*no wrong door policy*" principle, which allows citizens to file any complaint without knowing the relevant national or local institutions. The system transfers complaints to the responsible service units. Until the end of 2020, SP4N LAPOR! has been adopted by 134 central government ministries/agencies, all provincial governments and municipal governments, and 395 regency governments (95% of the total). MoHA oversees the sub-national implementation of the SP4N LAPOR! whereas KemenPAN-RB monitors the implementation at the national level. The platform records that the number of complaints submitted continues to increase from year to year with a growing variation of public services being complained about, especially those provided by the sub-national governments (SNGs). However, in 2021 citizen complaints to locally provided services decreased to 33,671 (-3%) compared to the previous year, and the response rate to such complaints also remains at 73.84% or below the target of the National Medium-Term Development Plan (RPJMN) of 90%, with only 25.4% obtaining timely feedback.[1] One of the reasons for this low response rate is that some locally developed complaint handling systems were not integrated with SP4N LAPOR! As a result, responding to community complaints took a long time and was completed based on different standards. The MOHA evaluation (2021)[2] shows that 15,137 complaints have not been followed-up by the SNGs for the 2016-2020 period. A high number of complaints without clear responses and follow-ups may risk decreasing citizen enthusiasm for utilizing the platform. It may, in turn, reduce the usefulness of the system in accommodating citizens' concerns and improving the quality of public services.

Another issue is how the poor, vulnerable, persons with disability (PWDs), indigenous people, and people living in remote areas access and utilize SP4N LAPOR! Although the Roadmap of SP4N LAPOR! 2020-2024 has mandated that the periodic reports of SP4N LAPOR! include an analysis of specific themes of incoming complaints (based on gender, PWDs, and vulnerable groups), in the annual report of SP4N LAPOR! 2020 compiled by KemenPAN-RB it only lists gender and age groups and does not mention its utilization by vulnerable, poor, PWDs, and other socially excluded groups.

The Information Center (*Pusat Penerangan*, PUSPEN) of MoHA has the task of monitoring the subnational implementation of SP4N-LAPOR! USAID ERAT will support PUSPEN of MoHA to assess the SP4N LAPOR! implementation at the sub-national level. The assessment will formulate policy recommendations on how PUSPEN can be more effective in incentivizing SNGs to improve SP4N-LAPOR! performance, including encouraging SNGs to integrate their locally developed complaint handling system with the SP4N LAPOR!; facilitating women, vulnerable, poor, disabled people, and other socially excluded groups to submit complaints and monitor resolution progress; accelerating complaint resolution, and improving policies/programs based on complaints received. USAID ERAT support for improving SP4N LAPOR! should lead to a new norm for complaint handling that will improve local public service delivery.

Simultaneously, several SNGs are attempting to improve the quality of SP4N LAPOR! implementation, but face challenges because they are inadequately equipped. Consequently, USAID ERAT intends to provide technical assistance to SNGs that are already planning to improve the quality of their complaint management.

This RFP (Request for Proposal) seeks to engage a national organization (non-profit or for-profit) or a consortium of national-local organizations (Offeror) to support USAID ERAT in assessing the utilization of the SP4N-LAPOR! by different groups (poor and non-poor, men and women, PWDs and non-PWDs, and other socially excluded groups); as well as identifying and assessing the SP4N LAPOR! mechanisms and implementation at the sub-national level in selected districts. The Offeror is expected to facilitate, improve, and enhance the performance of SP4N LAPOR! in SNGs as a complaint handling mechanism. This may include revising the indicators and improving the overall monitoring and evaluation instrument to achieve the target of RPJMN 2020-2024 as well as providing technical assistance to SNGs that are already planning to improve the quality of their complaint management. The Offeror should be able to define its competitive advantage in the proposal clearly.

SP4N LAPOR! is expected to encourage transparency and public participation in development. This improvement will help improve the feedback loop, so all issues are handled. Managing a complaint system indicates good governance, in which the government as the public service provider is accountable to the citizens and listens to the citizen's voices.

3. SPECIFIC TASKS

The selected organization is expected to provide support in improving the implementation of SP4N LAPOR! at the sub-national level to strengthen accountability between government and citizens towards better public service delivery. The selected organization shall undertake several activities, namely: (1) developing a work plan; (2) conducting a rapid assessment on the implementation of the SP4N LAPOR!; (3) providing inputs and recommendations on the improving business process of the SP4N LAPOR!; (4) providing inputs and recommendations on the strengthening enabling environment of the SP4N LAPOR!; (5) conducting national peer-to-peer learning on the implementation of the SP4N LAPOR!; (6) providing technical assistance to SNGs to improve the quality of their complaint management; (7) improving the M&E instrument of the SP4N LAPOR!; and (8) reporting, monitoring, evaluation, and knowledge management.

Under the supervision and direction of USAID ERAT, the Offeror will work closely with PUSPEN of MoHA and possibly other ministries, such as KemenPAN-RB and Kemenkominfo. The Offeror is required to deliver the following specific tasks:

Task 1 – Work Plan Development

The Offeror should submit the work plan along with the submission of the technical proposal. The work plan should inform the proposed methodology of all the activities along with indicative timelines based on the scope of work discussed above. The work plan should also indicate the Offeror's plan to understand the level of existing practice and implementation of the SP4N LAPOR! as well as steps to build communication, coordination, and collaboration with relevant stakeholders at central, provincial, and district governments during implementation. The selected Offeror may be requested to present the work plan to the USAID ERAT team.

Task 2 – Conducting Rapid Assessment on the Implementation of SP4N LAPOR!

The selected organization shall conduct a rapid assessment of the implementation of SP4N LAPOR! (or locally developed complaint handling system) at the selected USAID ERAT provinces and districts together with Information Center, MoHA. The Offeror will develop a rapid assessment methodology and conduct the assessments in 12 districts in 6 provinces as samples, namely Kota Tangerang and Lebak (Banten); Sambas and Sintang (West Kalimantan); Gowa and Barru (South Sulawesi); Kota Medan and Samosir (North Sumatra); Banyuwangi and Lamongan (East Java); Belu and Sabu Raijua (East Nusa Tenggara). The assessment is expected to identify four primary areas: (1) the current business process system of SP4N LAPOR! and its issues; (2) a comparison of the enabling environment for the implementation of SP4N LAPOR! in selected locations as above and how it supports and influences

the practice of SP4N LAPOR! at the sub-national level; (3) utilization of the SP4N-LAPOR! by different groups (poor and non-poor, men and women, PWDs, indigenous people, and other marginalized groups); and (4) good practices of the SP4N LAPOR! implementation in the above-mentioned locations.

The rapid assessment will include a desk review analysis of the regulatory and institutional framework of the SP4N LAPOR! (or locally developed complaint handling system) and primary data collection at the national and sub-national levels. The selected organization will conduct interviews and/or focus group discussions (FGDs) with relevant government officials, civil society organizations, academics, journalists, private sector (smart city providers such as www.qlue.co.id, etc), social media such as Twitter, Instagram & Facebook and community groups (including women, youth, PWDs, indigenous people and other marginalized groups). Therefore, the organization will provide a good quality assessment which will be utilized for improving SP4N LAPOR! implementation at the sub-national level.

Task 3 – Providing Inputs and Recommendations on the Improving Business Process of SP4N LAPOR!

As a result of the rapid assessment, the selected organization will provide input and recommendations to improve the business process system of SP4N LAPOR! It may include how to integrate a locally developed complaint handling system with the SP4N LAPOR!; how to promote utilization of the platform by youth and women, the needy, PWDs, and other marginalized groups); how to improve standard operating procedure (SOP) in handling complaints (e.g., between LAPOR! main operator under Setda/Kominfo with the operators at the subnational government and service units). As all the system development of SP4N LAPOR! is under the authority of KemenPAN-RB, the selected organizations may also present these preliminary findings and recommendations to them.

Task 4 – Providing Inputs and Recommendations on the Strengthening Enabling Environment of SP4N LAPOR! at the Subnational Level

Aside from the business process systems, rapid assessment results should be able to provide suggestions and recommendations to strengthen the enabling environment for optimizing the implementation of SP4N LAPOR! at the district and provincial levels. It may include, but is not limited to, increasing the utilization of SP4N LAPOR! by the different groups (poor and non-poor, men and women, PWDs, indigenous people, and other marginalized groups), applying incentive systems, issuing local-level regulations, and capacity building for the operators. The selected organizations may also present the preliminary findings and recommendations to relevant stakeholders, which may include MoHA and SNGs.

This activity may include technical assistance to the PUSPEN of MoHA, and SNGs on improving the complaint handling mechanism system. The selected organization should promote the inclusion of women and other marginalized groups in improving the M&E Instrument, which may include promoting disaggregated data.

Task 5 – Conducting Peer-to-Peer Learning on the Implementation of SP4N LAPOR!

As a part of the rapid assessment, the selected organization will identify good practices for the implementation of SP4N LAPOR!, particularly in the establishment of an enabling environment for optimizing the implementation of SP4N LAPOR! It may include, but is not limited to, increasing the utilization of SP4N LAPOR! by the different groups (poor and non-poor, men and women, PWDs, indigenous people, and other marginalized groups). Then, the selected organization will use this knowledge to facilitate peer-to-peer learning events as the medium for learning and exchange of information among provincial and local governments regarding the implementation of SP4N LAPOR! In identifying the good practices, it is necessary to highlight specific context (if any), so that it can be

easily followed and replicated by other regions and integrate gender equality and social inclusion (GESI) perspectives in SP4N LAPOR! Implementation.

Task 6 – Providing TA to SNGs to improve SP4N LAPOR! Implementation

As a follow-up to peer-to-peer learning, SNGs will develop an action plan to implement learning and good practices to improve the quality of SP4N LAPOR! The selected organization will provide technical assistance to SNGs to implement the action plan, including increasing the utilization of SP4N LAPOR! by the different groups (poor and non-poor, men and women, PWDs, indigenous people, and other marginalized groups)

Task 7 – Improving the Monitoring and Evaluation (M&E) Instrument of SP4N LAPOR!

The selected organization will support the development of a better M&E instrument for PUSPEN of MoHA based on the assessment mentioned above. The improvement of the M&E instrument should be relevant and compatible with the assessment of the competition of SPAN LAPOR![3] so that it encourages the SNGs to take part in the events. Moreover, the selected organization may develop the documentation as needed as a guideline for the SNGs.

Task 8 – Reporting, Monitoring, Evaluation, and Knowledge Management

The organization is expected to document the instrument and results of the assessment, including the limitations, challenges, and lessons learned from it. The selected organization is expected to continuously monitor and evaluate the progress and challenges in implementing the activities, and to report and consult with the USAID ERAT Team at the national and sub-national levels to allow reflection and adaptation of the activity to maximize its outcomes. The selected organization should conduct the proper documentation on improving SP4N LAPOR! including its process and progress. The report should cover GESI perspectives in the implementation of SP4N LAPOR! (e.g., how it is utilized differently by different groups) and how it engages with women, PWDs, indigenous people, and other marginalized groups in all processes, including to highlight the best practices of social inclusion in the SP4N LAPOR! A final activity will be an event to reflect on the process and results of the whole initiative, including the dissemination result of rapid assessment and the improved SP4N LAPOR!

4. REQUIREMENTS

Requirements

The Offeror is required to:

1. Dedicate sufficient human resources to provide expected tasks and deliver high-quality analyses and reports in a timely manner.
2. Have a track record in successfully facilitating improvement of monitoring and evaluation systems in public services, particularly on complaint handling mechanisms.
3. Have proven expertise in conducting research, reviewing, formulating manual or learning materials, and facilitating and providing technical assistance on the topic of M&E system, particularly complaint handling mechanism.
4. Have a good understanding of the M&E system in public service issues at the central and subnational levels.
5. Have extensive network and well-maintained relations with related government offices and other stakeholders.
6. Able to show commitment and experience in promoting Gender Equality and Social Inclusion (GESI) and incorporate it into the assessment.
1. Able to provide feedback and response in a timely manner for follow-up; questions; and revisions to support the USAID ERAT team in responding to donors' requests, questions, and writing quarterly and annual report.

2. Be sensitive with the confidentiality and dissemination of the data, information, and report.

   Copyrights and Ownership
   All deliverables become the property of USAID and are not for use or distribution by any other entity unless previously agreed upon between contracting parties.

   Do No Harm Principle
   It is the responsibility of the head of activity to ensure all data collected does not contain personally identifiable information and comply with USAID's guidance and regulation.

5. DELIVERABLES

No.	Deliverable	Task(s)	Due Date
1	Work plan, including activities and timeframe	1	Same with the proposal submission date
2	Progress report on the rapid assessment, including the concept note and survey instrument	2, 8	November 2022
3	Final report on the results of rapid assessment	2, 8	December 2022
4	Inputs and recommendations for the relevant stakeholders on improving SP4N LAPOR! (i.e.: business process system and enabling environment)	3, 4	December 2022
5	Peer-to-Peer Learning Event and Report	5, 8	January 2023
6	Report on providing TA to SNGs Formulation of monitoring and evaluation instrument	7	January 2023
7	Report on providing TA to SNGs t	6	July 2023
8	Final report on the improvement of SP4N LAPOR! including lessons learned and final event (if any)	8	August 2023

[1] As cited from Surat Edaran Kementerian Dalam Negeri No. 490/2120/SJ Tentang Hasil Evaluasi Pengelolaan Pengaduan Masyarakat melalui SP4N LAPOR! oleh Pemerintah Daerah Tahun 2021

[2] Result of evaluation of public complaint management through SP4N LAPOR! by local government in 2021

[3] Held annually by KemenPAN-RB.

APPENDIX B: TECHNICAL PROPOSAL TEMPLATE

A. **Proposal Cover Letter**
B. **Technical Proposal**
C. **Budget Proposal**
D. **Summary of Relevant Work Experience**
E. **Copy of Deed of Establishment**
F. **Certifications**
   (UEI Number Registration – Please attach screenshot of incident number after the Offeror requested UEI from SAM.gov page)

TEMPLATE A:

PROPOSAL COVER LETTER

Jakarta, Indonesia

Ladies and Gentlemen:

We, the undersigned, offer to undertake _____ in accordance with your Request for Proposal dated _____ and our Proposal (Technical and Financial) is attached. Our proposal is for the sum of (Offeror to insert Sum in Words (IDR 00.000 sum in figures).

Our proposal shall be binding upon us subject to the modifications resulting from the subcontract negotiations, up to the expiration of the validity period of the proposal (Offeror to insert Expiration date or Validity Period of the offer)

We understand that you are not bound to accept any Proposal you receive.

Sincerely yours,

Authorized signature

Name and Title of Signatory

Address

TEMPLATE B:

TECHNICAL PROPOSAL

Note: No template

TEMPLATE C:

BUDGET PROPOSAL

Note: Along with the template below, complete the bid price quotation template C.1

DIRECT LABOR				
Position	**Name**	**Rate**	**Days (Basis)**	**Total**
Total Direct Labor				
TRAVEL, TRANSPORTATION and PER DIEM				
Description		**Rate**	**Units (Basis)**	**Total**
Total Travel, Transportation & Per Diem				
OTHER DIRECT COSTS				
Description		**Rate**	**Units (Basis)**	**Total**
Total Other Direct Costs				
Fee				
Total Fee				
TOTAL COSTS				

TEMPLATE C.1

BID PRICE QUOTATION

Note: Complete the information below to

Provide Rates in IDR for the following:

Labor Rates

Daily rates for all labor (8 hours) for all classifications to be used for invoicing purposes

Position Title Hourly Rate Number of persons in this position

Overhead Rate:

State the percentage rate and identify the pool from which the rate is derived

General and Administrative (G&A) Rate:

State the percentage rate and identify the pool from which the rate is derived

Fee/Profit Rate:

State the percentage rate

Equipment Rates:

Daily rental rates for all labor classifications to be used for invoicing purposes

Description Hourly Rate Number of pieces of equipment

TEMPLATE D

SUMMARY OF RELEVANT WORK EXPERIENCE

Note: List at least 3 of the most recent and relevant projects that best illustrate your experience relevant to this RFP.

Title	Description of Activities	Location Province/ District	Client Name/ Contact Details	Total project cost in IDR	Start-End Dates	Completed on Schedule (Yes/No)

OTHER TEMPLATES

LOWER TIER SUBCONTRACTING PLAN

Note: List below the lower tier subcontractors you plan to use on the subcontract. Offerors are reminded that they cannot assign the work to lower tier subcontractors without the Asia Foundation/USAID ERAT approval

NAME OF THE LOWER TIER SUBCONTRACTOR (S)	WHERE IS THE LOWER TIE SUBCONTRACTOR MAIN OFFICE LOCATED	% OF PROPOSED SUBCONTRACT COST THAT WILL GO TO THE LOWER TIER SUBCONTRACTOR	WHAT ASPECTS OF THE WORK WILL THE LOWER TIER SUBCONTRACT BE RESPONSIBLE FOR

STAFFING PLAN TEMPLATE

Note: Attach a CV for the key positions identified in the RFP

POSITION	NAME	TITLE AND TASK OF TEAM MEMBER
Overall Management Positions		
Technical Positions		
Other positions		