

Terms of Reference – Senior Business Process Analyst to Support the Development of the eCourts PH (eCourts 2.0)

Required expert:

One (1) Senior Business Process Expert

Purpose

The specialist contractor terms of reference (ToR) is a document that sets out the specialist contractor's contribution to the task. The template is designed to set out the aims of the task and what the contractor is responsible for in order to achieve those aims.

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Document authors	Ingrid Gorre and Diosdado Nicdao III
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Project reference	Governance in Justice II Programme
File location	

Consultancy role title: Senior Business Process Analyst

Location: Philippines

Apply by: 27 July 2024; 11:59 PM Manila Time

1. Background and context about the project

A. Overview of the British Council

We support peace and prosperity by building connections, understanding, and trust between people in the UK and countries worldwide.

We uniquely combine the UK's deep expertise in arts and culture, education, and the English language, our global presence and relationships in over 100 countries, our unparalleled access to young people and influencers, and our creative sparkle.

We work directly with individuals to help them gain the skills, confidence, and connections to transform their lives and shape a better world in partnership with the UK. We support them to build networks and explore creative ideas, to learn English, to get a high-quality education and to gain internationally recognised qualifications.

We work with governments and our partners in the education, English language and cultural sectors, in the UK and globally. Working together we make a bigger difference, creating benefit for millions of people all over the world.

We work with people in over 200 countries and territories and are on the ground in more than 100 countries. In 2021–22 we reached 650 million people.

B. Background to the Programme

The Government of the Republic of the Philippines with the support of the European Union is implementing the Justice Sector Reform Programme: Governance in Justice II (GOJUST II). GOJUST II builds on and continues the work of the predecessor programme, GOJUST that was implemented from April 2016 to September 2020. GOJUST II is implemented in joint co-financing with the Spanish Agency for International Development Cooperation. The overall objective of GOJUST is *to contribute to inclusive and sustainable socio-economic development through improved access to justice for all in the Philippines. Specifically, it aims to develop more responsive and accountable justice services.* It includes two components focusing on justice and human rights, respectively. The programme is being implemented from December 2020 to June 2025.

GOJUST II seeks to achieve four major result areas, as follows:

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| Result 1 | Justice sector coordination mechanisms are improved |
| Result 2 | Strengthened institutional efficiency and effectiveness in the delivery of justice services |
| Result 3 | Increased access to the justice system for vulnerable groups, including women |
| Result 4 | Justice policy and practice is informed by evidence and responds to justice needs |

Justice and Human Rights policies are at the heart of the Philippine Development Plan 2017-2022, which for the first time includes a dedicated chapter on justice, chapter 6, titled “Pursuing Swift and Fair Administration of Justice”. The chapter enshrines the principle of coordination as a mechanism for bringing about long term and sustainable justice sector reform. The focus is on the enhancement of “civil, criminal, commercial and administrative justice” and the improvement of sector efficiency and accountability while also directing the Commission on Human Rights (CHR) to intensify its efforts to facilitate access to justice by improving, monitoring and evaluation, empowering the people living in poor and marginalised situations to seek response and remedies for injustice, improving legal protection, awareness and aid, enhancing civil society and parliamentary oversight, addressing human rights violations in the justice sector and, strengthening linkages between formal and informal justice providers.

The justice component will continue and expand some previous GOJUST activities such as improved coordination between and within the justice sector agencies and case management automation interventions to strengthen capacities to decongest overburdened courts, prosecution offices, and reducing pre-trial detention. GOJUST II will also focus on new result areas such as increased access

to justice for vulnerable groups and evidence-based policy research and advocacy to inform policy making for improved justice outcomes.

The programme is managed by a Programme Steering Committee (PSC) headed by representatives of the Supreme Court, Department of the Interior and Local Government, and the Department of Justice. A Programme Director has also been appointed to be the main focal point and point of coordination for the smooth implementation of the programme.

In line with the Direct Management component of the Financing Agreement, a Pillar-Assessed Contribution Agreement (ACA/2020/ 418-821) for the provision of *Technical Assistance for the Justice Sector Reform Programme: Governance in Justice II (GOJUST II)* was awarded to the **British Council** on 7 December 2020 for a period of implementation of 54 months. The PACA contract requires the provision of a Technical Assistance Team consisting of four (4) key experts that will be responsible for the four (4) result areas (justice sector coordination, effective institutions of justice, access to justice by the disadvantaged groups, and evidence-based policy research). In addition, the contract also includes the provision of 3,200 working days of non-key experts that will support the work of the key experts in the delivery of results under the programme.

2. About the role of the specialist contractors

In line with the objectives of GOJUST II, the programme supports the Supreme Court of the Philippines in its development and implementation of a Judicial Case Management System or eCourts PH (formerly eCourts version 2.0) that aims to improve process efficiency and employee productivity and enhance judicial accountability and transparency.

One of the key activities in the Strategic Plan for Judicial Innovations 2022-2027 of the Supreme Court is the development of eCourt PH. GOJUST has provided support for the development of eCourts PH by providing experienced developers in low-code platforms, particularly Outsystems. In order to ensure optimal development of eCourts PH, it is essential to ensure that the business requirements are accurately captured and understood by the development team. To achieve this, GOJUST will support the engagement of a Senior Business Process Analyst to revisit and update a comprehensive business process review for the judiciary (adjudication aspect) that was conducted under GOJUST 1 in 2019.

The 2019 Business Process Review was a thorough examination of the Judiciary's business processes, which resulted in the creation of current-state and future-state process maps. The review aimed to identify areas for improvement, streamline processes, and optimise business operations. This foundational review was conducted, but it has not been updated since its publication, and it is essential to revisit and refresh the information to ensure it remains relevant and accurate. The updated process maps will be the basis for developing user stories and technical specifications for the development of eCourts PH.

General Objective:

To facilitate in the development of the eCourts PH application by analysing, documenting, and updating the Judiciary's business processes, and ensuring that the system application is up to date and aligned with the organisation's goals and objectives.

Specific Objectives:

- Review existing 2019 business process maps previously developed by GOJUST and by other projects.
- Improve and update the current-state and future-state business process maps for the lower courts
- Work closely with the SC-MISO development team by providing process expertise and help them navigate through the various business processes.
- Mentor the SC-MISO team in business process mapping and analysis.

Outcome and outputs

This engagement seeks to map, review and document the various business processes within the Judiciary. In achieving the objective, the supplier is expected to execute the actions outlined below.

The supplier shall carry out the following:

- Kick-Off Meeting with TAT and key stakeholders
- Review and update business process maps
- Improve the future-state and current-state process maps
- Update and document the process map documentation
- Brief the SC-MISO development team and other stakeholders on the updated business process maps.

The **output** of this engagement is the following:

- An inception report no later than five (5) days after the commencement of the engagement containing the following:
 - Detailed work plan for the delivery of the service
 - Methodology of reviewing and mapping business processes
 - Mentoring plan for the SC-MISO team
- Revised Business Process review and Process Maps;
- Conduct training/workshops with the SC-MISO team on business process mapping and analysis;
- Final Report which shall contain the following:
 - Executive summary
 - Introduction and Background
 - Main findings related to the overall and specific objectives of this assignment
 - Key Recommendations

- Conclusion
- Relevant Annexes which shall include the revised business process review, training/mentoring report, and other relevant project artifacts.

All reports and correspondence must be in English.

All reports must be submitted by the expert electronically in the format provided at the start of the mission. Comments by the Technical Assistance Team and key stakeholders on the various reports, will be provided to the experts as soon as possible. Draft final reports must be submitted before the debriefing by the experts to the Technical Assistance Team.

Indicative Activities and Number of Days Required

Expertise required and number of days needed

Number of Position/s	Designation	Type of Expertise	Duration (days)
1	Senior Non-Key Expert	Senior Business Process Expert	40 days intermittent 19 August 2024 – 28 February 2025

For guidance of suppliers, the indicative activities for the assignment are the following:

Indicative Activities	Estimated Days
Kick-of meeting	0.5
Drafting of inception report	0.5
Review of related literature and materials	1
Consultations with key stakeholders (FGDs, KIIs)	18
Business process review and analysis	5
Train and mentor SC-MISO staff	4
Conduct validation activity for business process maps	3
Attend meetings with development team	5
Present the final draft to TAT and SC	1
Draft final report	2
Total	40

3. Timeline

Activity	Date / time
TOR is posted	19 July 2024
Deadline for submission of Expression of Interest	27 July 2024; 11:59 PM Manila time
Final Decision	01 August 2024
Contract Period	19 August 2024 – 28 February 2025

4. Fee & expenses

Please submit a Pricing Approach using the template in Annex 1.

5. Reporting and communication

The NKE will be under the supervision of the Technical Assistance Team.

The consultants will be required to provide the Services in **the Philippines** and such other locations as may be agreed between the parties in writing from time to time.

All working days for preparatory work, comprehensive desk review and report writing are foreseen to be performed by the expert from his/her home base, i.e., at his/her usual place of residence, both at the initial stages of the mission and later on during the whole assignment.

6. Qualifications and experience required

Skills and Competencies

The experts should have the following **skills and competencies**:

- Fluent in spoken and written English
- Excellent analytical competence, technical skills, and detail oriented
- Excellent interpersonal skills
- Ability to coordinate and communicate with key stakeholders
- Coaching and mentoring skills
- Good communication skills, both written and verbal
- Active listening skills and strong writing skills
- Fluent in English and Filipino
- The ability to work independently and as a part of the team
- A positive approach in a busy working environment

Qualifications

- University degree in business, computer science, software engineering, mathematics, or information systems. University degree can be substituted by twenty years of relevant experience.
- Advanced degree in business, computer science, software engineering, computer, and IT architecture preferred.
- Additional certificates or courses on business process management such as Lean Six Sigma, Certified Business Analysis Professional preferred.

General Professional Experience

- Minimum of 10 years of relevant professional experience, of which 5 years are spent in a developing country in the field of business process analysis and the like.
- Proven experience in conducting business process review for a large and diverse organisation, experience in the justice sector preferred.

Specific Professional Experience

- Previous experience in developing and analysing business process maps for developing specifications for case management systems
- Previous experience in developing and analysing business process maps for the Philippine judiciary
- Should be able to provide evidence of the validity of experience and qualifications, including work done for other organisations

7. How to apply

Send your cover letter, CV with three (3) character references, and Pricing Approach to Lalaine.Alfaro@britishcouncil.org by 27 July 2024, 11:59 PM Manila time.

8. Criteria for evaluation

Criteria	Weighting
Qualifications and skills	25%
General professional experience	25%
Specific professional experience	30%
Pricing Approach	20%