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## Call for Expression of Interest

### Provision of A Complaint Handling System for the Office of the Ombudsman

Procurement Reference No. **OMB/RFP/FCDO/2025/7/2**

Date of Issue: **15<sup>th</sup> July 2025**

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#### 1. BACKGROUND

Through its development partnership with the Government of Malawi, the Foreign, Commonwealth and Development Office (FCDO) is funding a two-year project titled "Strengthening Human Rights Complaints Handling in Malawi." This project aims to build the capacity of the complaint handling systems in the Malawi Human Rights Commission (MHRC) and the Office of the Ombudsman (OoO) for handling human rights complaints speedily and co-ordinately. The project intends to review and strengthen the respective complaint handling mechanisms, design referral pathways, develop complaint tracking tools, and pilot a new mechanism for supporting implementation of remedies by respondent Agencies.

The intervention is also paramount in addressing systemic gaps identified in the complaints handling processes, data management systems, and inter-institutional coordination, undermining the timely, transparent, and effective resolution of human rights complaints.

One of the major components and expected results is the improvement of systems for handling human rights complaints at the MHRC and Ombudsman offices. As such, the Office of the Ombudsman seeks to engage a Systems Development Specialist to lead the technical work related to the upgrading, integration, and development of non-digital and digital systems for complaints handling.

## **2. CURRENT SITUATION OF COMPLAINTS HANDLING SYSTEMS**

Despite notable institutional mandates and efforts to improve human rights service delivery, the complaints-handling mechanisms remain fragmented and largely manual or semi-digital. The Office of the Ombudsman and the MHRC are in the process of developing an electronic case management system (CMS) that needs integration with non-digital systems. Meanwhile, CSOs use varying tools for documentation and referrals, most of which are not interoperable with government platforms.

The lack of standardization, centralized data repositories, and real-time tracking of complaints adversely affects transparency, efficiency, and collaboration among institutions. Furthermore, data analytics capacities are weak, which hinders evidence-based reporting and decision-making.

## **3. STRATEGIC ALIGNMENT WITH FCDO**

The project aligns with the UK commitment in the Strategy for International Development to uphold human rights and unleash the potential of people in low- and middle-income countries to improve their lives. It also aligns with outcomes in the Human Rights Department Theory of Change, including that those who violate or abuse human rights are held accountable by civil society and relevant international and national institutions through effective processes. At the country level, it will contribute to our vision to promote open societies and fundamental human rights, including the ambition to enhance support to civil society and expand support towards human rights institutions

## **4. OVERALL OBJECTIVE OF THE ASSIGNMENT**

To support the Office of the Ombudsman and its partners in developing, upgrading, and harmonizing digital systems for complaints handling to ensure greater efficiency, transparency, and interoperability among state and non-state actors involved in human rights protection.

### **4.1. SPECIFIC OBJECTIVES**

- To develop a harmonized system architecture or framework for complaints management.
- To lead the design, upgrade, or integration of CMS platforms for relevant institutions.
- To enhance data management, analytics, and reporting capabilities.

## **5. SCOPE OF WORK**

The Systems Development Specialist shall:

- Develop a systems design blueprint for the electronic human rights complaints system (including features, user requirements, and infrastructure needs) that accommodates inter-institutional data exchange, security, and scalability (Open Source).
- Develop a Minimum Viable Product (MVP) of the electronic complaints handling system
- Design user training manuals and conduct capacity-building sessions, system testing, troubleshooting reports, and documentation.
- Deploy a final electronic complaint-handling system and user manual.
- Conduct a stakeholder validation workshop to demonstrate and refine the system based on feedback
- Ensure alignment with Malawi Government ICT standards and policies.

## **6. DELIVERABLES**

- Inception Report including methodology, work plan, and tools – within 1 working days.
- Systems Assessment Report – within 5 working days.
- Systems Development Roadmap and Specifications – within 8 working days.
- Draft and Final Interoperable CMS Framework – within 1 working days.
- Training Materials and Manuals – within 3 working days.
- Orient users- within 3 days
- Training/Orientation Report within 3 days
- Final Consultancy Report with recommendations and sustainability plan – within 2 working days.

## **7. REPORTING REQUIREMENTS**

The Systems Development Specialist will report directly to the Project Coordinator at the Office of the Ombudsman and work closely with the FCDO Project Oversight Committee. All deliverables must include an Executive Summary, follow FCDO formatting guidelines, and be submitted in both editable Word and PDF versions.

## **8. DURATION AND LOCATION**

The assignment will span over 20 days based in Lilongwe, with field visits to MHRC and CSOs in other regions as necessary.

## **9. QUALIFICATIONS AND EXPERIENCE**

### **9.1. Academic Qualifications:**

- Minimum of a Degree in Information Systems, Computer Science, ICT for Development, or a related field.

### **9.2. General Experience:**

- At least 7 years of experience in digital systems development, with a focus on public sector or development projects.
- Proven experience in leading assessments and technical systems integration.

### **9.3. Specific Experience:**

- Experience designing or upgrading complaint-handling or case management systems.
- Demonstrated knowledge of data protection and user authentication protocols.
- Experience working with government or donor-funded governance, justice, or human rights programmes.

## **10. SUPERVISION AND SUPPORT**

The consultant will be supported by a technical working group comprising representatives from OoO, MHRC and FCDO. All logistics for fieldwork will be covered by the project.

## **11. USE OF INCIDENTAL FUNDS**

Incidental funds may be used for travel, workshops, stakeholder consultations, and printing of system documentation. All expenses must be pre-approved and documented according to FCDO financial procedures and DSA guidelines.

## **12. SELECTION**

Expressions of Interest will be evaluated in accordance with the Public Procurement and Disposal of Assets act of 2025. Participation is open to eligible bidders.

## **13. SUBMISSION**

Interested eligible bidders may submit expressions of interest to **The Chairperson, Internal Procurement and Disposal Committee, Office of the Ombudsman, St Martins House, Private Bag 348, Capital City, Lilongwe 3** including details of assignments undertaken in the past five years, qualifications of key staff and proof of registration with the Registrar of Financial Institutions.

Expressions of Interest must be deposited in the tender box situated next to the main entrance at the address below by **10:00 AM on 31<sup>st</sup> July, 2025**. Late submission shall be rejected.

The submission should be address to;

**The Chairperson, Internal Procurement and Disposal Committee,  
Office of the Ombudsman,  
St Martins House,  
Private Bag 348,  
Capital City,  
Lilongwe 3**