



REQUEST FOR EXPRESSION OF INTEREST (EOI)

ISSUE DATE: 1st AUGUST 2025

PROVISION OF CONSULTANCY SERVICES FOR THE DEVELOPMENT OF A COURT CASE MANAGEMENT SYSTEM FOR THE ZOMBA HIGH COURT

REF. NO: MACRA/IPDC/MUUNI-CCMS/2025/08/04

1. BACKGROUND

The Malawi Judiciary is established under Chapter IX of the Constitution, entrusted with the responsibility of interpreting, protecting, and enforcing this Constitution and all laws independently and impartially, guided solely by legally relevant facts and the prescriptions of the law. The Judiciary also operates independently of other government branches, as enshrined in Section 103(1) of the Constitution. It serves as a forum for the just resolution of disputes, preserving the rule of law and protecting rights and liberties guaranteed by the Constitution. Effective administration of justice is crucial for upholding the rule of law, ensuring fair trials, and promoting equal access to justice for all. However, the courts face significant challenges, including case backlogs, inefficiencies, and a lack of coordination, which hinder the delivery of justice. Notably, these have led to delays and denial of justice. Accordingly, a comprehensive case management system is urgently needed to enhance the efficiency, transparency, and effectiveness of court processes. This system would streamline case flow management, improve access to justice, and foster a fair and efficient judicial system.

Currently, all court records are managed manually. In previous years, there were efforts to automate the system, but these were

unsuccessful—the previous system relied on servers at the Principal Registry in Blantyre, making it vulnerable to complete shutdowns when those servers failed. Furthermore, the system did not function effectively when offline. Given this, the High Court, Zomba District Registry, seeks to develop a new case management system to serve its three divisions: Civil, Criminal, and Family and Probate, while supporting other court functions.

The Malawi Communications Regulatory Authority (MACRA) has been requested by the High Court, Zomba District Registry, to support the development of a comprehensive Case Management System. The system is to be piloted at the Registry before consideration for adoption. This system aims to address the challenges faced by the judiciary in effectively managing court cases, including backlogs, inefficiencies, and a lack of coordination. The implementation of this system is crucial for ensuring fair and efficient judicial processes, preserving the rule of law, and enhancing access to justice for all citizens.

2. OBJECTIVE OF THE ASSIGNMENT

The main objective of the assignment is to develop a digital platform aimed at modernizing court operations and enhancing service delivery.

3. SCOPE OF SERVICES AND SYSTEM FUNCTIONALITIES

The scope of this assignment and system functionalities covers the following:

a) User-Friendly Design

- Intuitive interface and simplified workflows.
- Role-based access control (RBAC).

b) Enhanced Communication

- Internal messaging, push notifications, and mobile support.

c) Network-Enabled System

- Remote Access: Secure online access.

- Central Data Repository: Improved record accuracy.
 - E-Learning Platform: Continuous staff training.
 - Virtual Courts: Secure virtual hearings.
 - Public Portal: Track cases and access notices.
 - Calendar Integration: Efficient scheduling.
 - Linkage with Subordinate Courts.
- d) Case Data Modernization
- Digitization of existing records with searchable formats.
- e) Cost Reduction
- Reduced overheads from manual processes.
- f) Accessibility and Real-Time Access
- Cross-device compatibility and real-time case updates.
- g) e-Payment Integration
- Mobile and online transactions for court payments.
- h) Software Integration and Upgrades
- AI integration (e.g., predictive analytics, natural language processing, automated triage, chatbots, or smart alerts).
 - Software upgrades or third-party API integrations that support AI-driven features without compromising data privacy and security
 - Voice-to-text tools, antivirus, and endpoint protection.
- i) Record Keeping and Storage
- Cloud-based archiving for remote and long-term storage.
- j) Cybersecurity Measures
- TLS 1.3, AES-256 encryption, MFA, penetration testing.
 - Compliance with the Malawi Data Protection Act (2024).

4. EXPECTED DELIVERABLES

The following are the expected deliverables:

a) Functional Case Management System

- Core modules: Judges Panel, Registry Panel, Lawyers Panel, and Human Resources Panel
- Features: Case tracking, scheduling, e-filing, document management, and analytics dashboards.

b) Secure Digital Infrastructure

- Cloud/hybrid deployment with 99.9% uptime
- Encryption (TLS 1.3, AES-256), multi-factor authentication (MFA), and role-based access control (RBAC)

c) Hardware & Software Requirements (Bill of Quantities - BoQ)

Hardware:

- Servers: On-premises/cloud-based with disaster recovery capabilities
- Workstations: Computers/laptops for court staff with minimum specifications (e.g., 8GB RAM, SSD storage)
- Network Infrastructure: Routers, switches, and high-speed internet connectivity
- Backup Storage: NAS (Network-Attached Storage) or cloud backup solutions
- Printers/Scanners: For document handling, where needed

Software Licenses:

- Database Management: Licensed software (e.g., Microsoft SQL Server, PostgreSQL)
- Operating Systems: Windows/Linux licenses for servers and workstations
- Security Software: Antivirus, endpoint protection, and encryption tools
- Productivity Tools: Microsoft Office or open-source alternatives
- Case Management Software: Custom-developed or licensed platform with user licenses

d) Interoperability & Integration

- APIs for police, prisons, and e-payment systems (mobile money, banks)
- Support for open data formats (JSON, XML)

e) System Integration Testing (SIT) and User Acceptance Testing

- Performance testing

f) User Training & Documentation

- Training sessions for judges, clerks, lawyers, and IT staff
- User manuals and technical documentation

g) Pilot and Full Deployment

- Tested pilot version with feedback-driven refinements
- Phased rollout to all court divisions (Civil, Criminal, Family/Probate)

h) Public and Stakeholder Portals

- Public portal for case tracking and notices

- Internal portals for judicial analytics and virtual hearings

i) Disaster Recovery & Backup

- Automated backups and cloud archiving
- Disaster recovery protocols to prevent data loss

j) Compliance & Reporting Tools

- Audit trails for accountability
- Monthly statistical reports for judiciary oversight

k) Future-Ready Scalability

- Support for e-filing, digital evidence, and AI-driven analytics in later phases

l) Post-Deployment Support

- Continuous updates and feedback mechanisms
- Maintenance contracts with vendors

m) Post-deployment service level agreement (SLA)

- Maintenance and support contract (Minimum 12 months recommended)

5. CONSULTANT QUALIFICATIONS

Profile Required (*Education*):

The successful Consulting Firm shall undertake the assignment as a multi-disciplinary team, comprising a Lead Consultant and two Key Experts with expertise in ICT/Software Development, Digital Transformation, Cybersecurity, and Legal-Tech Solutions.

The Lead Consultant should have relevant qualifications with a minimum of a master's degree in computer science, Information Technology, Software Engineering, or a related digital field from a recognized institution, with extensive experience in the ICT sector of not less than 5 years working as a team leader in digital transformation projects. Strong expertise in case management

systems, e-governance solutions, or court digitization projects. Hands-on experience with cloud computing (AWS/Azure), system architecture, and cybersecurity frameworks. Proficiency in full-stack development (front-end/back-end), database management, and API integrations. Excellent communication, writing, and presentation skills for stakeholder engagement. The two Key Experts should have relevant qualifications with a minimum of a master's degree in the following fields: Master's degree in computer science, Cybersecurity, Law (with tech focus), or related digital fields from a recognized institution.

At least 5 years of specialized experience in:

Software Development (for Expert 1):

- Developing scalable web/mobile applications for public sector use.
- Expertise in relational databases (SQL), UI/UX design, and agile methodologies.

Cybersecurity & Compliance (for Expert 2):

- Implementing data protection laws (e.g., Malawi Data Protection Act 2024), encryption (AES-256), and role-based access control (RBAC).
- Knowledge of ISO 27001, GDPR, or other security standards.

Interested candidates must submit proof of:

- a) Previous experience in a similar assignment.
- b) At least 10 years of experience for the Lead Consultant and 5 years of experience for the key experts in ICT/digital transformation, with a focus on software development or cybersecurity.
- c) Technical certifications (e.g., AWS/Azure, CISSP, Scrum Master) – *advantageous*.

- d) Demonstrated knowledge of Malawi's/SADC's digital landscape.
- e) Familiarity with Malawi's judicial processes and digital infrastructure challenges.
- f) Strong problem-solving and analytical skills for system troubleshooting.
- g) Excellent English communication and technical documentation skills.

6. SELECTION OF CONSULTING FIRM

Expressions of interest will be evaluated in accordance with the Public Procurement and Disposal of Public Assets Act of 2025 and its subsidiary legal framework. Participation is open to all eligible bidders.

A shortlist of a maximum of six (6) consulting firms shall be invited to submit technical and financial proposals to the Authority. The successful consulting firm shall be selected through a Quality and Cost Based (QCBS) selection method using Request for Proposal (RFP) Document.

7. EXPRESSION OF INTEREST (EOI) SUBMISSION

Interested eligible bidders may submit expressions of interest (EOI) in sealed envelopes clearly marked **“Provision of Consultancy Services for the Development of a Court Case Management System for the Zomba High Court”** should be submitted to the address highlighted below.

THE CHAIRPERSON

Internal Procurement and Disposing Committee
(IPDC)

Malawi Communications Regulatory Authority
(MACRA)

1st Floor Green Heritage House Area 13

2 Khonje Close

P.O. Box 30214

Capital City
207213
Lilongwe 3
MALAWI

Attention: Head of Procurement & Supply Chain

E-mail: procurement@macra.mw

8. CLOSING DATE FOR RECEIPT OF EXPRESSION OF INTEREST

Closing date for submission of EOI's is on **Wednesday, 20th August 2025 at 10:00 hours** and opening shall commence at the same time. Consultants or their representatives and the public who wish to attend the opening ceremony are most welcome.