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Country: Jamaica

Institution: Inter-American Development Bank

Sector: Miscellaneous/Consulting Services

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Loan N°/Financing: 3191/OC-JA

Project: Citizen Security & Justice Programme III

Title: Development of User Requirements Document for Case Management System

REQUEST FOR EXPRESSIONS OF INTEREST CONSULTING SERVICES

Institution: *Inter-American Development Bank*

Country: *Jamaica*

Project: *Citizen Security & Justice Programme III*

Sector: *National Security & Justice Services*

Abstract: *Development of User Requirements Document for Case Management System*

Loan/Credit/Grant No.: *3191/OC-JA*

Deadline: *Tuesday March 31, 2015*

The Government of Jamaica (GOJ) through the Ministry of National Security (MNS) and with financing from the Inter-American Development Bank, the UK Department for International Development (DFID) and the Department of Foreign Affairs Trade and Development (DFATD) of Canada is implementing the Citizen Security and Justice Programme III (CSJP III). The programme seeks to enhance citizen security and justice in fifty (50) volatile and vulnerable communities across eight parishes. It is intended that part of the proceeds of the funding will be applied to eligible payments for this consulting services.

The CSJP III is guided by three principal objectives; (i) improve behaviour for non-violent conflict resolution; (ii) increase labour market attachment among youth; and (iii) increase access to effective community and alternative justice services. The MNS has been designated the Executing Agency for the Programme and the Programme Execution Unit (PEU) of this Ministry is also responsible for the implementation of this phase of the programme. The activities under objectives (i) and (ii) will be carried out by the MNS while those activities under objective (iii) will be implemented by the Ministry of Justice (MOJ).

In order to achieve the objectives of the CSJP III, a number of violence prevention and interruption activities are to be implemented; many of which are to be done in collaboration with other Ministry Department and Agencies (MDAs), Non-Governmental Organisations (NGO's), Community Based Organisations (CBOs) and Faith-Based Organizations. However, these implementation activities are to be delivered using a Case Management approach that will enable assessment, of the individuals to be served, planning of the types of services to be offered, the duration of each service, progress monitoring, demographics, inter alia. Such information gathering and reporting activities are to be facilitated through the implementation of a case management system.

The consulting services ("the Services") include *assessment of the system needs of the Citizen Security & Justice Programme, the development of user requirements document, assistance with tender process and implementation of a suitable case management system.*

The *Ministry of National Security Citizen Security & Justice Programme* now invites eligible consulting firms ("Consultants") to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services which include:

- Developing a thorough understanding of the Programme through desk reviews, field visits to service delivery sites and meeting with different stakeholder groups. It is anticipated that at least 2 visits to Jamaica will be required prior to development of user requirements document.
- Reviewing the current process for collecting beneficiary information and data management and making recommendation for improvements where necessary;
- Assessing the system requirements needs of the Programme and the PEU;
- Providing analysis of the applicable systems on the market and determining the best fit for the PEU;
- Developing a very detailed user requirements document for a suitable case management system including functional and non-functional requirements;
- Assisting the PEU with the development of Request for Proposal as well as the tender process which includes evaluation of proposals and other areas where applicable through to contract award;
- Supporting the PEU throughout all phases of implementation of the case management system; and,
- Developing a user's manual/protocol for case management under CSJP in collaboration with the PEU and the GOJ.

Short lists shall comprise six firms with a wide geographic spread, with no more than two firms from any one country

Consultants will be selected in accordance with the procedures set out in the Inter-American Development Bank: *Policies for the Selection and Contracting of Consultants financed by the Inter-American Development Bank* GN-2350-9 and is open to all eligible bidders as defined in the policies.

A Consultant will be selected in accordance with the ***Selection Based on the Consultants' Qualifications (CQS)*** method set out in the Consultant Policies.

Consultants may associate with other firms in the form of a joint venture or a sub-consultancy to enhance their qualifications. For the purpose of establishing the short list, the nationality of a firm is that of the country in which it is legally incorporated or constituted and in the case of Joint Venture, the nationality of the firm appointed to represent it.

Expressions of interest must be delivered to csiptender@cwjamaica.com by **Tuesday March 31, 2015** in a written form detailing the Consultants' experience and competence relevant to this assignment.

