



LEGAL AND HUMAN RIGHTS CENTRE

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LEGAL AID MANAGEMENT SYSTEM (LHRC-LAMS)

Terms of Reference (TOR)

1.0. Introduction and Background

The Legal and Human Rights Centre (LHRC) is a Tanzanian, non-governmental organization that is private, voluntary, non-partisan, and not-for-profit sharing organization. It is registered and incorporated under the *Companies (Act)*, Cap. 212, R.E. 2002, as a company without shares limited by guarantee, it has been in operation since September 1995.

Legal and Human Rights Centre is envisioning a just and equitable society. It has a mission of empowering the people of Tanzania, so as to promote, reinforce and safeguard human rights and good governance in the country. The broad objective is to create legal and human rights awareness among the public and in particular the underprivileged section of society through legal and civic education, advocacy linked with legal aid provision, research and human rights monitoring.

In today's digital world, LHRC sees the importance of integrating technology in provision of legal aid with the aim of facilitating access to justice in Tanzania. For that sake, Legal and Human Rights Centre is looking forward to moving towards a more digitized and integrated environment in its operations therefore seeking submissions from reputable companies to provide a Legal Aid Management System (LAMS) Solution.

Components and Scope of the desired LAMS

1.1. Client Document Management

Document management feature helps to create client's file and control their documents and the way they flow in and out of the practice on a daily basis. This includes; Document register, Correspondence management, Auto form creation and Document consistency.

1.2. **Case Tracker**

The LAMS should have a case tracker module to provide up-to-date information regarding the progress of client's cases.

1.3. **Reminders**

Reminders scheduling' can be highly automated as part of legal workflow charts or users can add case, accounts and personal reminders manually on an ad hoc basis. LAMS should include this feature

1.4. **Work flow**

LAMS should provide a tool that enables LHRC staff to automate legal aid and administrative processes in a step-by-step approach relating to specific areas of work.

1.5. **Reports**

The system should be flexible and customizable to generate any required

reports. 1.6. **Case Viewer**

LHRC need a powerful, customizable to-do list that provides LAMS users with an onscreen overview of cases and a summary of important tasks and limitation dates all in one interactive view.

1.7. **Security**

Security is one of the most critical aspects of any system. This can be categorized as

- *Audit trail, User and Roles*
- *Advanced access rights*
- *Encrypted documents on file system*
- *Modify ownership and Support SSL.*

1.8. **Dashboard**

LAMS should have a simplified and easy to navigate user dashboard which contains;

- Attended clients charts
- Won and Lost cases
- On progress cases
- Dismissed clients charts
- Overall clients report

2.0. Consulting Company Profiling Instructions.

- 2.1. Companies wishing to undertake the process will be needed to submit their profiles and proposals
- 2.2. The following format and sequence should be followed in order to provide consistency in Companies' responses and to ensure each profile receives full and fair consideration. All pages should be consecutively numbered.
 - 2.2.1. Cover Page, showing Company's name, address and contact information;
 - 2.2.2. Up to one-page Letter of Introduction, signed by an authorized signatory;
 - 2.2.3. Table of Content, including page numbers;
 - 2.2.4. Presentation of the Company and its suitability for the assignment;
 - 2.2.5. A Company Reference List (with references' names and contact details) with at least 3 similar tasks conducted;
 - 2.2.6. Detailed CV of the expert proposed to execute the assignment, along with his/her current employment status with the Company or in case of proposing external expert a pre-contract document specifying availability of the proposed expert;
 - 2.2.7. Appropriate IT- related certification of the proposed expert;
 - 2.2.8. A document for registered activity as evidence that the Company is registered as a legal entity for performing the activity related to the subject of the Services or evidence that belongs to appropriate professional association in accordance with the regulations of United Republic of Tanzania.
 - 2.2.9. The list is not exhaustive, additional sections and further information can be provided by the Company.

3.0. Proposal Contents

- 3.1. The Consulting company must submit both financial and Technical proposal Including at least, the following.
 - 3.1.1. Sketch of the proposed System Workflow and Structure.
 - 3.1.2. Financial Consideration of carrying out the Whole Project to Final Launching, the Amount Must be Tanzanian Shillings(TSH)
 - 3.1.3. Proposed support Scheme
 - 3.1.4. Breakdown of Time frame of carrying out the Project

4.0. The Minimum Requirement.

- 4.1.1. At least 5 years' experience in developing information systems.
- 4.1.2. The Company has prepared/ executed at least 3 similar assignments.
- 4.1.3. The Company has worked With Non-government Institution Undertaking similar tasks
- 4.1.4. Company's Senior Staffs Proposed to work on this Project must have the following
 - 4.1.4.1. A Bachelor degree in ICT or related fields;
 - 4.1.4.2. In-depth knowledge and working experience in ICT Systems development (at least 5 years);
 - 4.1.4.3. Experience in designing and establishing and integrating high traffic web-based databases and modules, (at least 3 projects), With proven Technical Skills.
 - 4.1.4.4. Experience in handling voluminous data
 - 4.1.4.5. Experience in development of Server Solutions, procurement of hardware and software licenses;
 - 4.1.4.6. Strong Communication and writing skills including technical reports as well as general reports;
 - 4.1.4.7. Excellent command on both written and spoken English is essential;

5.0. General

- 5.1. The Client reserves the right to modify the terms of the ToR at any time at its sole discretion
- 5.2. The cost of preparing a proposal and of negotiating a contract, including trips is not reimbursable as a direct cost of the assignment. Short-listed proposals may be asked to make a presentation to the Evaluation Committee, which will be solely at the bidder's expenses.
- 5.3. The Company is requested to hold the proposal valid for 30 days.
- 5.4. The Client may not necessarily accept any proposal. At its sole discretion, the Client reserves the right to reject any or all proposals received and to accept any proposal which it considers advantageous, whether or not it is the lowest priced proposal. The Client is not under any obligation to award a contract, and reserves the right to terminate the request for proposal process at any time, and to withdraw from discussions with all or any of the Companies who have responded. The Client reserves the right to accept the proposed offer in total or in part, to

reject any or all offers, to waive any minor informalities, irregularities, or technicalities, and to accept the offer deemed most favorable to the Client.

5.5. The Language of the proposal and all correspondence is English.

6.0. Negotiations:

6.1. The Client reserves the right to negotiate specific terms of the contract with the short-listed companies prior to the final award of the contract. The Client intends to negotiate a contract with the Company, which secures the highest, overall weighted score as a result of the evaluation. Should it not be possible to finalize an agreement with that Company, negotiations will be terminated and the next highest rated Company will be invited. The Client also reserves the right to negotiate specific terms of the contract with the Company as the contract progresses.

7.0. Contract:

- 7.1. The Company appointed for the assignment shall be required to enter into a contract with the Client.
- 7.2. The Company must propose a schedule of payments that will be discussed and finalized at negotiations.
- 7.3. The Contract between the Client and selected Company will be signed under the Laws of the United Republic of Tanzania.
- 7.4. All submitted proposals become the property of the Client. However, only the submissions by the successful Company will be used.
- 7.5. The decision of the Client regarding the choice of a Company is final and is not subject to appeal.
- 7.6. All the work Done and System developed will be sole Property of LHRC, and LHRC will hold the Copyrights.

8.0. Enquiries

- 8.1. This TOR Can be download from Legal and Human Rights Centre website, www.humanrights.or.tz
- 8.2. Any **enquiries** about this TOR please contact LHRC ICT Unit through itsupport@humanrights.or.tz

9.0. Submission

- 9.1. Interested Companies will be required to submit their profiles as per this TOR Guidelines to the address below

Executive Director
Legal and Human Rights Centre
Justice Lugakingira House
Kijitonyama, Opp Institute of Social Work
P.O. Box 75254
Tel: +255(0) 222773038/48
Fax: +255(0) 222773037
Email: lhrc@humanrights.or.tz

- 9.2. The documents must be submitted via email or in a sealed envelope and must be received before: **February 15, 2019.**
- 9.3. Failure to follow the pre-drawn guidelines will lead to rejection.