Request for Proposal

Rapid Assessment of ICT Ecosystem for the Ministry of Justice and Courts Administration

Location	Apia, Samoa - open to hybrid (in person/remote) support
Duration	TBD (based on successful supplier workplan)
Supervisor	Chief Executive Officer (or delegate) of the Ministry of Justice and Courts Administration (MJCA).
Eligibility	Open to national and international firms and individuals

About the Program

Tautai – Samoa Governance for Economic Growth Program is an AUD 45 million investment delivered over eight years (2022-2030), building on Australia's previous investments to support the Government of Samoa (GoS) in improving fiscal management and promote equitable and sustainable economic growth. The program supports Australia's engagement with the GoS and other development partners in policy-driven budget support arrangements, and complements and supports Australia's other major bilateral investment through the Tautua Samoa Human Development and Social Inclusion program, working in health, education and social protection.

The overall objective of the Tautai Program is: To promote equitable economic recovery and sustainable growth in Samoa with improved fiscal efficiency, reducing the country's vulnerability to debt and external shocks.

The two End of Program Outcomes (EOPOs) are:

- Ministry of Finance (MOF), the Executive and the public sector deliver inclusive policies and budgets that improve Samoa's fiscal position and public administration for greater social wellbeing.
- GoS finance and deliver community level economic development that stimulates inclusive broad-based productivity and growth.

There are four (4) pillars of the Program, represented by the four (4) Intermediate Outcomes:

- Fiscal Management - Improved finance sector and whole-of-government coordination and oversight of reforms in revenue collection and public financial management.
- Economic stimulus and investment - Economic stimulus investments delivered by GoS and other partners in line with the Pathway for the Development of Samoa.
- Community and private sector engagement - GoS policy reforms and investment choices informed and supported by industry and the community.
- Multi-stakeholder collaboration - Improved integration and coordination of investments within Government and with external stakeholders.

Background

The Ministry of Justice and Courts Administration (MJCA) is responsible for supporting the administration of justice in Samoa through court administration, court registry services, records management, offender management functions and related judicial support services. New challenges of drug trafficking, organised crime, and money laundering have added burden on the Samoan justice system.

MJCA serves a diverse range of court users including landowners, commercial agents, public agencies and public bodies. Women, men, youth, persons with disabilities, vulnerable individuals and communities across Samoa regularly engage with the ministry services. The Ministry is committed to ensuring that future digital transformation initiatives support equitable access to justice, promote inclusion and accessibility, and strengthen safeguarding measures for court users, staff and stakeholders. Gender Equality, Disability and Social Inclusion (GEDSI), safeguarding and climate resilience are crosscutting considerations. Future system, process

and organisational improvements need to consider accessibility, inclusion, disaster resilience, business service continuity for all court users.

Law and justice sector development is largely financed by the national budget with funding focused on personnel. These resources are supplemented by bilateral and regional programs funded by partners including Australia, New Zealand and UNDP. The People's Republic of China and others also support training and infrastructure. MJCA has recently implemented organisational reforms establishing dedicated divisions for the Supreme Court and Court of Appeal and the District Court and Therapeutic Courts. The Ministry has also commenced a range of modernisation initiatives, including implementation of a Case Tracking System (CTS) and longer-term aspirations for enhanced digital service delivery, e-filing and information sharing across the justice sector.

Recent policy developments include a national crime prevention policy, anti-corruption policy, and the legal aid policy supported by the UNDP. A new 5-year Law and Justice Sector plan aligned with the PDS2 was supported by Tautai. Australia is also providing technical assistance to strengthen Samoa's Anti-Money Laundering, counter terrorism and proliferation financing regime (AML) with legislative changes requiring additional system wide capacity to monitor, investigate, prosecute, and recover the proceeds of crime.

The ministry is subject to a number of emerging national and operational polices set by the agencies such as the Ministry of Communications and Information Technology, Ministry of Commerce Industry and Labour and the Public Service Commission. This includes new ICT policy, OSH policy including prevention of psychosocial risks like abuse and harassment from digital sources and operational GEDSI policy for the public service.

Implementing existing and ongoing reforms requires efficient and effective justice and court administration. MJCA has identified a number of challenges relating to registry operations, case flow management, records management, staff capability, utilisation of digital systems and organisational readiness for future digital transformation. The revised corporate plan and agency proposals for the 2027 budget cycle are need for parliamentary approval by June.

Scope of Services

The Supplier will undertake a rapid assessment focused on the following themes and making practical recommendations to orient investments by the Samoan national budget and partners to inform justice and court modernisation, registry improvements, and organisational capability development.

1. **Court Registry and Case Flow Assessment**
   - Review end-to-end court registry processes and workflows
   - Assess current case intake, file management, listing, scheduling and case progression arrangements
   - Identify process bottlenecks, duplication and inefficiencies
   - Assess consistency of practices across relevant court jurisdictions and registries
   - Assess responsiveness of current registry processes to the needs of diverse court users including women, PwDs, youth and rural communities.

2. **Case Management and Case Tracking Systems Review**
   - Review the functionality, utilisation and effectiveness of the existing Case Tracking System (CTS)
   - Assess system adoption, data quality and reporting practices
   - Assess the extent to which CTS supports collection, management and reporting of relevant disaggregated data including gender and PwDs
   - Review privacy, confidentiality and access controls relating to sensitive court and offender information
   - Identify other opportunities to strengthen case monitoring, reporting and performance management
   - Assess future requirements for CTS enhancement and expansion

3. **Records and Information Management Assessment**
   - Review records management and archiving practices
   - Assess management of court files, exhibits and related information assets
   - Assess information management practices relating to privacy, confidentiality, data protection and management of sensitive case information
   - Identify risks and opportunities relating to information governance, records management and digitisation

4. **ICT and Digital Capability Assessment**
    - Review ICT infrastructure, systems and supporting technologies
    - Assess cloud-based and on-premises solutions where relevant
    - Review cybersecurity, privacy and user-access controls to support safe management of sensitive justice-sector
    - Review supporting ICT services including
        - internet connectivity
        - communications systems
        - network infrastructure
        - backup arrangements
        - disaster recovery capability

5. **Digital Transformation Readiness Assessment**
    - Assess readiness for future digital initiatives including
        - enhanced use of CTS
        - e-filing
        - digital records management
        - reporting and analytics
        - potential inter-agency data sharing arrangements
    - Assess ICT governance, organisational capability and change readiness.
    - Consider accessibility requirements for future digital systems and services including underserved or vulnerable groups.

6. **Capacity and Capability Review**
    - Assess workforce capability requirements relating to digital ethics, responsible use of AI, data privacy, safeguarding, GEDSI, climate resilience and digital reforms
    - Identify training, mentoring and change management needs including requirements to support inclusive and safe digital transformation.
    - Recommend practical approaches to support implementation and sustainability.

Selection Criteria

Potential Suppliers must address and demonstrate the following criteria in their submission.

- **Expertise.** Demonstrated qualifications and technical expertise in ICT infrastructure and systems assessment related to government court and justice information; digital transformation planning and business process analysis; cybersecurity and business continuity; and information and records management.
- **Experience.** Suitably qualified personnel with demonstrated experience undertaking ICT assessments or digital transformation assignments, experience in Pacific Island countries is highly desirable. Experience working with government agencies or public sector organisations, justice sector institutions, courts, tribunals are highly desirable. Experience incorporating GEDSI and safeguarding considerations into ICT, digital transformation or public sector assessments is desirable.
- **Capability**. Demonstrated expertise in leading ICT governance and organisational capability assessment. Practical and fit-for-purpose assessment methodology, ability to deliver the assignment within the required timeframe, strong stakeholder engagement and facilitation skills. Demonstrated ability to provide effective in-country engagement and support**.**
- **Price**. A competitive and realistic financial proposal that demonstrates value for money, taking into account the proposed methodology, level of effort, team composition, technical merit, pricing competitiveness and ability to deliver all required outputs within the expected timeframe.

Reporting & Performance

The Supplier will report to the Ministry of Justice and Courts Administration (MJCA) and the contract will be administered by the Tautai Program on behalf of DT Global. All deliverables will be submitted in an editable electronic format to MJCA and Tautai for review and acceptance.

Deliverable	Means of Verification	Indicative Timeline
1. Workplan	Approved workplan setting out the methodology, stakeholder engagement plan, information requirements, detailed workplan, risks, GEDSI, safeguarding, climate resilience and quality-assurance arrangements.	Supplier to propose
2. Current-State Assessment and Preliminary Findings	Brief after document review, consultations and site-based assessment, with process maps, ICT and systems inventory, baseline findings, key risks, bottlenecks and immediate improvement opportunities presented to MJCA and Tautai.	
3. Draft Rapid Assessment Report and Prioritised Digital Transformation Roadmap	Draft report submitted to MJCA and Tautai covering registry and case flow, CTS, records and information management, ICT infrastructure and services, cybersecurity and continuity, digital readiness, governance, workforce capability, use of AI tools, GEDSI, safeguarding and climate resilience considerations, and prioritised short-, medium- and longer-term recommendations with indicative sequencing and dependencies.	
4. Validation Workshop and Presentation of Findings	Validation workshop completed with MJCA, Tautai and agreed stakeholders; presentation materials, attendance record, feedback log and agreed revisions documented.	
5. Final Assessment Report, Roadmap and Implementation Plan	Final approved report incorporating feedback, executive summary, prioritised recommendations, implementation roadmap, governance arrangements, capacity-development and change-management plan, GEDSI and safeguarding actions, risk register, and recommended next steps.	

Basis of Selection and Payment

Suppliers are requested to submit both a Technical and a Financial proposal in response to this RFP via email to recruitment@tautaipartnership.org no later than **11.59pm (GMT +13) Apia Samoa on 6 December 2026.**

The Technical proposal must include the proposed methodology for delivery and a statement addressing the selection criteria. It should also include:

- details of the Supplier's profile
- CVs of specified (key) personnel
- an indicative workplan with an estimate of total time input (days)
- evidence of registration (e.g. a copy of a valid Business License / registration certificate)
- a completed Due Diligence Assessment Part A (refer to 'Notes' below).

The Financial proposal should present a total cost for the services in Samoan Tala (WST) exclusive of VAGST incorporating all fees & charges (see also 'Notes' below) based on the indicative workplan and level of effort outlined in the Supplier's Technical proposal. The Financial proposal should list all key personnel and provide a breakdown of their estimated input days and daily rate(s).

Notes

The preferred Supplier will be required to meet minimum safeguard standards relating to Fraud, Prevention of Sexual exploitation abuse and harassment, Child protection and modern slavery. Where no adequate Supplier policies exist, DT Global policies will apply to the services being delivered and all specified personnel will be required to comply with these policies and undertake relevant training.

To support DT Global's commitment to meeting these standards and to support our own due diligence obligations, potential Suppliers will be required to demonstrate their suitability and capacity to ethically perform the services. Potential Suppliers will be required to include a completed Due Diligence Assessment for submission with their proposals.

The preferred Supplier will be required to have reasonable Professional Indemnity and Public Liability Insurance cover in place before commencement, in addition to Worker's Compensation insurance as appropriate. DT Global will seek certificates of currency prior to the commencement of services or the mobilisation of personnel.

Financial proposals must be inclusive of the above insurance requirements, whether captured within the daily rate(s) or listed as a separate cost item.

The preferred Supplier is expected to be self-sufficient and will provide their own ICT other supporting resources but will be expected to base themselves in the relevant agency office as needed from time to time or as directed by the contract manager.

Costs (if any) associated with approved international travel arrangements, including economy-class flights, reasonable accommodation, transport and incidental costs (such as communications), will be reimbursed at cost (on supply of invoices/receipts), and will be arranged by the Supplier unless otherwise agreed or directed by DT Global.

Other Information

DT Global Asia Pacific Pty Ltd is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, sexual orientation, veteran status, gender identity, or national origin. DT Global Asia Pacific Pty Ltd prohibits discriminating against employees and job applicants who inquire about, discuss, or disclose the compensation of the employee or applicant or another employee or applicant.

DT Global is deeply committed to safeguarding, which refers to how we keep people and the environment safe from harm. This includes children and vulnerable groups that we interact with as beneficiaries; partners who we collaborate with to deliver our programs; government stakeholders who we support; and importantly, our own personnel.

We take a zero-tolerance approach to sexual exploitation, abuse and harm of adults and children; fraud, corruption and bribery; modern slavery; and any form of exploitation across our operations, partnerships, and supply chains. We uphold the highest standards of integrity and expect the same of those we work with.

Engagement with DT Global is subject to formal background screening, criminal record checks, employment verification, and periodic compliance checks. All DT Global staff receive safety, compliance, safeguarding and integrity training, and we expect our personnel and partners to always act in alignment with our company values.

About DT Global

At DT Global Asia Pacific, we aim to positively impact people's lives through delivery excellence. As a leading implementing partner across Asia and the Pacific, we co-create locally led solutions in partnership with governments, communities, and stakeholders. We bring together talented teams and deep regional expertise to deliver initiatives that promote inclusive economic growth, essential services, and resilient, secure

communities. With over 1,500 staff, experts in 22+ countries and more than 60 years of development experience, we tackle complex community, national and transnational challenges — from governance and justice systems to climate resilience, infrastructure and social equity — with innovative thinking and a commitment to long-term impact.

For more information, please see www.dt-global.com