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**Issuance Date: April 19th, 2024**

**Questions Deadline: April 24, 2024 by 4 p.m. CET**

**Proposal Deadline: April 26, 2024 by 4 p.m. CET**

Request for Proposals

ICT Hub within the framework of the "Justice for All" project is seeking experts to carry out activities:

**Research and mapping of Innovation Hubs**

Contracting Authority:

Association of Citizens for the Development of Technological Entrepreneurship ICT Hub

Kralja Milana 10

Belgrade, Serbia

**Content Summary**

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# **About the Project**

The USAID "Justice for All" project is a five-year initiative designed to assist the Government of the Republic of Serbia in addressing legal issues faced by citizens and facilitating their access to justice through strengthening the judicial system and its stakeholders, and achieving the guaranteed rule of law. The "Justice for All" project will empower Serbian citizens to understand better and utilize law and their rights by establishing a partnership between judicial actors and local communities to develop innovative approaches and solutions to legal problems, thereby improving legal services.

## **Background**

ICT Hub is an implementation partner for components of the program dedicated to justice innovation.

As a partner on the "Justice for All" project, ICT Hub is tasked with activities related to:

- Enhancing people's experiences when accessing legal services

- Forming innovation networks to facilitate problem identification and resolution in accessing justice

- Encouraging community involvement in problem-solving to identify feasible solutions. These activities are carried out through organizing hackathons, ideation programs, developing tools for e-justice through clickable prototypes, setting up incubation programs, etc.

A critical component of this initiative involves conducting comprehensive research to identify and map out the current challenges and solutions within the judicial system, particularly regarding e-justice innovations. To achieve these objectives, the project seeks to engage qualified researchers who can undertake these vital tasks.

**The Request for Proposal (RFP) is intended to attract skilled research implementers who can contribute to the project’s goals through innovative, reliable, and insightful studies.** These researchers will play a key role in advancing the project's aims of refining judicial services and ensuring that the benefits of technological advancements in justice are accessible to all, including vulnerable and underrepresented groups.

### **Scope of Work**

### **3.1 Activity Description**

ICT Hub is seeking research implementers for an initial study and mapping phase. Innovations in justice refer to improving the services of the judicial system so that people can resolve their legal issues efficiently and reliably. To build upon the findings and recommendations from the initial feasibility study of e-justice and research on legal needs, ICT Hub will expand existing innovations and develop potential solutions for e-justice, including those for vulnerable and underrepresented populations.

### **3.2 Research Objective**

The mapping research will focus on identifying challenges faced by justice seekers and existing solutions in the Serbian judicial system and in a broader context in any legal profession or public administration entity that develops e-solutions for providing services to citizens, along with other available solutions in the innovation ecosystem. The research will provide an overview of e-justice innovations introduced in the judicial sectors of several countries with comparative legal systems.

### **3.3 Research Framework and Structure**

1. Executive summary
2. Overview of the methodology.
3. Overview of the priority need of targeted groups and institutions that can be addressed throughout the project using various digital tools based on the review of existing research
4. Conclusion on trends related to digital tools for e-justice
5. Recommendations on the opportunities for innovation and introduction of e-justice tool and the mechanism how to reach it

### **3.4 Methodology**

The methodology should include:

Review of existing research already published by the J4all Project:

- Feasibility study of e-justice

- Mapping of free legal aid

- Legal needs and mapping the justice path

- Assessment of gender and social inclusion

Desktop Research:

- Existing solutions in countries of former Yugoslavia, Georgia, and Estonia - solutions applied in institutions and solutions existing outside the institutional framework (pay attention to solutions related to gender-based violence and free legal aid)

#### **4. Timeline and Milestones**

* Submit your offers by **April 26th**
* Selected Researchers informed by **May 1st**
* First draft report for review by **May 15th**
* Final report by **June 5**

##### 5. Resources:

The research will be conducted in cooperation and coordination with experts from ICT Hub. Also, ICT Hub and DPI will provide access to relevant stakeholders for additional interviews.

###### **6. Expected Outcome:**

Final Report will include existing innovations and solutions in e-justice as well as identify specific legal needs and pain points that could potentially be addressed through e-justice interventions with an emphasis on the challenges faced by vulnerable populations.

###### 7. Submission requirements

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ICT Hub will select the proposal with the best price-to-quality ratio and the researcher's expertise, which should align with the call's requirements.

To apply for the role of a researcher, please submit your offer with the following information:

* Send us the **CV of the leading expert** engaged in the project, along with a portfolio demonstrating previous experiences.
* An **offer including the price** for the research as described in the public request for proposal

The deadline for submitting proposals is **April 26th, 2024**

Please send your offers and any questions to the following email address: [olga.arsenovic@icthub.rs.](mailto:olga.arsenovic@icthub.rs)