MACRA
Communication services for a digitally transformed nation

EXPRESSION OF INTEREST (EOI)
Provision of Consultancy Services for the Development of a Case Management System for the Malawi Judiciary

Date of Issue: 28th October 2026
Procurement Ref. No: MACRA/IPDC/JUD-CCMS/2026/10/2

1.0. INTRODUCTION

The Malawi Communication Regulatory Authority (MACRA) was established under Section 4 of the Communications Act, Cap 68:01 of the Laws of Malawi, to regulate and monitor the provision of communications services and ensure, as far as practicable, that reliable and affordable communications services are provided throughout Malawi.

Among other functions, the Authority performs the following:

a. encourage the introduction of new technology and communications services in accordance with recognized international standards and applicable international law;
b. promote research and development in communications services;

2.0. 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 these processes by implementing an electronic Case Management System. While the system brought some improvements to some extent, these efforts did not bear the expected results due to several challenges. Furthermore, the current system is limited only to the Supreme Court and High Court, in addition to lacking features consistent with modern Case Management Systems such as e-Filing and e-Payment. To that end, the Malawi Judiciary, seeks to develop a new Comprehensive Electronic case management system to support all its courts, which include the Supreme Court of Appeal, all divisions of the High Court and Subordinate Courts made up of Magistrate Courts, the Industrial Relations Court (IRC) and the Child Justice Court.

The Malawi Communications Regulatory Authority (MACRA) has partnered with the Malawi Judiciary to develop this particular system. The new system aims to address the challenges faced by the Malawi 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.

3.0. OBJECTOVES OF THE ASSIGNMENT

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

4.0. SCOPE OF SERVICES AND SYSTEM FUNCTIONALITIES

A digital platform aimed to modernise court operations and improve the delivery of court services.

System Functionalities and Objectives

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 other Justice Sector partners.

d) Case Data Modernisation
- » Digitisation 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).

5.0. EXPECTED DELIVERABLES

The following are the expected deliverables:

5.1 Functional Case Management System
- » Core modules: Judges Panel (Term also refers to Panel for Worships from Magistrates Court and Chairpersons from the IRC), Court Clerks/Registry Panel, Lawyers/Litigants Panel, Sheriff/Warrants Panel, Registrar Panel, Court Reporters, Administration
- » Features: Case tracking, scheduling, e-filing, e-payment, document management, transcription and analytics dashboards.

5.2 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)

5.3 Hardware and Software Requirements (Bill of Quantities - BoQ)

Hardware:

- » Servers: On-premise/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

5.4 Interoperability and Integration

- » APIs for police, prisons, Ministry of Justice (DPP, AG), Legal Aid, ACB and e-payment systems (mobile money, banks),
- » Support for open data formats (JSON, XML)

5.6 System Integration Testing (SIT) and User Acceptance Testing

5.7 User Training and Documentation

- » Training sessions for Judicial officers, Clerks, Lawyers, Sheriffs, Administrators and IT staff
- » User manuals and technical documentation

5.8 Pilot and Full Deployment

- » Tested pilot version with feedback-driven refinements
- » Phased rollout to all court divisions starting with High Court and Supreme Court and thereafter rest of the Courts

5.9 Public and Stakeholder Portals

- » Public portal for case tracking and notices
- » Internal portals for judicial analytics and virtual hearings

5.10 Disaster Recovery & Backup

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

5.11 Compliance & Reporting Tools

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

5.12 Future-Ready Scalability

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

5.13 Post-Deployment Support

- » Continuous updates and feedback mechanisms
- » Maintenance contracts with vendors

5.14 Post-deployment service level agreement (SLA)

- » Maintenance and support contract (Minimum 12 months recommended)

6.0. CONSULTANT QUALIFICATIONS AND EXPERIENCE

Profile Required *(Education):*

The successful consultants 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 recognised institution, with extensive experience in the ICT sector of not less than 10 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: Computer Science, Cybersecurity, Law (with tech focus) or related digital fields from a recognised institution.

At least 5 years of specialised 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 and 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 court processes and digital infrastructure challenges.
f) Strong problem-solving and analytical skills for system troubleshooting.
g) Excellent technical documentation and communication skills in English.

7.0. 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.

8.0. EXPRESSION OF INTEREST (EOI) SUBMISSION

Interested eligible bidders may submit expressions of interest (EOI) in sealed envelopes and a soft copy clearly marked **"Provision of Consultancy Services for the Development of a Case Management System for the Malawi Judiciary"** should be submitted to the address highlighted below:

THE CHAIRPERSON
Malawi Communications Regulatory Authority (MACRA)
Senior Chief Kapeni VII Campus
8 Kasungu Crescent
Chichiri
Private Bag 261
BLANTYRE
312225
MALAWI
Attention: **Head of Procurement and Supply Chain**
E-mail: **procurement@macra.mw**

9.0. CLOSING DATE FOR RECEIPT OF EXPRESSION OF INTEREST

Closing date for submission of EOI's is on **Friday, 13th November 2026** at **10:00hrs** 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.