



GOVERNMENT OF SIERRA LEONE

REQUEST FOR EXPRESSIONS OF INTEREST
(Consulting Services – Firm Selection)

Date of Issue: 31st August, 2023

Country: Republic of Sierra Leone

Name of Project: Sierra Leone Digital Transformation Project

Consulting Services: Recruitment of a Consulting Firm for the Development of Digital Service Standards and G2C/G2B Services Landscape Review in Sierra Leone

Reference No: SL-MOFED-367860-CS-CQS

The Government of Sierra Leone through the Ministry of Communications, Technology and Innovation *has received* financing from the World Bank toward the implementation the Sierra Leone Digital Transformation Project, and intends to apply part of the proceeds for consulting services.

The consulting services (“the Services”) includes two key areas:

Digital Service Standards development

1. Develop comprehensive digital service standards that will guide the design, implementation, operation, and delivery of government services through digital channels.
2. Aligned the digital service standards with best practices and tailored to the specific needs and local context.

Public Service Delivery assessment

3. Conduct an assessment of public service delivery and review the current state of G2C and G2B services landscape, including an analysis of existing digital services, service delivery channels, citizen experience, and service gaps and challenges.
4. Identify opportunities for improvement and recommend strategies to enhance the delivery and accessibility of digital services.
5. Develop a roadmap plan for adopting digital service to enhance digital service delivery and improve citizen and business interactions with the government.

The Project Coordination Unit of the Sierra Leone Digital Transformation Project 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. The shortlisting criteria are: core business and years in business, relevant experience, technical and managerial capability of the firm. Key Experts will not be evaluated at the shortlisting stage.

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" July 2016 Revised November 2017, August 2018 and November, 2020 Procurement Regulations setting forth the World Bank's policy on conflict of interest.

The attention of interested Consultants is drawn to Section 111 of the World Bank's Procurement Regulations for IPF Borrowers July 2016 Revised November 2017, August 2018, November, 2020 and National Public Procurement Act 2016, setting forth the World Bank's policy on conflict of interest.

Consultants may associate with other firms to enhance their qualifications, but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.

A Consultant will be selected in accordance with the **Consultant's Qualification Selection (CQS)** method set out in the Procurement Regulations.

Further information and detailed Terms of Reference can be obtained at the address below during office hours between 09:00 to 16:00 hours or via email at pcu@sldtp.moic.gov.sl

Expressions of interest must be delivered in a written form to the address below by e-mail on or before **Friday 15th September, 2023 at 11:00 GMT.**

Project Coordination Unit
Sierra Leone Digital Transformation Project
Attn: The Project Coordinator
8th Floor,
Youyi Building
E-mail: pcu@sldtp.moic.gov.sl

Please indicate clearly the **Name of the Assignment** in the email subject heading and attachment as only electronic submission will be accepted.