



## **REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING SERVICES – FIRMS SELECTION)**

### **JAMAICA: FOUNDATIONS FOR COMPETITIVENESS AND GROWTH PROJECT**

Loan No.:9203-JM

#### **Assignment Title: Design, Develop and Implement Phase 2B of the National Business Portal (NBP) Project**

**Reference No.** (As per Procurement Plan): FCG/AF/CON/26

The Government of Jamaica (GoJ) has received financing from the World Bank toward the cost of the Foundations for Competitiveness and Growth Project, and intends to apply part of the proceeds for consulting services.

**Note: The award of contract is subject to the World Bank’s declaration of effectiveness of the loan.**

#### **The consulting services (“the Services”)**

The Government of Jamaica (GOJ) is seeking to engage the services of a team of Consultants to map and document the current business processes associated with the progression of investment projects; analyze the work flows and processes to identify bottlenecks and areas of redundancy; and make recommendations for improvements in the processes.

The Consultant should make recommendations to re-engineer business processes to be more efficient and to ensure that these processes can be accessed through an online platform called the National Business Portal, which will shortly start development. The Consultant will therefore be required to review and validate functional and non-functional requirements for the re-engineered processes, to be developed separately, and which will guide the expansion of the current NBP platform to include these processes and finalize tender documents to facilitate the procurement.

The ultimate aim is to support the expansion of the National Business Portal online platform that will provide easier access to public sector interests by potential investors, and promote enhanced e-government, all in a bid to boost Jamaica’s international competitiveness ranking.

The results to be achieved by the Consultant are as follows:

- Models of “As Is” investment business processes.
- Models of “To Be” investment business processes showing improvements to increase efficiency and to enable access through an online platform.
- Review and validation of the functional and non-functional requirements, as well as other procurement documents for Phase 3B consultants.

**The anticipated duration of the assignment is nine (9) months.**

**Interested consultants may obtain the Terms of Reference and the template for submission of an Expression of Interest in English at [www.gojep.gov.jm](http://www.gojep.gov.jm) or <https://www.pioj.gov.jm/procurement/> or <https://dobusinessjamaica.com/about-jampro/tender-invitations/>.**

The Planning Institute of Jamaica 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:**

- i. At least 10 years’ demonstrable experience in business process reengineering including: analysis, documentation, mapping and preparation of organizational procedures. The firm should demonstrate the successful completion of at least 3 projects of a similar nature in the last 5 years; *(35 points)*
- ii. At least 10 years’ demonstrable experience in organizational development and change management programmes. The firm should demonstrate the successful completion of at least 3 projects of a similar nature in the last 7 years; *(20 points)*
- iii. At least 10 years’ demonstrable experience in conducting requirements analysis to facilitate changing business processes using Information Technology. The firm should demonstrate the successful completion of at least 3 assignments of a similar nature in the last 5 years; *(15 points)*
- iv. At least 10 years’ demonstrable experience in the use of participatory approaches with multiple stakeholders as part of a business process reengineering or change management exercise. The firm should demonstrate the successful completion of at least 3 assignments of a similar nature in the last 5 years; *(15 points)*.
- v. At least 10 years’ demonstrable experience with strategic human resource planning. The firm should demonstrate the successful completion of at least 3 projects of a similar nature in the last 10 years. *(15 points)*

**The minimum points required for short-listing is 70.**

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 in November 2017 and August 2018) (“Procurement Regulations”), setting forth the World Bank’s policy on conflict of interest. In addition, please refer to the following specific information on conflict of interest related to this assignment: neither a Consultant (including personnel and sub-consultants), nor an affiliate (that directly or indirectly controls, is controlled by, or is under common control with that Consultant), shall be hired for any assignment that, by its nature, creates a conflict of interest with another assignment of the Consultant. In particular, the successful bidder for this consultancy will not be able to bid for Phase 3B of the National Business Portal Project, which is aimed at expanding the IT platform with the processes that have been re-engineered. 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 **Quality and Cost-Based Selection method** set out in the Procurement Regulations.

Expressions of interest (EOI) must be uploaded on or before **November 19, 2021 at 11:45pm**. This is an online-managed tender, and submissions will be accepted via the electronic Government Procurement Portal ([www.gojep.gov.jm](http://www.gojep.gov.jm)). No hard copy submission will be accepted.

To participate in this tender opportunity, consultants must first be registered and know how to use the electronic Procurement System, [www.gojep.gov.jm](http://www.gojep.gov.jm). Please self-register on the e-GP System, by selecting the Register as a Supplier link from the home page. **Consultants are encouraged to upload their submissions at least two (2) hours prior to the deadline for submission.** For assistance, and training please contact the GOJEP support desk at: 1-876-932-5220 or 1-876-806-5149 or 1-876-806-4581; or 1-876-806-4536 or via email at [opppcustomercare@mof.gov.jm](mailto:opppcustomercare@mof.gov.jm).

Further information can be obtained at the address below during office hours of 9:00 AM and 4:00 PM.

Planning Institute of Jamaica

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