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REQUEST FOR EXPRESSION OF INTEREST

For Selection of Consulting Services
Business Process Review (BPR) for the Provincial Secretariat and Cabinet of
Khyber Pakhtunkhwa

Country:	Pakistan
Project:	Khyber Pakhtunkhwa Revenue Mobilization and Resource Management Program (KPRMRMP)
Credit No.:	6421PK
Reference No.:	PK-FD-KP-121600-CS-LCS

The Government of Pakistan (GoP) has received credit from World Bank towards the cost of the Khyber Pakhtunkhwa Revenue Mobilization and Resource Management Program (KPRMRMP). The project intends to use part of the proceeds for Business Process Review (BPR) of the Provincial Secretariat and Cabinet of Government Khyber Pakhtunkhwa. The Government of Khyber-Pakhtunkhwa aims to; minimize the use of paper in offices in a phase-wise manner eventually transitioning to paperless governance model; Improve productivity, efficiency and transparency of government departments through an automated file management system; Improve efficiency of interaction between local, provincial and federal government entities through the automated file management system and use of secure, innovative ICT solutions including Video Conferencing, email services, shared drive/cloud-based storage facilities, etc; and Improve decision making through data driven governance.

To achieve this objective Government of Khyber Pakhtunkhwa intends to hire a management consulting firm to undertake a Business Process Reengineering (BPR). A well-designed set of business processes will support the effective fulfilment of departmental missions and achievement of strategic goals. This review and mapping are expected to highlight critical business processes and functions; hidden processes and legal gaps; potential problems caused by disruption in technology; escalations caused by problems; and essential IT resources required to enable continuity of critical business processes. Based on this review/mapping, the consulting firm is expected to define new roles and responsibilities resulting from the process mapping, new tools to undertake new functions, management control systems to safeguard and operationalize new processes, and all necessary policies, rules, guidelines, activities, and work instructions, and propose the functional and technical requirements to support the implementation of the recommendations of the process mapping and allow for their integration. The assignment is expected to start in November, 2019 and the implementation period of the assignment is five months.

The detailed Terms of Reference (TOR) for the assignment can be found at the following website: (<http://pcna.gkp.pk/procurements/business-process-review/>) or can be obtained at the address given below.

To support this intervention, KPRMRMP 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.

Eligibility Criteria for assessing an Expression of Interest include:

- The firm should, have a minimum of 10 years of experience implementing ICT solutions, BPR and change management in developing countries and demonstrated experience in implementing support to governments in the region and internationally
- Should have completed at least two similar projects of comparable scale and complexity (documentary evidence required)
- Should have an overall HR that substantially corresponds to areas covered on ToRs (See indicative team profile is in table 1 of ToRs). [Specific CVs and nomination not required at shortlisting stage]

Interested firms must provide information indicating that they are qualified to perform the services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.).

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 and August 2018] ("Procurement Regulations"), 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.

Firm will be selected in accordance with the Least Cost-based Selection (LCS) method set out in the World Bank's Procurement Regulations.

Further information can be obtained at the address below during office hours (0900 to 1600).

Expressions of Interest (EOI) (5 copies) may be delivered in written form to the address given below by August, 05, 2019.