



Digital Governance and Economy Project - EDGE

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

Grant No.: IDA-D906-MZ

Assignment Title: **Consultancy Services to Develop a Public Service Catalogue and Conduct Data Collection on Public Service Delivery**

Reference No.: C153

The Government of Mozambique has received financing from the World Bank toward the cost of the **Digital Governance and Economy Project - EDGE**, and intends to apply part of the proceeds for consulting services.

The consulting services ("the Services") include:

- Survey of services offered by the public administration, with details of the steps and procedures involved in the process of its request;
- Development of a Public Services Catalogue that should be delivered in an *offline* and *online* version, easy to navigate and understand, which should be integrated into the Citizen's Portal in order to facilitate navigation, understanding and enabling access to services;
- Integration of the Catalogue with other relevant systems and databases;
- Establishment of a process of regular updating of the information in the Catalogue in a dynamic and sustainable manner;
- Implementation of user *feedback* mechanisms to evaluate the quality of services

The detailed Terms of Reference (TOR) for the assignment can be found at the following website: www.inage.gov.mz

The National Institute of Electronic Government, a Public Institute 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: At least 3 successful experiences in (i) Data collection, and conducting surveys to users (citizens and public companies, private companies, etc.) in close interaction with Public Administration; (ii) Experience in carrying out similar activities in developing countries, including Africa; and (iii) Development of standard operating procedures. 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" September 2023 ("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.

A Consultant will be selected in accordance with the Quality and Cost Based Selection (QCBS) method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours: 0800 to 1530 hours.

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by e-mail) by 2 October 2024.

National Institute of Electronic Government, a Public Institute

Digital Governance and Economy Project - EDGE

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