



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 Operationalize the Government Call Center**

Reference No.: C215

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:

- Provide essential information about basic public services, including details on necessary procedures and documents;
- Collection and analysis of feedback on the quality of public services provided;
- Guide and train frontline workers and attendants with a special focus on improving service delivery;
- Collecting data to evaluate service delivery performance, such as monitoring facilities and supplies, tracking attendance or absenteeism of frontline workers, and evaluating budget utilization;
- Establish a proactive Citizen feedback monitoring system to record feedback from citizens who interact with the Government;

- Implement an SMS-based feedback mechanism to assess citizens' satisfaction levels regarding various public services
- Present a proposal for the acquisition of goods and/or services necessary to implement the system effectively;
- Collect data to measure service delivery performance (e.g. monitoring of facilities and supplies, absenteeism/attendance of frontline workers, budget utilization performance);
- Increase the efficiency and quality of citizen service, ensuring quick and accurate responses to queries and requests;
- Reduce the Government's operational costs through the automation of tasks and reducing the need for customer service personnel;
- Training of the defined team, ensuring their integration throughout the implementation process in order to ensure the correct appropriation and transfer of knowledge;
- Expand the ability to reach a large number of citizens through informational and awareness-raising SMS campaigns;
- Implement metrics and Key Performance Indicators (KPIs) to monitor service performance, measuring the average service time, problem resolution rate, citizen satisfaction, among others; It is

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: (i) At least 3 successful experiences in carrying out similar activities; (ii) Experience in implementation of robust security measures to protect users' sensitive data; and (iii) Experience in implementation of quality management practices to ensure a high standard in interactions with citizens. 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 16 October 2024.

National Institute of Electronic Government, a Public Institute

Digital Governance and Economy Project - EDGE

Email- procurement@inage.gov.mz

Av. Vladimir Lenine, 598, 7th and 8th Floor

Tel. 258 853004034/5

Maputo-Mozambique