

REQUEST FOR EXPRESSIONS OF INTEREST

(CONSULTING SERVICES – INDIVIDUAL CONSULTANT SELECTION)

Country: Pakistan

Name of Project: Digital Economy Enhancement Project

Credit No: 7514-PK

Assignment Title: Agile Coach

Reference No.: PK-MoITT-469375-CS-INDV

The Government of Pakistan has received financing from the International Development Association (IDA) toward the cost of Digital Economy Enhancement Project (DEEP) and intends to apply part of the proceeds for consulting services, which shall be implemented by the Ministry of IT and Telecom.

The consulting services (“the Services”) include professional expertise of “**Agile Coach**” at a monthly lump sum remuneration. The Ministry of IT and Telecom, being Project Management Unit (PMU) intends to hire services of “**Agile Coach**” for DEEP that can assist the project management in relevant field. The consultant, as an expert in the field, will provide quality advice maintaining the highest degree of integrity and ethical standards. The services of individual consultant shall be initially hired for a period of 12 Months.

The detailed Terms of Reference (TOR) for the assignment can be obtained at the address given below or can be downloaded from <https://njp.gov.pk>

Ministry of IT and Telecom being Project Management Unit invites eligible candidates (“Consultants”) to indicate their interest in providing the Services as “**Agile Coach**” in Digital Economy Enhancement Project. Interested Candidates should provide information demonstrating that they have the required qualifications and relevant experience to perform the expected Services. The services of individual consultant will be required /hired to assist project team on DEEP as per ToRs. The short-listing criteria are based on: (i) Qualification, (ii) Experience (iii) Additional Skills

The selected candidates will be required to present their original documents at the time of the interview. Submission of any false information will lead to immediate disqualification of the candidate at any stage of the hiring process.

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, setting forth the World Bank’s policy on conflict of interest.

A Consultant will be selected in accordance with the Open Competitive Selection of Individual Consultants method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours 0830 to 1630 PST.

Applicants shall apply online at National Job Portal www.njp.gov.pk.

Program Office (DEEP)

Ministry of IT and Telecom

7th Floor, Kohsar Complex

Pakistan Secretariat

F-5, Islamabad

Telephone: 051-9215621

Hiring for Individual Consultants Under DEEP

TERMS OF REFERENCE

Announcement Reference no:	1-1/2024-IT	Date	12 January 2025		
Project	Digital Economy Enhancement Project (P174402)				
Position Name	Agile Coach	Position ID	PK-MoITT-469375-CS-INDV		
Vacancy	1	Type of Contract	Individual	Duration	12 Months

BACKGROUND

Digital Economy Enhancement Project (DEEP) is a World Bank assisted project with the objective to enhance the Government's capacity for digitally enabled public services delivery for citizens and businesses.

MoITT is the sponsoring agency of the project with execution support of (i) Board of Investment (BoI), (ii) National Database and Registration Authority (NADRA), (iii) National IT Board (NITB), and (iv) Ignite – National Technology Fund.

PROJECT DESCRIPTION

The Digital Economy Enhancement Project (DEEP) aims at building the capacity of the Government to provide digitally enabled public services to citizens and businesses. The project will support the development of digital public infrastructure—including for responsible data exchange, digital authentication, and verifiable credentials—and digitalization of public services (including to make them available through a new national citizen portal), which will improve the accessibility and delivery of services, economic opportunities, and social protection.

In addition, DEEP will support a transition towards a digital inventory of administrative procedures and the development of an electronic single window—the Pakistan Business Portal (PBP)—integrated across all three layers of government for new and existing businesses to apply, renew, pay, and meet all their compliance needs. It will also promote civic innovation and digital inclusion.

OBJECTIVES OF THE ASSIGNMENT

The Agile Coach will play a key role in driving the adoption and implementation of Agile methodologies across teams involved in the DEEP project. This role is integral to ensuring iterative, adaptive, and efficient delivery of project objectives. The Agile Coach will collaborate with stakeholders to embed Agile practices and principles, enhancing team productivity, cross-functional collaboration, and continuous improvement within the digital transformation initiatives under DEEP.

The responsibilities include (but not limited to) the following:

- 1) Develop and implement an Agile transformation roadmap tailored to the DEEP project's objectives.
- 2) Guide and mentor project teams and leadership on Agile principles, frameworks, and practices to ensure alignment with project goals.
- 3) Facilitate Agile ceremonies such as sprint planning, daily stand-ups, retrospectives, and reviews.
- 4) Provide coaching to cross-functional teams to enhance collaboration, accountability, and performance.
- 5) Design metrics and reporting mechanisms to monitor the progress and effectiveness of Agile implementation.
- 6) Collaborate with stakeholders to ensure Agile practices are integrated with the project's governance and reporting requirements.
- 7) Identify and address challenges or barriers to Agile adoption, proposing actionable solutions.
- 8) Support the Program Management Unit (PMU) in developing Agile-based project documentation, including Terms of Reference (ToRs), Expressions of Interest (EOIs), and Requests for Proposals (RFPs).
- 9) Lead training sessions and workshops to build Agile capabilities among government personnel and project stakeholders.
- 10) Provide regular updates and recommendations to the Program Director and relevant committees on the Agile adoption process and its impact on project delivery.

SCOPE OF THE ASSIGNMENT

The work of the Agile Coach will include the following tasks, among others:

- 1) Develop and execute an Agile transformation strategy for the DEEP project.
- 2) Mentor teams on Agile frameworks such as Scrum, Kanban, and SAFe, ensuring their effective implementation.
- 3) Facilitate Agile ceremonies and provide feedback to improve team dynamics and performance.
- 4) Work closely with the Program Management Unit (PMU) to align Agile practices with the overall project management framework.
- 5) Develop Agile-centric project documentation and tools to support iterative delivery cycles.
- 6) Ensure continuous improvement through the adoption of feedback mechanisms and Agile metrics.
- 7) Collaborate with cybersecurity teams and data governance specialists to align Agile delivery with data security and privacy requirements.
- 8) Deliver training and capacity-building initiatives for government personnel and stakeholders.
- 9) Assist in drafting Agile-aligned ToRs, EOIs, and RFPs to streamline procurement processes.

QUALIFICATION AND EXPERIENCE

- 1) Minimum 16 years of education from a reputable/HEC recognized university in Computer Science, Information Technology, Business Administration or a related field.
- 2) Minimum 15 years of professional work experience in Agile coaching or related roles, preferably within large-scale digital transformation projects or government initiatives.
- 3) Proven expertise in implementing Agile frameworks (Scrum, Kanban, SAFe) in complex environments.
- 4) Strong experience in facilitating Agile ceremonies and driving continuous improvement.
- 5) Familiarity with Agile tools and techniques, such as JIRA, Confluence, or Azure DevOps.

- 6) Knowledge of digital transformation principles and practices, including alignment with national and international standards.
- 7) Project management experience in delivering IT or digital transformation projects is preferred.

ADDITIONAL SKILLS / EXPERTISE

- 1) Excellent interpersonal and communication skills, with the ability to engage both technical and non-technical stakeholders.
- 2) Proficiency in conflict resolution and stakeholder management.
- 3) Experience in delivering Agile training sessions and workshops.

SCHEDULE FOR THE ASSIGNMENT

The Agile Coach will be appointed on a contract basis for a tentative period of 12 months. However, in case of additional time engagement the process and modalities of extended duration will be finalized at the time of Contract.

REMUNERATION AND OTHER BENEFITS

- 1) The consultant will receive remuneration as per the scope of work defined and based on the World Bank guidelines applicable to individual consultants for this position.
- 2) Travel expenses as approved by the World Bank and the Government of Pakistan.
- 3) This is a consulting-based appointment and does not offer medical or other benefits.

REPORTING OBLIGATIONS

- 1) The Agile Coach will report to the Program Director PMU, Ministry of IT & Telecom.
- 2) The Agile Coach is required to follow all rules and directives of the World Bank and the Government of Pakistan for successful implementation of the project.
- 3) The Agile Coach is required to follow working days and timings as per the directives of the Federal Government of Pakistan.
- 4) The Agile Coach is required to report to work in an official attire.
- 5) The Agile Coach is prohibited from working for any other party or a paid job, or taking any other assignment during the course of this contract without written approval from the Competent Authority.

- 6) The Agile Coach shall ensure that all the required reports for the project are prepared on time in accordance with the requirements of the World Bank and the Government of Pakistan.

SELECTION CRITERIA

- 1) The applicant will be selected based on the following criteria

Criteria	Points
Educational Qualification	20
Work Experience	20
Additional Skills/ Expertise	10
Interview	50

SUBMISSION

Candidates meeting the required criteria should submit their applications at <http://www.njp.gov.pk> within 15 days of publication of the advertisement. No hard copy of application shall be accepted and all applications must be sent via NJP online. Shortlisted candidates who are working in Government sector are required to produce NOC at the time of interview.