

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: Implementation, Monitoring & Coordination Expert – Citizens Service Portal

Reference No.: PK-MoITT-469385-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 **“Implementation, Monitoring & Coordination Expert – Citizens Service Portal”** at a monthly lump sum remuneration. The Ministry of IT and Telecom, being Project Management Unit (PMU) intends to hire services of **“Implementation, Monitoring & Coordination Expert – Citizens Service Portal”** 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 24 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 **“Implementation, Monitoring & Coordination Expert – Citizens Service Portal”** 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	Implementation, Monitoring & Coordination Expert – Citizens Service Portal, NITB (DEEP)	Position ID	PK-MoITT-469385-CS-INDV		
Vacancy	1	Type of Contract	Individual	Duration	24 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 Implementation, Monitoring & Coordination Expert – Citizens Service Portal will oversee the implementation and coordination of Key Enablers for the National Citizen Services Portal and the digitalization of government-to-person services, including associated databases. The expert will ensure coordination at the Federal and Provincial levels, addressing fragmentation in public service digitalization efforts and ensuring knowledge transfer between provinces. This role is critical in enhancing the quality and efficiency of service delivery through digital means and ensuring compliance with guidelines and timelines.

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

- 1) Coordinate with Federal and Provincial ministries, departments, regulatory bodies, and agencies to ensure smooth implementation of Key Enablers for the National Citizen Services Portal and the digitalization of government-to-person services.
- 2) Act as the coordinating point of contact for all consultant and PMU teams to synergize efforts for the efficient execution of tasks related to the digitalization of public services.
- 3) Establish a reporting and feedback mechanism with all stakeholders, including the Project Steering Committee, MoITT, and relevant government bodies, to ensure alignment with project objectives.
- 4) Facilitate stakeholder secessions and enable resolution of issues or conflicts that may arise during the implementation of digital services and associated databases.
- 5) Monitor the progress of project activities and ensure adherence to established timelines and objectives.
- 6) Identify risks in the implementation of digital services and develop mitigation strategies to ensure smooth progress.
- 7) Participate in the review and evaluation of project progress and provide feedback for continuous improvement.
- 8) Ensure compliance with relevant guidelines, including World Bank regulations and Government of Pakistan procedures.
- 9) Support the digitalization of underlying registries and integration with the National Data Exchange Layer to improve data re-usability and service delivery.

- 10) Coordinate the inventory of services across various government entities, identifying those to be prioritized for digitalization.
- 11) Engage with provincial IT Boards and federal agencies to build their capacity to adopt Pakistan's Digital Public Infrastructure (DPI), including the National Data Exchange Layer and digital authentication mechanisms.
- 12) Foster knowledge transfer between provinces to ensure the reuse of digital solutions and avoid duplication of efforts.
- 13) Map business processes for regulatory approvals and propose re-engineering to streamline services and introduce digitalization where applicable.
- 14) Facilitate the development of technical designs, software, and mobile applications to enhance public service delivery.
- 15) Ensure participation and feedback from end-users, particularly women, in designing new digital services to make them more inclusive and accessible.
- 16) Develop and implement communication strategies to raise awareness of the National Citizen Services Portal and its benefits.

SCOPE OF THE ASSIGNMENT

The work of the Implementation, Monitoring & Coordination Expert – Citizens Service Portal will include the following tasks, among others:

- 1) Establish strong coordination with Federal and provincial Governments for the implementation of Key Enablers in the National Citizen Services Portal.
- 2) Collaborate with Provincial IT Boards, building their capacity to embrace digital transformation and adopt Pakistan's DPI.
- 3) Ensure digital services and underlying registries are integrated with the National Data Exchange Layer, improving re-usability and data sharing across government agencies.
- 4) Engage with stakeholders and prioritize services for digitalization by conducting inventories and mapping business processes to enhance service delivery.
- 5) Support the development of software, websites, smartphone applications, and other digital systems to streamline government-to-person services.
- 6) Ensure the knowledge is shared and the solutions developed for digital services are reusable, to avoid duplication of efforts.

- 7) Identify implementation risks and propose mitigation strategies to ensure project objectives are met.
- 8) Monitor the progress of the digitalization project and provide feedback for improvement through regular assessments of key activities.

QUALIFICATION AND EXPERIENCE

- 1) Minimum 16 years of education from a reputable/HEC recognized university in ICT related discipline (Information Technology, Computer Science, Electrical, Telecom, Computer Engineering, Engineering Management etc.), Project Management, Public Administration, Business Administration, or a related field.
- 2) Minimum of 10 years of overall work experience, preferably in international organizations or working with government entities, agencies and regulatory bodies dealing with C&IT matters.
- 3) Having strong knowledge of national laws, policies, rules, regulations and understanding of various government bodies mandated to promote digitalization in their related sector in the country and dealing with Data, IT, Telecommunication, Cyber, Data privacy and related fields.
- 4) Experience in formulation of strategy, policy & regulations at national level and managing large-scale projects.
- 5) Conversant with issues and impediments in implementation of digitalization initiatives in Pakistan.
- 6) Experience in dealing with international tech giants, financial institutions.

ADDITIONAL SKILLS / EXPERTISE

- 1) Knowledge of project management procedures and regulations of the World Bank.
- 2) Acquittance with local procedures and rules for project management.
- 3) Strong analytical skills and ability to manage complex project data.
- 4) Excellent communication and presentation skills, both orally and in writing.
- 5) Proficiency in project management software and tools.
- 6) Ability to work effectively with provincial governments and other stakeholders.
- 7) Contributions at national level towards digitalization.

SCHEDULE FOR THE ASSIGNMENT

The Implementation, Monitoring & Coordination Expert – Citizens Service Portal will be appointed on a contract basis for a period of 24 Months.

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 Implementation, Monitoring & Coordination Expert – Citizens Service Portal will report to the Project Director PIU, NITB.
- 2) The Implementation, Monitoring & Coordination Expert – Citizens Service Portal 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 Implementation, Monitoring & Coordination Expert – Citizens Service Portal is required to follow working days and timings as per the directives of the Federal Government of Pakistan.
- 4) The Implementation, Monitoring & Coordination Expert – Citizens Service Portal is required to report to work in an official attire.
- 5) The Implementation, Monitoring & Coordination Expert – Citizens Service Portal 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 Implementation, Monitoring & Coordination Expert – Citizens Service Portal 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.