**TERMS OF REFERENCES (TORS)**

**FOR**

**“REOI FOR FEASIBILITY AND FRAMEWORK DEVELOPMENT AND DEVELOPMENT OF AN INTEGRATED ONE-WINDOW FACILITATION PLATFORM”**

**Reference No.** **PK-KPITB-184196-CS-QCBS**

**1: PROJECT BACKGROUND:**

Khyber Pakhtunkhwa Information Technology Board (KPITB) is a public sector autonomous organization established under an Act of the Khyber Pakhtunkhwa (KP) Assembly in May 2011, for the promotion, planning, execution, supervision, evaluation and regulation of Information Technology, and Communication Technology, Information and Communication Technology enabled services and education for public and private sector of the Province of the Khyber Pakhtunkhwa, Pakistan.

The KPITB is undertaking a project titled “Digital Jobs in Khyber Pakhtunkhwa” for promoting inclusion of women and youth in the digital economy and for creation of employment opportunities through Digital means. The project is funded through a grant by the Multi Donor Trust Fund (MDTF), administered through the World Bank.

Digital transformation is driven by leveraging on digital technology to deliver value to the Government, People and Businesses. Besides the technology aspect, there is a need to focus on the procedural, administrative, and human behavioral shift in the way how processes flow. The province of Khyber Pakhtunkhwa offers several promising prospects to investors in the ICT sector in the form of many digitally skilled youth, competitive regional wages and a relatively fluent English-speaking population. However, investments in the digital space require significant improvements on the ease of doing business index in Khyber Pakhtunkhwa.

For this purpose, under this component a technical consultancy firm will be hired to assess the current needs of businesses with respect to their operations. This shall include mapping of processes, developing process flows, proposing process reengineering if required, regulatory and legal requirements for setting up a business in Khyber Pakhtunkhwa etc. The consultant will develop the complete scope of work including a High Level Design for the Digital Platform in addition to a comprehensive framework for the one window facilitation platform with a view to improve facilitation of investors, businesses, tech startups and SMEs within the province.

The primary objective of the consultancy assignment is to significantly reduce the time required for business registration within Khyber Pakhtunkhwa, increase transparency to build the trust of prospective investors, and contribute to improving the ease of doing business index ranking in Pakistan.

As part of this agenda, the KPITB aims to consolidate all registration processes and facilitate under one-window with a focus that may be broadly based on but not limited to the following parameters:

A. Setting up an ICT business (Registration)

B. Construction permits (where required)

C. Facilitation in provision of required utilities

D. Credit/Loan applications

E. Investor protection

F. Tax payments

G. Trading across borders

H. Investment repatriation

To do this, the GoKP intends to hire a management consulting firm to undertake a Business Process Review (BPR). A well-designed set of business processes will support the effective fulfilment of project missions and achievement of strategic goals. This review and mapping is 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.

**2:** **OBJECTIVES**

The objective of the assignment is to firstly assess the existing business processes and associated systems (“as is”) for each stakeholder and propose integrated ICT solutions for reengineered processes (“to be”) and development of said solution based on industry wide standards and international best practice that reduces or eliminates the manual efforts associated with the process workflow of relevant stakeholders.

**3:** **SCOPE OF SERVICES**

The Business Process Review and development of software shall take into consideration all Processes of relevant stakeholders and departments. In addition, asses any bottle necks and delays caused by the entire manual procedures of the current operations of department, which may involve approvals, RACI (responsibilities of actors), documentation, scheduling, filing, and secondary/ tertiary level manual procedures involved in the approvals.

**4:** **TERMS OF REFERENCE (TORS):**

* 1. **Business Requirements Gathering**
1. Hold consultations with relevant Government entities having automated solution to gather requirements related to API level access and integration with their solution.
2. Examine, evaluate and conduct detailed studies of the existing similar solutions, if deployed in other provinces;
3. Review existing Instructions & Rules of Business or any other applicable law; procedural codes and rules, as well as any other local rules or practices affecting stakeholder workflows.
4. Conduct consultative meetings to chalk out an architectural framework of the proposed solution;
5. Identify and prioritize the relevant stakeholders where the solution can be deployed in the initial phase.
	1. **Business Process**  **Reengineering /Mapping**
6. Develop process flows based on the requirements collected during the Business Requirements Gathering phase;
7. Develop workflows and Business Process Management in-line applicable laws/ rules/ procedures;
8. Propose re-engineered process flows if required;
9. Formulate a report on gains by adopting recommended business process re-engineering and automation over current as-is process. This may include but limited to gains in time of man-hours saved, redundant processes automated, bottlenecks addressed.
	1. **Determining Functional & System Requirements Specifications**

The Consultant shall review the existing processes and define the Functional Requirement Specification (FRS) and System Requirement Specification (SRS) which shall include but not limited to covering the following aspects:

* 1. An architectural framework supported by detailed requirements and technical parameters based on comprehensive system analysis and design;
	2. Assumptions, factors and identified risks that could affect the functional design of the system.
	3. The FRS shall identify all Use cases of the system and identify user roles;
	4. Highlight the additional details on the quality related aspects as well as other behavioral aspects of the system including but not limited to system response times (Data search and retrieval), Performance needs and metrics, Latencies in a particular timeframe or during high volume transactions, System failures and recovery management, Security levels and accessibility constraints, Data Backup and archiving Capabilities, Legal compliance needs etc. The broader definition of the term ‘system’ also includes integrations with all types of Mobile platforms, Mobile devices, Tablets, and Smartphones;
	5. The Consultant shall define the reporting needs of the system in the FRS, including but not limited to the scope and format of the report, data elements and contents required on the report, file types and extraction mechanisms, user base and accessibility levels, the frequency of report extractions etc.;
	6. The Consultant shall identify the integration needs and state all required interfaces with anything external to the proposed solution including hardware, software, and users. The FRS shall include Architectural overview diagrams, high-level data flow diagrams, table structures and schema, interface protocols, API’s, Error conditions, Error validations, and messaging needs, Auto-processing requirements, hardware and software dependencies, Upgrade requirements, compatibility issues with existing frameworks and solutions, etc.;
	7. The FRS shall elaborate Data Migration/ Conversion Requirements of the required system by providing full identifying information for the automated system, application, or situation for which the Data Conversion Plan applies.
	8. The FRS shall include detailed functional requirements including use cases, system inputs and outputs, process flows, diagrams, and mockups;
	9. The SRS shall include file and office communication and documentation system based on the KP applicable laws;
	10. User Management (Access Control);
	11. Messaging Chat Service;
	12. Customizable as per individual stakeholder requirements;
	13. Business Intelligence for informed decision making;
	14. Specifications to ensure confidentiality, integrity and availability of data on the move and at rest;
	15. Compatibility with Mobile, Tablet and Desktop Platforms;
	16. Provide scalability and interoperability plan for the solution in terms of all aspects including growth of users, data and the addition of modules;
	17. Determine and propose necessary cyber security protocols for the solution at network and application layers;
	18. Determine and propose mechanisms and policies for data migration, maintenance of logs, addition /deletion of users;
	19. Determine and propose policies for defining roles and responsibilities for different levels of users;
	20. Determine and propose Access Control policies based on Data Classification based on Government Roles and hierarchy;

The Consultant shall ensure the following while proposing the technical parameters:

* Simplicity for ease of operation and improved efficiency;
* Ability to provide optimal possible information;
* Capability and effectiveness to integrate all relevant stakeholders
* Scalability and interoperability;
* Ease of customization Process flows;
* Time to complete a process before and after deploying proposed solution; and
* National Cyber Security Directives/ Standards.
	1. **Software Development and Acceptability Testing**
1. Based on the requirements gathered, develop an application framework that includes user management, access control, security and workflow for publishing information.
2. This application framework should be able to add modules in future and be able to share data with other applications. Test the application framework with the real users from KPITB and gather feedback on the system.
3. Based on the feedback received from the testing by the real users, finalize the web-based/ mobile friendly application and prepare technical documentations and user manuals for orienting the users.
4. Orient the system administrators and end users of KPITB (approx. 5-10 persons) on administering and using the system.
5. Finalize the users’ manual based on feedback received from the end users.
6. Make the user manual as help file to online application so that user can refer to the manual as and when needed
7. Host the online software at KPITB designated web server and hand over the documented source code, user manuals and training materials to KPITB with a plan of regular maintenance.
8. Provide troubleshooting support for at least 6 months after handing over the software. The support should be in person, over telephone and via email, as and when necessary.
	1. **Determining HR and ICT Infrastructure Requirements**
9. Perform needs assessment of the current IT capacity of individual stakeholder’s and identify any infrastructure and Human Resources gaps, and recommend necessary upgrades in IT infrastructure/ additions in HR;
10. Review the existing HR capabilities within relevant stakeholders and provide capability assessment of the existing HR;
11. Prepare a training plan for the skill development of existing relevant staff based on skills gap analysis;
12. Identify hardware and network infrastructure requirements and specification at core, access and distribution layers along with endpoint;
13. Determine technical parameters of the solution based on the following:
14. Network topology, diagrams and specifications of hardware of the proposed solution;
15. Bandwidth requirement based on the total number of anticipated users with a redundancy plan;
16. Storage requirements based on the total number of anticipated users with a disaster recovery and backup plan;
17. Processing/computational requirements based on the total number of anticipated users for both central or on-premises hosted services.

	1. **Deliverables**

The deliverables of the assignment comprise of the following within the meaning of the scope of work as defined in these TORs:

1. Inception Report
2. Technical Study reports based on the defined TORs, including:
* The BPR study detailing the existing business process (“as is”) in key stakeholders and the proposed business processes (“to be”) including any gaps in the law;
* Detailed Functional Requirement Specification (FRS) and System Requirement specification (SRS); and
* Detailed Human Resource gaps/needs identify options for strengthening capacity where absent.
1. Software developed and delivered as per technical requirements stated in the scope of work and agreed through SRS;
2. Conducted orientation training for KPITB Said Project management team
3. Conducted software maintenance training for KPITB technical Staff
4. Delivered final version of the Software along with documented source code;
5. Delivered user’s manual and training materials.

**5: DURATION OF THE SERVICES:**

The duration of the project will be five months after the signing of contract.

**6: CRITERIA FOR SHORTLISTING OF CONSULTANTS:**

Interested consultants shall provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. Consultant shall be short-listed on the basis of following minimum eligibility criteria and other terms and conditions:

1. **Proof of Incorporation or Business Registration**

The interested consultants shall provide two (02) years of registration/incorporation with relevant registration body in their country of business operations. The selected consultant, if international, shall be required to register with Khyber Pakhtunkhwa Revenue Authority (KPRA) upon selection for the assignment. A national consultant should provide the registration certificate with their respective Revenue Authority(ies).

1. **Complete Profile**

Company profile with list of clients and references relevant to the scope of this REOI.

1. **Relevant Experience**

The consultant shall provide verifiable evidence of undertaking at least one similar nature of assignment relevant to aforementioned deliverables

1. **Financial Strength**

The consultant shall provide audited financial statements of the last two (02) years showing its financial strength. The information provided will remain confidential with the KPITB.

1. **Human Resource & Expertise**

Summary of existing staff currently employed by the consultant.

1. The RFP Documents shall be issued to shortlisted consultants only as per aforementioned eligibility criteria.
2. Consultants may associate with other firm/enterprises 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.
3. A Consultant will be selected in accordance with the QCBS method (National Competitive Approach) as set out in the Procurement Regulations of the World Bank.
4. 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 (“Procurement Regulations 2016”), setting forth the World Bank’s policy on conflict of interest. In addition, please refer to the paragraph 3.17 of the Procurement Regulations regarding specific information on conflict of interest related to this assignment.
5. Consultants may associate with other firms in the form of a joint venture or a sub-consultancy to enhance their qualifications.
6. The Procurement Committee reserves the right to accept or reject any or all applications as per prevailing procurement regulations of World Bank.
7. Further information can be obtained at the address below during office hours i.e. 0900 to 1700 hours.

# 7: LAST DATE FOR SUBMISSION OF APPLICATION AND OPENING:

Sealed envelope marked as **“REOI FOR FEASIBILITY AND FRAMEWORK DEVELOPMENT AND DEVELOPMENT OF AN INTEGRATED ONE-WINDOW FACILITATION PLATFORM”** along with requisite documents shall reach at the address mentioned below, not later than **1400 hour, dated: October 30, 2020**. REOI would be opened on the same day at **1430 hour** in the presence of participating consultants or their agents, who wish to be present.

**Khyber Pakhtunkhwa Information Technology Board (KPITB)**

Attn: Procurement Manager (Digital Jobs in Khyber Pakhtunkhwa)

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