



REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING SERVICES – Individual Consultant)

Country: Palestine

Assignment Title: Business Process Re-Engineering - West Bank

Reference No.: MDPIICII-2.1.4.C15

The Palestine Liberation Organization, for the benefit of the Palestinian National Authority (PNA), has received an initial financing of *EUR 130 Million* from the World Bank-International Development Association (IDA), PA, KFW, Denmark, SDC, VNG, GIZ and AFD towards the cost of the 3rd phase of the Municipal Development Program (MDPIII).

The Municipal Development and Lending Fund (MDLF) as an implementation agency for the project intends to use part of the grant for consulting services to hire an individual Consultant to conduct the above-mentioned assignment which will be conducted in selected municipalities in the **West Bank**.

The objective of this assignment

The main objective of this assignment is to support the automation mechanisms for the municipal' services delivery at the selected municipalities which is via introducing customer service centers. More specifically, the aims are to:

- Assess and map the tracks of the institutional processes and municipal service delivery procedures at the selected municipalities;
- Identify gaps and areas of improvement of the institutional processes and municipal service delivery procedures at the selected municipalities;
- Design, develop, and introduce optimized working processes and municipal service delivery procedures at the selected municipalities; taking into consideration Gender issues and gender-specific needs.
- Identify the needs of implementing and introducing the new working processes and procedures, this should include the identification of the required resources for implementation (including human resource capacity development, and other needs).
- Develop citizens' guideline for the citizen service center (CSC)
- Adding to the above, determine the integration' requirements with the related existed systems in each municipality. i.e., RMIS
- Prepare all needed data that will be migrated to the CSC system to establish the preparation for implementing and operating the system.



The detailed Terms of Reference (TOR) for the assignment can be viewed at website:
www.MDLF.org.ps/TOR

The Municipal Development and Lending Fund now invites eligible qualified individuals to indicate their interest in providing the Services. Interested individual consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The main qualifications of the consultant are as follows:

- Expert with at least 10 years of demonstrated experience in Computer Science, Computer Engineer, System analysis & design.
- At least a Bachelor's degree in assignment's subject.
- Strong experience in institutional development and institutional assessment.
- Profound experience in system design.
- Possesses strong analytical, communication, and management skills, as well as solid mediating and consensus-building skills.
- Familiarity with techniques for organizational design, process improvement, technology assimilation, and process modeling. Extensive knowledge in workflow and business process management and familiarity with business process standards.
- Having demonstrated skills in working with public sector development concepts and procedures, as well as with the best practice in institutional assessment.
- The consultant must be familiar with the CSC manuals developed.
- Extensive knowledge experience with virtualizations and cloud hosting.
- Administrate infrastructure, including firewalls, databases, victuals, software, and other processes.

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

Individual Consultants will be selected through comparison of qualifications of those who expressed interest in this assignment.

Further information can be obtained at the address below during office hours 8:00 A.M. to 4:00 PM.

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by fax, or by e-mail) by **25/06/2020**.

Mr. Mohammad Ramahi
Acting Director General

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