



Information for Development Program

## Request for Expression of Interest

### Using ICT for Public Sector Reform: An e-Government (e-Gov) Knowledge Map and Toolkit

**Country:** International

**Notice/Contract Number:** 1264

**Publication Date:** Wednesday, November 9, 2005

**Deadline:** Monday, November 28, 2005

**Funding Agency:** *infoDev*

**Implementing  
Organization:** *infoDev*

**Eligibility of Bidders:** The consultants are expected to be a team of experts, consisting of personnel with knowledge and demonstrated experience in e-government practice and capacity building. They should have a minimum of 5 to 10 years of relevant experience and a proven record of expertise showing that they are qualified in the field of the assignment and have previous experience in similar studies.

#### **Expression of Interest (EOI):**

*infoDev* intends to finance the assignment described below.

**The overall objective of this activity is to develop a knowledge map and a tool-kit, in both paper and interactive web formats, and training materials related to the field of e-government.** A brief description of the assignment is provided below:

**a) Knowledge Map on e-Government:** outlining what is known about 'e-government' and 'e-governance', including a critical survey of the secondary literature and case studies related to e-Gov, extracting and briefly summarizing key lessons learned and best practices.

**b) e-Government Toolkit:** Drawing on the vast existing literature (and based on the e-government knowledge-mapping exercise) and tools developed in this area, this toolkit should be structured along issues related to *how* e-government projects in developing countries can and should be prepared and managed. It should comprise a practical set of tools outlining the structure of how to *Manage The Process* of planning for and implementing public sector reform projects utilizing ICTs, heavily illustrated and supported through a series of relevant annotated *Case Studies* mapped to various stages in

the process, and structured in modules. The *format and usability* of the Toolkit are of critical importance. The toolkit structure must accommodate different users who may approach the use of ICT to advance public sector reform through a variety of lenses, and from a variety of dimensions. The toolkit is expected to be presented in a manner that quickly orients busy policymakers and practitioners to key resources and tools that will help them make better informed policy decisions on specific issues related to the use of ICTs to help address pressing public sector reform policy concerns.

**c) Training Material:** Drawing from the resources identified in the Knowledge Map and the Toolkit, a comprehensive set of Training Materials should be prepared for workshops that will be conducted for representatives from developing countries.

**Timeline:** The assignment is expected to be completed 10 months from the date of signing the contract agreement. The assignment is expected to be completed within the available lump-sum budget of US\$350,000 which includes all fees, travel, audit, and all other related expenses.

*infoDev* now invites eligible consultants to indicate their interest in providing their services. Interested consultants must provide information indicating that they are qualified to perform the services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.). Consultants may associate to enhance their qualifications.

We suggest that the EOI, including all additional documents, brochures etc. should not exceed 25 pages in length. Electronic submission of the EOI is preferred. The EOI can be submitted either as a Microsoft Word or PDF file. Please send your email submission to Vivek Chaudhry ([vchaudhry1@worldbank.org](mailto:vchaudhry1@worldbank.org)), copied to Samia Melhem ([smelhem@worldbank.org](mailto:smelhem@worldbank.org)) and Melinda Santiago ([msantiago2@worldbank.org](mailto:msantiago2@worldbank.org)).

Your email submission should mention in the subject line: "EOI for e-Gov."

Consultants will be selected in accordance with the procedures set out in the current edition (May 2004) of the World Bank's Guidelines: Selection and Employment of Consultants by World Bank Borrowers. More information about World Bank procurement processes and guidelines can be found on its eProcurement web site at <http://www.worldbank.org/eprocurement>.

Interested consultants may obtain further information at the address below from 10:00am – 5:00pm US Eastern Daylight Time (EDT).

Expressions of interest (electronic or paper version) must be delivered to the address below by November 28, 2005 before 23.30h Eastern Daylight Time (EDT).

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