

REQUEST FOR EXPRESSIONS OF INTEREST

SAINT LUCIA CARIBBEAN REGIONAL COMMUNICATIONS INFRASTRUCTURE PROGRAM (CARCIP)

IDA Credit # 5117

Assignment Title: Impact Assessment of the Unified Communications System

Reference No. : SLU-CARCIP- CS-IC-TSUCS-01-19

Saint Lucia has received funding from the International Development Association (World Bank) towards the cost of the Caribbean Communications Infrastructure Program (CARCIP) towards consulting services.

The consulting services (“the Services”) include conducting an Impact Assessment of the Unified Communications System recently installed in Government Departments to determine operational efficiency, quality of the system installed in terms of using the system, receiving and making calls, cost derived and ease of use of the Unified Communications System. The Consultant will assess the UCS from a) Technical, b) Financial, c) Functional and d) Quality of the equipment / services delivered, Inspect and test various Hardware aspects of the implementation such as but not limited to; Fibre runs and Equipment Installations to determine Its efficiency and impact / effect on the overall system, Review services and strategies such as but not limited to Data Recovery and Business Continuity (DRBC), Incident reporting and escalation, Independent Monitoring of Services proposed or in use by the Client in and use of enhanced Telephony Services, Evaluate the impact / effect that the implementation of system as it relates to **Operational Efficiency** of Government agencies such as but not limited to improvements in the storage and manipulation of data, faster delivery of services and improved **reporting** on the use of Telecommunications services, Conduct a comprehensive evaluation of **Cost Savings** in Telecommunications expenditure realised by the Government as a result of the implementation of the UCS and Evaluate the effectiveness of **End User Training** to assess the effective use of the available UCS services. Identify gaps and or deficiencies and areas where training may be required and Evaluate the effectiveness of **Communications Strategy**, where available and make recommendations for sensitization and orientation of the GOSL users that can be used for the development of a Change Management plan. The consultancy is to be undertaken over a period of six (6) months.

The Terms of reference may be obtained on the website of the Government of Saint Lucia (www.govt.lc/consultancy) or at the address below.

The Department of the Public Service now invites eligible individual consultants (“Consultant”) to indicate their interest in providing the Services. Interested Consultants should provide information (Curriculum Vitae, including employment records, description of similar assignments, experience in similar conditions, availability of appropriate skills, etc.) demonstrating that they have the required qualifications and relevant experience to perform the Services.

The Shortlisting Criteria are:

The minimum required qualifications and experience of the Consultant:

Msc / Bsc in Information Systems, Statistics, Research Methods or equivalent professional qualification.

At least five (5) years of experience in carrying out impact assessments in ICT; evidence should be provided of the completion of at least one assignment within the last three years.

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's *Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers January 2011 Revised July 2014* ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest

A Consultant will be selected in accordance with the Individual Consultants (IC) method set out in Consultant Guidelines.

Further information can be obtained at the address below during office hours [9:00a.m – 3:00p.m (0900 to 1500 hours)].

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by e-mail) by **May 21, 2019**.

Project Coordination Unit

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