



**REQUEST FOR EXPRESSIONS OF INTEREST (REOI)
CONSULTANT’S QUALIFICATIONS BASED SELECTION
(CQS)**

Name of Project	Preparation Grant- Foundation for Digital Government Transformation (FDGT)
Grant Number	TF0C8979-JM
Assignment Title	Proof of Concept & TOR for Government Process Improvement & Automation
Procurement Plan Ref Number	FDGT/PG/CON/1.3
Country of Delivery	Jamaica

In advancing the national **VISION 2030 Jamaica** goals, the Government of Jamaica (GOJ) recognizes that a prosperous Jamaican economy (Pillar 3) with empowered citizens (Pillar 1) requires a resilient, robust and efficient digital infrastructure, serving as the foundation for modern, digital government services. The build-out of a national digital service framework is essential to reposition government services around citizens’ needs - shifting from a model that requires citizens to come to government to one where government is digitally available anywhere, in a simplified, secured and accessible manner.

In April 2024 the World Bank Group (WBG) conducted a **Digital Economy Assessment (DEA)** of Jamaica’s digital landscape. The purpose of the DEA was to identify gaps and make recommendations on policy, strategic and operational issues across Six (6) pillars; digital infrastructure, digital public platforms, digital financial services, digital businesses, digital skills and the trust environment. The findings revealed, among other things, the need to:

- (a) Strengthen institutional capacity and accelerate the implementation of the data privacy/data protection framework;
- (b) Improve the affordability of internet services by, *inter alia*, strengthening competition in the telecommunications market;
- (c) Address certain barriers that currently impede the inclusive and productive adoption of digital technologies; and
- (d) Continue the modernization of the digital financial services ecosystem.

Considering the foregoing and following discussions with the WBG and other Government entities, it was proposed in July 2025 to develop a Foundation for Digital Government Transformation (FDGT) programme. To facilitate expediting the scoping and design of the FDGT programme, the WBG has provided a Grant to the GOJ, through the Office of the Prime Minister (OPM). The Grant is administered by the Information and Communications Technology (ICT) Authority. This Consultancy is a preparatory assignment under the Grant and is limited to the following Services.

The Consulting Services (“the Services”)

The purpose of this consultancy is Three-fold, and the selected Firm is expected to:

- A. Prepare a vendor-neutral, procurement-ready Terms of Reference (TOR), Request for Expressions of Interest (REOI), qualification and evaluation criteria, estimated budget, and high-level implementation schedule to facilitate the future contracting of a consulting firm to design and implement process improvements and process automation for Ten (10) agreed existing public-facing Government services,
- B. Conduct market analysis identifying at least Five (5) potential firms with relevant process improvement, process automation, public-sector service transformation, integration, cybersecurity, change management, and training experience, without limiting future competition to those firms, and
- C. Design and **implement** a controlled process-improvement and automation Proof of Concept (POC) for Two (2) agreed existing public-facing Government services. The POC shall include any software licenses required for the POC, user awareness training on the tool, lessons learned and baseline and post-POC Time and Motion measurements.

The detailed Terms of Reference (TOR) for the assignment can be found at www.gojep.gov.jm.

The ICT Authority now invites eligible consulting firms (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The attention of interested Consultants is drawn to paragraph 3.15, 3.16 and 3.17 of the World Bank’s Procurement Regulations for IPF Borrowers Seventh Edition, September 2025 (“the Regulations”), setting forth the World Bank’s policy on conflict of interest.

The best qualified firm to carry out the services will be selected in accordance with the Consultant’s Qualifications Based Selection (CQS) method set out in the Regulations and based on the following criteria:

	Criteria Description	Allocation of Scores¹		
1.	Demonstrated experience in business process reengineering, process improvement, process mapping, workflow automation, (Robotic Process Automation) RPA, BPM, or comparable digital service transformation assignments.	Evidenced by the successful completion of 5 or more projects, which highlight this experience, in the last 10 years; (30 points)	Evidenced by the successful completion of 3 - 4 projects, which highlight this experience, in the last 10 years; (21 points)	Evidenced by the successful completion of 1 - 2 projects, which highlight this experience, in the last 10 years; (12 points)
2.	Demonstrated ability to deliver secure, privacy-aware and interoperable automation solutions, including data-protection compliance, cybersecurity controls, role-based access, audit trails, integration with government or enterprise identity services, data residency or hosting controls.	Evidenced by the successful completion of 5 or more projects, which highlight this experience, in the last 10 years; (25 points)	Evidenced by the successful completion of 3 - 4 projects, which highlight this experience, in the last 10 years; (18 points)	Evidenced by the successful completion of 1 - 2 projects, which highlight this experience, in the last 10 years; (10 points)
3.	Demonstrated experience preparing procurement-ready TORs, REOIs, scopes of work, budgets, implementation schedules, market analyses, or scaling roadmaps for public-sector or internationally financed assignments.	Evidenced by the successful completion of 5 or more projects, which highlight this experience, in the last 10 years; (20 points)	Evidenced by the successful completion of 3 - 4 projects, which highlight this experience, in the last 10 years; (14 points)	Evidenced by the successful completion of 1 - 2 projects, which highlight this experience, in the last 10 years; (8 points)
4.	Demonstrated experience with change management, stakeholder engagement, process-user training, adoption support for public-sector service improvement or automation assignments.	Evidenced by the successful completion of 5 or more projects, which highlight this experience, in the last 10 years; (15 points)	Evidenced by the successful completion of 3 - 4 projects, which highlight this experience, in the last 10 years; (11 points)	Evidenced by the successful completion of 1 - 2 projects, which highlight this experience, in the last 10 years; (6 points)
5.	Demonstrated experience in Caribbean, small island developing states (SIDS), or comparable public-sector contexts.	Evidenced by the successful completion of 5 or more projects, which highlight this experience, in the last 10 years; (10 points)	Evidenced by the successful completion of 3 - 4 projects, which highlight this experience, in the last 10 years; (7 points)	Evidenced by the successful completion of 1 - 2 projects, which highlight this experience, in the last 10 years; (4 points)

¹ Points will be awarded based on documented evidence submitted. Where evidence is insufficient to substantiate the claimed qualification or experience, reduced or no points may be awarded.

The firm that adequately demonstrated their experience in the field of the assignment and attained the highest score will be invited to submit detailed technical and financial proposals. **Key Experts will not be evaluated at this stage.**

Consultants may associate with other firms 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.

The selected Consultant, including any firm or affiliate with which the Consultant is associated, shall not participate as a bidder or proposed key expert in the subsequent assignment for which the TOR/REOI is prepared, unless the GOJ and the WBG determine in writing that no conflict of interest exists under the applicable procurement rules.

Expressions of Interest (EOIs) must be uploaded to the Government of Jamaica Electronic Procurement Portal (www.gojep.gov.jm) on or before **22 June 2026 at 2:00pm**. No hard copy submission will be accepted.

To participate in this tender opportunity, consultants must first be registered and know how to use the electronic Procurement System, www.gojep.gov.jm. Please self-register on the GoJEP System, by selecting the Register as a Supplier link from the home page. **Consultants are encouraged to upload their submissions at least two (2) hours prior to the deadline for submission.** For assistance, and training please contact the GOJEP support desk at: 1-876-932-5704 or via email at oppccustomer@icmof.gov.jm.

Further information can be obtained at the address below during office hours of 9:00 AM and 4:00 PM.

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