



REQUEST FOR EXPRESSION OF INTEREST CONSULTING SERVICES – INDIVIDUAL CONSULTANT SELECTION

LESOTHO

Assignment Title: Consultancy for Local IT Consultant to Support the Development of Citizen Feedback Management (CFM) System in Lesotho.

Reference No. (as per Procurement Plan): LS-MOF-127984-CS-INDV

The Government of the Kingdom of Lesotho (GOL) has received financing from the World Bank toward cost of the PUBLIC SECTOR MODERNIZATION PROJECT (PSMP) and intends to apply part of the proceeds to engage IT Local Consultant to support the Development of Citizen Feedback Management System. The consultant will be responsible for understanding and executing the technical requirements and setup for the CFM software including specifications of hardware, connectivity with telecom operators for SMS, setting up of the interface, server configuration, changes to the system for local requirements, reporting, trouble shooting and health-checks. The consultant will work in a coordinated and collaborative fashion while maintaining independence and self-motivation; maintain regular communication with project team via phone, email and in-person briefings on all aspects of the project; manage and store all reports, notes, forms, correspondences, and datasets related to the project in an organized, secure, and readily accessible way; and whenever possible, facilitate communication with other government agencies relevant to the pilot (e.g. line ministries, Ministry of Public Service).

The Specific objectives of this assignment are to support the OPM in ensuring that the CFM system is managed and tailored locally across the entire range of components on the back and front-end. The consultant is expected to acquire knowledge and develop expertise to handle all requirements of OPM and ministries locally.

The government of Lesotho through the Ministry of Finance now invites eligible **local individual consultants** to indicate their interest in providing the Services. Interested consultants should provide information (Comprehensive CVs) demonstrating that they have the required qualifications and relevant experience to perform the Services.

The shortlisting criteria are:

- A graduate of engineering /Computer Science or software engineering with hands-on experience of development and managing web application.
- Working experience of at least 3 years in the technology /telecom domains

- Experience of with government agencies and implementing technology systems and training of systems will be a plus.
- Sound understanding of setting up and deployment of systems, telecom connectivity including short code integration through SMSC, customizing interfaces, working experience with web apps and servers /cloud environment
- Experience of working with front end and back-end development environments and coordination with development teams
- Expert level skills in software development languages, platforms and frameworks including PHP, MySQL, Linux, Apache, LAMP, JQuery, database management, server setup etc.
- Good knowledge of networks, data analytics, business processes and working in cross-functional teams.

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* ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest.

The Consultant will be selected in accordance with the individual Consultancy method set out in the Consultant Guidelines.

Further information (terms of reference) can be obtained at the address below during office hours *0900 to 1630 hours*.

Application letters complete with detailed curriculum vitae must be delivered in a written form to the address below (in person, or by mail, or by e-mail) by 10th September 2019. Applications should bear the **name of the assignment** in the subject field.

The Procurement Officer

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