

REQUEST FOR EXPRESSIONS OF INTEREST **CONSULTING SERVICES**

Selection # SU-T1150-P001

Selection Method: Simplified Competitive Selection

Country: SURINAME

Sector: Social Protection

Funding – TC #: ATN/OC-19278-SU

Project #: SU-T1150

TC name: Support for innovation in the management of social programs in Suriname

Description of Services: The Ministry of Social Affairs and Public Housing of Suriname and the IDB are seeking proposals from competitive firms that can develop an assessment and technical requirements for the development of a Management Information System for the management of social protection programs.

Link to TC document: [Project Details | IADB https://www.iadb.org/en/project/SU-T1150](https://www.iadb.org/en/project/SU-T1150)

The Inter-American Development Bank (IDB) is executing the above-mentioned operation. For this operation, the IDB intends to contract consulting services described in this Request for Expressions of Interest.

Expressions of interest must be delivered using the IDB Portal for Bank Executed Operations (<http://beo-procurement.iadb.org/home>) by: November 03, 2022, 5:00 P.M. (Washington D.C. Time).

To access the IDB Portal, the firms must generate a registration account, including all the data requested by the Portal. In the event that any of the information requested is not included, the firm will not be able to participate in this or any other Bank-executed selection process for operational work. If the firm has been previously registered, please validate that you have all the firm's information updated and complete before submitting an expression of interest.

The consulting services ("the Services") include [the develop for the assessment and technical requirements for the development of a Management Information System for the management of social protection programs](#). *The estimated timeframe to complete this assignment is 9 months starting from the signing of the contract. The estimated cost of the contract is US\$65,000.0, which is paid in the lump sum modality, and will cover transportation and per diem costs for the international staff involved in the contract.*

Eligible consulting firms will be selected in accordance with the procedures set out in the Inter-American Development Bank: [*Policy for the Selection and Contracting of Consulting firms for Bank-executed Operational Work*](#) - GN-2765-4. All eligible consulting firms, as defined in the Policy may express an interest. If the Consulting Firm is presented in a Consortium, it will designate one of them as a representative, and the latter will be responsible for the communications, the registration in the portal and for submitting the corresponding documents.

The IDB now invites eligible consulting firms to indicate their interest in providing the services described above in the draft summary of the intended Terms of Reference for the assignment. Interested consulting firms must provide information establishing that they are qualified to perform the Services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.). Eligible consulting firms may associate in a form of a Joint Venture or a sub-consultancy agreement to enhance their qualifications. Such association or Joint Venture shall appoint one of the firms as the representative.

Interested eligible consulting firms may obtain further information during office hours, 09:00 AM to 05:00 PM, (Washington D.C. Time) by sending an email to: [*Carolina Freire, carolinaf@iadb.org*](mailto:carolinaf@iadb.org)

Inter-American Development Bank

Division: [*Social Protection and Health Division*](#)

Attn: Carolina Freire, Specialist

1300 New York Ave, NW, Washington DC 20577, USA

Web site: www.iadb.org

TERMS OF REFERENCE

Support for the assessment and development of the technical requirements for a Management Information System (MIS) for Suriname's social protection system, and support to the design of its governance, management, use, and protection tools

Country: SURINAME

Project #: SU-T1150

Sector: Social Protection

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I. **Background**

The Inter-American Development Bank's Social Sector (SCL) has a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the challenges of development in Latin America and the Caribbean. Together with the region's countries, the Social Sector builds public policy solutions to reduce poverty and improve the education, work, social protection, and health services that citizens receive. The sector aims to promote a more productive region with equal opportunities between men and women and greater inclusion of the most vulnerable populations.

The Social Protection and Health Division (SPH) is entrusted with the preparation and supervision of IDB operations in borrowing member countries in the areas of social protection (safety nets and transfers and social inclusion services that include: early childhood development, youth programs, care services, and others), health (health capital investment strategies, strengthening of health networks, financing of the health system, organization and performance, etc.) and nutrition.

In 2021, the IDB approved the **Program to Support Social Protection Networks for Vulnerable Populations in Suriname**. The project aims to support minimum income levels for the vulnerable population during the period of recovery from the effects of the crisis due to the COVID-19 pandemic. It is a specific investment program for US\$30 million to be executed by the Ministry of Social Affairs and Housing of Suriname (MOSAPH) over a period of 4 years.

The program will finance a component dedicated to the payment of existing cash transfers to vulnerable populations, including households with children, people with disabilities, and older adults without income. The program will also invest in strengthening MOSAPH's social protection

system, with support for the development of the Beneficiary Information System (BIS) for cash transfer programs, the design and implementation of a computer system that allows efficient administration of programs, and the expansion of digital payments.

The Program's implementation will be supported by a Technical Cooperation (SU-T1150) aimed at strengthening Suriname's social protection system through innovations in the management of cash transfer programs for vulnerable populations. The TC will specifically support advancements in Program implementation by providing: (i) technical assistance for an assessment of MOSAPH's current digital capabilities and infrastructure, including internet connectivity, computer hardware and software, server capabilities, and cyber-security framework; (ii) technical assistance for the design of a strategic vision and planning tool to support the digital transformation of MOSAPH's CTP management system; (iii) technical specifications for the expansion of the BIS including the development of all functions necessary to administer CTP and the interoperability platform; (iv) technical specifications for internet services, computer hardware and software, servers, and cyber-security software required for the BIS expansion; (v) technical assistance for the evaluation of current targeting methods for eligibility of CTP and a proposal of targeting methods using artificial intelligence algorithms; and (vi) technical assistance for the identification and design of the mechanism to be used for the expansion of digital payments for AKB and FBZW HH. The result of this Component is to obtain all the technical inputs necessary for the execution of Component 2 of the loan which aims to strengthen MOSAPH's management of social protection programs through: (i) technical assistance for the design of optimized operational processes for the management of the CTP, and operating manuals; (ii) the establishment of a Monitoring and Evaluation Unit within MOSAPH to supervise operational processes; (iii) training of MOSAPH central, regional and field staff in operating procedures and protocols; (iv) computer hardware equipment, and internet services for District and Field Offices as well as cloud services for data storage and security within the MOSAPH; (v) expansion of the BIS including the development of all functions necessary to administer cash transfers (e.g. enrollment, recertification, unified social registry, payments) and the inclusion of artificial intelligence algorithms to monitor households poverty and vulnerability in the face of shocks; (vi) technical assistance for the development of interoperable platforms between the BIS and the Ministries of Internal Affairs and Finance and Planning for verifying beneficiary eligibility requirements; (vii) training of MOSAPH central, district and field staff engaged in the operation of the BIS; (viii) technical assistance for the design and implementation of an institutional change management process to accompany implementation of the BIS; (ix) technical assistance for the design and implementation of cybersecurity framework for MOSAPH; (x) support for the expansion of the money card or bank accounts to beneficiary households of the FBZW HH and the AKB who live in coastal areas; and (xi) support for the implementation of financial management mechanisms associated with cash and digital payment of cash transfers.

II. Objectives and Description of the Consulting Services

The objective of the consulting services is to support MOSAPH in the development of an assessment of its current information systems and infrastructure. The consultancy also aims to provide technical assistance to MOSAPH in the design of the technical requirements for a Management Information System (MIS) for Suriname's social protection system, and support to the design of its governance, management, use, and protection tools.

The consultancy involves:

- **Phase I: Development of Current State.**
 - Analysis of Suriname's social protection policy, the institutional framework for the implementation of social protection programs, and their needs.
 - Development of high-level assessment (AS-IS) of the information systems and databases of the MOSAPH based on the information provided by the MOSAPH and complementary surveys with key actors regarding (i) information systems and databases existing in MOSAPH; (ii) the data storage mechanisms for cash transfer programs administered by MOSAPH, including their quality and security; (iii) data exchange and interoperability mechanisms; (iv) the human resources currently employed in the operation, maintenance and updating of the systems and databases of the MOSAPH beneficiaries.
 - Analysis of the technological framework, modules, functionalities, and capabilities of the Beneficiary Information System (BIS). Conduct an assessment of the current infostructure used for the BIS, including software specifications, database configuration, hosting and server services, cybersecurity framework, interoperability bus, source code, and other technical specifications.
 - Analysis of the current technological infrastructure of the institution at the national, regional, and field level, in aspects including data center, servers, the capability and reliance of the electric grid, internet connectivity and capacity, storage and protection equipment, as well as hardware (computers, laptops, tablets).
 - Analysis of current technology governance and management framework.
 - Preparation of the Executive Summary of the current state.
- **Phase II: Design of Future State**
 - Based on the results of Phase I, provide recommendations for the strengthening of the management of social protection programs administered by MOSAPH.
 - Develop a Model for the Future State of data governance and management, as well as a Model for future-state technology, governance, management and operation of MOSAPH in general, and of the BIS in particular.
 - Based on the findings of Phase I, develop a cybersecurity framework and policies.
 - Development of the Future State Executive Summary.
- **Phase III: Development of technical requirements**
 - Based on the results of Phases I and II, propose the design for the management information system including architecture, processes to be supported by the BIS (identification, registration, data base consolidation, validation, and payment), user permissions, software specifications for the BIS, interoperability framework, business analytics framework, database management, data security, hosting, and storage, technology infrastructure requirements, communications and connectivity requirements.
 - Provide recommendations for the acquisition strategy of the MIS.
 - Develop the Terms of Reference for the MIS procurement process, including the full scope of development or configuration, deployment, change management, and warranty and support services. Include a market and cost analysis.

- Develop the Terms of Reference for the technology infrastructure equipment and procurement of connectivity services.

- **Phase IV. Evaluation and support**

- Evaluation Support for the procurement processes.
- Implementation evaluation reports.

III. REPORTS AND SUPERVISION

The deliverables of the consultancy with their timetable and associated payment is described below.

Description	Timeline (time after initiation of contract)	Amount
Phase I. Current State		
Product 1. Report on the current state of social protection programs and needs assessment	3 weeks	5%
Product 2. Report on the Current State technical assessment (current technological infrastructure at the national, regional and field level)	8 weeks	5%
Product 3. Report on the current state data governance, technology governance and management	10 weeks	5%
Product 4. Executive Summary of the current state	12 weeks	10%
Phase II. Future State		
Product 5. Report on the analysis of the business processes involved in the management of social protection programs and recommendations for process redesign	14 weeks	5%
Product 6. Model for future state data governance and management	16 weeks	5%
Product 7. Model for future state technology governance	16 weeks	5%
Product 8. Cybersecurity framework	16 weeks	5%
PHASE III. TECHNICAL REQUIREMENTS		
Product 9. Development of the Management Information System architecture and proposal for expansion of the BIS	20 weeks	20%
Product 10. Development of MIS Terms of Reference for procurement	20 weeks	20%

Product 11. Development of technological infrastructure Terms of Reference for procurement	24 weeks	5%
Phase IV. Evaluation and support		
Product 12. Report on the evaluation of technical proposals involved in the MIS and technical infrastructure procurement processes	28 weeks	5%
Product 13. Report on the status of implementation.	32 weeks	5%

IV. **CONTRACT DURATION**

The contract will have a duration of 9 months since the start of the contract signature date. The firm must propose a detailed implementation plan based on the Terms of Reference, taking into account the timeline presented in section III.

V. **REQUIREMENTS FOR THE TECHNICAL PROPOSAL**

The technical proposal should include a preliminary timeline for the completion of the project as well as the profile of the company and key personnel.

VI. **COST**

The cost of the contract will be paid in the lump sum modality and will cover transportation and per diem costs for the international staff involved in the contract.

VII. **KEY PERSONNEL**

The firm should propose a team of people with the following experience:

- Client engagement manager – 5 years of experience in client relationship and project management preferably in the public service and information technology sectors
- Business Analyst – A Master's Degree or equivalent experience in Information Technology, Computer Science, Systems Engineering or any related field; Minimum 10 years of experience assessing and redesigning business processes and developing requirements documentation to support solution procurement or development.
- Technical Architect - A Master's Degree or equivalent experience in Information Technology, Computer Science, Systems Engineering or any related field; Minimum 10 years of experience designing IT solutions and technical architectures.
- Data Architecture - A Master's Degree or equivalent experience in Information Technology, Computer Science, Information Science or any related field; Minimum 10 years of experience designing, developing, and implementing data governance and programs and designing information architectures.

- Technology Program Management - A Master's Degree or equivalent experience in Information Technology, Computer Science, Systems Engineering or any related field; Minimum 5 years of experience designing and implementing technology management programs including defining decision-making bodies, policy and procedure development, human and financial resource plans, support processes, and related program management functions.
- Cybersecurity Consultants - A Master's Degree or equivalent experience in Information Technology, Computer Science, Systems Engineering or any related field; Minimum 5 years of experience designing and implementing cybersecurity programs following industry standards (e.g, ISO 27001/2).