

Terms of Reference (TOR)
Procurement of an Individual Consultant for Preparing the Bid Document, Including
Employer's Requirements, for the Selection of a Service Provider to Design, Develop, and
Maintain the Social Protection Management Information System.
Ref. No: LK-WBB-477382-CS-INDV

1. BACKGROUND

1.1. About the sector & govt. policy/strategy

The social protection sector plays a vital role in safeguarding the well-being of vulnerable populations by providing financial assistance, social welfare programs, and essential support services. Recognizing its significance, the Government of Sri Lanka has prioritized strengthening social protection mechanisms to enhance efficiency, transparency, and accessibility.

As part of this initiative, the government is committed to leveraging digital transformation to streamline welfare benefit administration, improve beneficiary targeting, and enhance service delivery. Currently, the Welfare Benefits Board (WBB) utilizes the Integrated Welfare Management System (IWMS) for administering Aswesuma, elderly payments, and other welfare programs. However, the existing system is not sufficient to accommodate all welfare benefit schemes, including those that may be introduced in the future.

In alignment with national policies and global best practices, the government aims to develop an integrated, technology-driven Social Protection Management Information System (SPMIS) to ensure a more effective and comprehensive approach to welfare benefits administration.

1.2 Brief Description of the Project

The Welfare Benefits Board, under the Ministry of Finance, Planning, and Economic Development, is implementing the Social Protection Project (SPP) to enhance the efficiency and effectiveness of social protection programs. A key component of this initiative is the development of a Social Protection Management Information System (SPMIS), which will serve as a comprehensive digital platform for managing beneficiary registration, eligibility determination, payment processing, and performance monitoring of social welfare programs.

To ensure the efficient design, development, and maintenance of the system, the project seeks to engage an individual consultant to prepare the System Requirement Document and corresponding bid document, including the Employer's Requirements, for selecting a qualified service provider. The consultant will be responsible for preparing the System Requirement Document that specifies the system's functional, non-functional, interoperability, technical, operational and process specifications, in consultation with the WBB and the SP Project team and aligning with international best practices in the social protection domains. Additionally, the System Requirement Document should specify how the system's development must comply with the National Digital Policy of Sri Lanka, the Right to Information Act No. 12 of 2016 and its subsequent amendments, the Personal Data Protection Act No. 9 of 2022 and its

subsequent amendments and Sri Lanka CERT requirements.

2. OBJECTIVE OF THE ASSIGNMENT

The primary objective of this assignment is to engage an Individual Consultant to develop a comprehensive System Requirement Document and bid document, including Employer's Requirements, for the procurement of a qualified service provider to design, develop, and maintain the Social Protection Management Information System (SPMIS).

The specific objectives include:

- I **Defining System Requirements** – Study the current IWMS system and its related documentation (including the BPR document) and recognize the gaps. Develop the System Requirement Definition by identifying and documenting the functional, non-functional, interoperability, technical, operational and process specifications of the SPMIS to ensure it meets the needs of social protection programs and creation of the Social Registry. This includes addressing the needs of both government, non-government entities and private sector conducting social protection initiatives.
- II **Preparing the Bid Document** – Develop a detailed bid document that aligns with World Bank procurement guidelines and international best practices, ensuring transparency and competitiveness.
- III **Drafting Employer's Requirements** – Clearly define the scope of work, deliverables, performance expectations, and service level agreements (SLAs) for the selected service provider.
- IV **Ensuring Compliance** – Align the bid document with government policies, procurement regulations, and ICT standards to facilitate a smooth procurement process.
- V **Supporting the Procurement Process** – Provide technical input and guidance to the project team and procurement committee during the bidding process to ensure clarity and completeness of requirements.

3. SCOPE OF SERVICES

3.1. Preliminary Work – Reviews, Surveys, Field Work

The Consultant shall conduct a thorough review of existing documents, policies, and guidelines that will support the identification of requirements for the Social Protection Management Information System (SPMIS). This includes:

- ❖ Analyzing the current Integrated Welfare Management System (IWMS) and its functionalities.
- ❖ Review the existing BPR report (as a base document) and the specifications stated therein in relation to the envisioned system for managing social welfare in the country.
- ❖ Reviewing international best practices and standards for similar systems.
- ❖ Conducting stakeholder consultations with relevant government agencies, ICT teams, non-government organizations, private sector organizations and end-users at the national, district, division and field (GN) levels.
- ❖ Identifying key gaps, risks, and challenges in the existing system.
- ❖ Identify gaps, risks, and challenges in the procurement process.

- ❖ Undertaking field visits, if necessary, to gather insights from program beneficiaries and administrators.

3.2. Preparation of Reports/Documents

Based on the findings from the preliminary work, the Consultant shall:

- ❖ Develop a comprehensive **Needs Assessment Report**, outlining the gap analysis and the stakeholder needs.
- ❖ Present and agree on the overall design standards to be adopted for the SPMIS.
- ❖ Prepare **System Requirement Document** outlining the functional, non-functional, interoperability, technical, operational and process requirements for the SPMIS system.
- ❖ Prepare **Cost Estimation**, based on the requirements identified within the System Requirement Document.
- ❖ Prepare detailed **Employer's Requirements** to be incorporated into the bidding document.
- ❖ Draft the **Bid Document**, ensuring alignment with the World Bank Procurement Guidelines and international procurement standards.
- ❖ Provide a clear roadmap for the procurement and implementation of the SPMIS system.

3.3. Dissemination Workshops/Presentations

To ensure stakeholder alignment, the Consultant shall:

- ❖ Conduct presentations for key decision-makers, including Welfare Benefits Board (WBB) officials, the Social Protection Project (SPP) team, officers of District and Divisional Secretariats and procurement specialists.
- ❖ Organize workshops to validate the requirements (functional, non-functional, interoperability, process, technical, operational and process) and obtain feedback from stakeholders prior to finalizing the requirements.
- ❖ Present the final System Requirement Document and bid document and Employer's Requirements to ensure clarity and consensus.

3.4. Evaluation of the Assignment

As part of the consultancy, the Individual Consultant shall provide technical and procurement-related assistance to the Bid Evaluation Committee (BEC) in evaluating bids for the selection of a service provider to design, develop, and maintain the Social Protection Management Information System (SPMIS). The Consultant will support the committee in assessing bidders' compliance with the Employer's Requirements, technical specifications, and procurement guidelines. This includes reviewing technical and financial proposals, conducting comparative analyses, verifying bidders' qualifications and past performance, and ensuring adherence to World Bank procurement regulations and international best practices. The Consultant will also assist in preparing evaluation reports, documenting the decision-making process, and addressing any technical clarifications required during the evaluation. This role aims to ensure a transparent, objective, and well-informed selection process that aligns with the project's objectives and operational requirements.

4. DURATION OF THE ASSIGNMENT

The duration of the assignment shall be sixteen (16) weeks, commencing from the date of signing the contract.

5. SCHEDULE FOR COMPLETION OF TASKS

#	Deliverable	Timeline
1	Inception Report (including a work plan)	Within 1 week of contract signing
2	Stakeholder Review and Need Assessment Report	Within 4 weeks of contract signing
3	Draft System Requirement Document*, Bidding Document and Employer's Requirements	Within 6 weeks of contract signing
4	Final System Requirement Document* with Total Cost Estimate, Bidding Document and Employer's Requirements	Within 12 weeks of contract signing
5	Bid Evaluation Committee Report	Within 20 weeks of contract signing

* The consultant should follow a standard methodology when preparing the System Requirement Document, which should be clearly articulated in the EOI and proposal and outcomes clearly documented in the deliverable.

6. DATA, SERVICES AND FACILITIES TO BE PROVIDED BY THE CLIENT

To facilitate the successful completion of the assignment, the Client will provide the Consultant with the following:

6.1. Reports, Information Access

- ❖ Access to relevant reports, policies, and guidelines related to the Social Protection Management Information System (SPMIS).
- ❖ Existing documentation on the Integrated Welfare Management System (IWMS), BPR, User Stories, technical specifications, system architecture, and operational procedures.
- ❖ Necessary data and statistical reports required for the preparation of the bid document and Employer's Requirements.

6.2. Office Facilities

- ❖ A suitable workspace at the Welfare Benefits Board (WBB), if required.
- ❖ Any other reasonable operational support required for the smooth execution of the consultancy.

6.3. Support Staff

- ❖ Coordination support from designated WBB and Social Protection Project (SPP) officials.
- ❖ Assistance from relevant IT and procurement personnel for technical discussions and document validation.
- ❖ Administrative support for organizing workshops, meetings, and consultations.

7. CLIENT'S INPUT AND COUNTERPART PERSONNEL

7.1 Services, Facilities, and Property to be Made Available to the Consultant by the

Client:

The Client will provide the Consultant with the following resources and facilities to ensure the successful completion of the assignment:

- ❖ **Stakeholder Coordination:** Assistance in arranging meetings, workshops, and consultations with key stakeholders, including relevant government agencies and donor organizations.
- ❖ **Technical Information:** Access to the BPR document, current system architecture, databases, and other technical documentation related to the existing Integrated Welfare Management System (IWMS).
- ❖ **Legal and Regulatory Frameworks:** Copies of relevant government policies, procurement guidelines, and legal requirements for system development and cloud service procurement.

7.2 Professional and Support Counterpart Personnel to be Assigned by the Client to the Consultant:

To facilitate the smooth execution of the Consultant's work, the Client will assign the following counterpart personnel:

- ❖ **Deputy Project Director, Social Protection Project:** To provide overall guidance and coordination.
- ❖ **IT Division Representatives:** To provide technical insights into the existing IWMS and future requirements.
- ❖ **Procurement Specialist:** To ensure compliance with the World Bank/Government of Sri Lanka's procurement guidelines.
- ❖ **Legal Officer:** To review contractual and regulatory requirements.
- ❖ **Welfare Benefits Board Representatives:** To provide functional requirements and policy-related inputs.
- ❖ **Representative from Ministry of Digital Economy**
- ❖ **Academic Representative**

8. REPORTING REQUIREMENT & TIME SCHEDULE FOR DELIVERABLES

#	Name of the Report	Frequency	Format & Content	Number of Copies
1	Inception Report	Within one week after contract signed	As per the Annex 1 to the TOR	One hard copy and soft copy
2	Stakeholder Review and Need Assessment Report	Within four weeks after contract signed	As per the Annex 1 to the TOR	One hard copy and soft copy
3	Draft System	Within six weeks	Request for Proposals	One hard

	Requirement Document, Bidding Document and Employer's Requirements	after contract signed	Information Systems Design, Supply and Installation (Single Stage) July 2023 published by the World Bank Format	copy and soft copy
4	Final System Requirement Document with Total Cost Estimate, Bidding Document and Employer's Requirements	Within eight weeks after contract signed	Request for Proposals Information Systems Design, Supply and Installation (Single Stage) July 2023 published by the World Bank Format	One hard copy and soft copy
5	Bid Evaluation Committee Report	Within sixteen weeks after contract signed	As per the World Bank Format	One hard copy and soft copy

9. PROCEDURE FOR REVIEW OF DELIVERABLES

9.1 The review process will be conducted by the Committee appointed by the project to ensure that the deliverables meet the required standards, align with project objectives, and comply with procurement and technical requirements.

9.2 The appointed Review Committee consists of representatives from:

- ❖ IT team and Legal officer of Welfare Benefits Board (WBB)
- ❖ Procurement and IT division of Social Protection Project
- ❖ **Representative from Ministry of Digital Economy**
- ❖ **Academic Representative**

9.3 Deliverables will be evaluated based on:

- ❖ **Completeness** – Meets all required components as per the Terms of Reference (TOR).
- ❖ **Technical Accuracy** – Aligns with industry best practices and project needs.
- ❖ **Procurement Compliance** – Adheres to World Bank Procurement Regulations.
- ❖ **Legal & Regulatory Compliance** – Conforms to relevant data protection and ICT laws.
- ❖ **Clarity & Usability** – Clearly defined and structured for ease of implementation.

9.4 Communication and Reporting

- ❖ The Committee will document all review comments and communicate them to the Consultant through an official report.
- ❖ Any unresolved issues will be escalated to the Project Management Team for resolution.

- ❖ Final acceptance will be documented and signed off by the Committee.

9.5 Review Process and Timeline

Step	Action	Responsibility	Timeline
Step 1: Submission of Deliverable	The Consultant submits the deliverable as per the agreed timeline.	Consultant	As per the Contract
Step 2: Detailed Review	Each committee member evaluates the deliverable based on technical, procurement, and legal requirements.	Review Committee	Within three days after submission of the report
Step 3: Need Assessment Compilation	Consolidated need assessment and required revisions are documented.	Consultant	Within three days after submission of the report
Step 4: Consultant Revision	Consultant revises and resubmits the deliverable based on need assessment.	Consultant	Within three days after compilation of Feed back
Step 5: Final Approval and Endorsement	The Committee reviews the revised submission and grants approval or requests further modifications.	Review Committee	Within two days after revised report received to the Project

10. QUALIFICATION AND EXPERIENCE REQUIREMENTS FOR THE CONSULTANT

The consultant should have:

- ❖ A basic degree in Information Technology, Computer Science, or a closely related field is required.
- ❖ A Master's degree in the field of Information Technology, or a minimum of 10 years of professional experience in the IT field undertaking Requirement Analysis work preferably in the Government Sector. The consultant should also have the experience of preparation of bidding documents—particularly the Employer's Requirements—for the design of large-scale, national-level government projects or international-level information system development procurements.
- ❖ The applicant must have successfully completed at least two large Requirement Analysis assignments (preferably in the government sector) during the 5 years. Relevant proof documents (such as completion certificates, client references, or contracts) must be submitted along with the application to demonstrate compliance with this requirement.

- ❖ The applicant must have successfully prepared bidding document and other procurement related documents in at least one or more similar assignment within the last three (3) years. Relevant proof documents (such as completion certificates, client references, or contracts) must be submitted along with the application to demonstrate compliance with this requirement.
- ❖ Possess comprehensive knowledge of public procurement regulations, ensuring compliance with both international and national procurement standards.
- ❖ Exceptional proficiency in written and verbal communication in English.
- ❖ Knowledge of Management Information System (MIS) solutions for social protection systems, including their design, implementation, and operational aspects, will be considered an added advantage.

11. PAYMENT SCHEDULE

Payments will be made according to the following schedule upon the successful completion of each deliverable and its acceptance by the Client, in accordance with the agreed-upon contract terms.

#	Deliverable	Timeline	% of the Total Contract Value
1	Inception Report (including a work plan)	Within 1 week of contract signing	10%
2	Stakeholder Review and Need Assessment Report	Within 4 weeks	20%
3	Draft System Requirement Document, Bidding Document and Employer's Requirements	Within 6 weeks	30%
4	Final System Requirement Document with Total Cost Estimate, Bidding Document and Employer's Requirements	Within 12 weeks	20%
5	Assistance to the Bid Evaluation Committee for Evaluation	Within 20 Weeks	20%