

GENERAL PROCUREMENT NOTICE

Saint Vincent and the Grenadines
Caribbean Digital Transformation Project
IT Infrastructure
Credit No. IDA 66910
Project ID No. P171528

Saint Vincent and the Grenadines has received financing in the amount of **US\$ 30,000,000.00** equivalent from the World Bank toward the cost of the **Caribbean Digital Transformation Project**, and it intends to apply part of the proceeds to payments for goods, works, non-consulting services and consulting services to be procured under this project.

The project will include the following components:

Component 1: Digital Enabling Environment (USD 2,000,000.00)

The project will support for development of national level cybersecurity capability to monitor, identify, protect against, and respond to cyber threats and support for requisite enabling environment and capacity improvements at national level. The CERT will be established using a regionally compatible design and frameworks developed as part of the regionally implemented activities under the subcomponent.

Component 2: Digital Government Infrastructure, Platforms, and Services (USD 22,750,000.00)

Subcomponent 2.1: Cross-Cutting Enablers of Digital Government Operations and Services

Digital Government strategy, standards, business continuity, and protocols: This activity supports the development of necessary strategy and frameworks to guide public sector digitization along the three dimensions of technology, processes, and people. This includes the development of targets for government digitization, a roadmap for its implementation, and standards and protocols to enable the automatic flow of information and data across government. This will also strengthen and streamline the enabling environment for public sector digitization, support coordination and the development of an integrated approach towards digital public service delivery. It will also support resilience and business continuity in the event of natural disasters.

Unique digital identifier and citizen authentication: The ability to digitally identify and authenticate individuals is key to delivering public services digitally, as it enables safe, secure, and legally verifiable access to public services. The activity will build on previous efforts around the development of a regionally standardized identifier—the multi-purpose ID number (MPID)—by utilizing the same numbering system to facilitate regional interoperability. The use of the MPID number as the unique identification number (UIN) will enable the back-end integration of various identification registries in the country, and when combined with an authentication layer and payment platform, will facilitate digital public service delivery.

Digital infrastructure strengthening: This activity will fill infrastructure gaps in supporting the implementation of government digitization efforts. The activity includes enhancing data storage capability and improving resilience of digital government and ability for civil servants to work remotely.

Government payment platform: The activity will support the deployment of an integrated electronic payment system to enable Government, citizens, and businesses to transact electronically in a seamless and secure way, facilitating end-to-end digital public service delivery. This will also ensure a continuity of funds flow in the event and aftermath of a natural disaster.

E-Document management system: The activity will support the development and implementation of an e-document management system. Such a system will improve public sector productivity and reduce paper consumption in government operations. The activity will also include support to review and update policy, legislation, and regulation governing digital signatures and authentication to facilitate integration of the system with digital signatures infrastructure. Associated training and awareness raising programs for users of the system will also be financed by the activity.

Capacity building of public sector IT professionals and civil servants: Financing for awareness raising and training program to support technical capacity development of the Government Information Technology Services Department (ITSD), and other ICT staff as relevant. Capacity building activities will be financed on the basis of development and approval of an annual training program.

Subcomponent 2.2: Government Productivity Platforms and Citizen-Centric Digital Services

End-to-end digitization, business process re-engineering, and integration of priority services and systems: This activity will finance the digitization of specific citizen facing services, development of a data exchange platform and back-end integration of key systems, registries, databases, and platforms with each other. Such an integrated data exchange platform and service bus can enable interlinkage of the cross-cutting enablers of digital government (identification, authentication, and payment platforms) as citizen facing public services are digitized.

Single window for land/property transactions: The activity will support the development of a one-stop-shop for land and property transactions.

Single window customs clearance: Financing for the extension of the Asycuda World platform and integration with necessary systems for permits and authorizations. Activity will also include support for training, business process re-engineering, and ongoing technical support from the vendor.

Tax system development: The activity will finance the implementation of a tax administration system following a modular approach (prioritizing modules/functions based on criticality).

Component 3: Digital Skills and Technology Adoption (USD 2,750,000.00)

Subcomponent 3.1: Workforce-Ready Digital Skills

This sub-component aims to support training to employment opportunities in digitally enabled professions. It will complement the regional level activities supporting more advanced and specialized digital skills development and remote working placements with global firms and clients. It will

include a digital skills development and workforce readiness coaching program targeting development of skills identified to be in demand within digitally enabled professions in SVG or in the Eastern Caribbean Region (as identified through the regional level activities under component 3). Implementation will be through a local training institution, potentially in partnership with a firm or non-profit foundation to administer the skills trainings, provide job coaching and “soft” skills support to participants and develop partnerships with private sector industries interested in contributing to curriculum development, executing the trainings and hiring of graduates. The program will include dedicated outreach and programming to attract and support women and at-risk youth to participate in the program and will be administered through a combination of in person training and mentoring and online learning to enable more flexible participation by a wider range of interested individuals.

Subcomponent 3.2: Technology Adoption

This sub-component seeks to increase adoption of digital technologies, platforms and digitally enabled business models by small and medium enterprises (SMEs). It aims to boost the productivity and competitiveness of traditional industries, initiate a cultural shift towards modernization and innovation in the private sector and to overcome the current lack of demand for digitally skilled professionals and IT services in the regional market.

Component 4: Project Implementation Support (US\$ 2.5 million)

This component includes support to the PIU for the implementation and management of national level project activities, including for staffing of the PIU as well as capacity building and training initiatives. Key technical functions to be supported can include but will not be limited to project manager, technical specialists, procurement specialists, financial management specialist, environmental and social safeguards specialists, monitoring and evaluation and communications. Day-to-day operational expenses/overheads will be financed through counterpart funding (TBC during appraisal).

Procurement of contracts financed by the World Bank will be conducted through the procedures as specified in the World Bank’s *Procurement Regulations for IPF Borrowers (July 2016, revised November 2017 and August 2018) (Procurement Regulations)*, **and is open to all eligible firms and individuals as defined in the Procurement Regulations.** After project negotiations, the World Bank shall arrange the publication on its external website of the agreed initial procurement plan and all subsequent updates once it has provided a no objection.

Specific procurement notices for contracts subject to open international competitive procurement will be announced, as they become available, in [UN Development Business](#) online, on the World Bank’s external website, local newspapers: *Searchlight, The Vincentian and The News* and the Government of Saint Vincent and the Grenadines’ website (www.gov.vc)

Interested eligible firms and individuals who would wish to be considered for the provision of goods, works, non-consulting services and consulting services for the above-mentioned project, or those requiring additional information, should contact the Borrower at the address below:

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