

REQUEST FOR EXPRESSIONS OF INTEREST

SAINT LUCIA

DISASTER VULNERABILITY REDUCTION PROJECT

Loan #5493-LC, SCF Loan # TF017101, SCF Grant # TF017143

Assignment Title: *DISASTER INFORMATION MANAGEMENT SYSTEM (DIMS)*

Reference No. : SLU-DVRP-IT_NEM-CERC-01-20

Saint Lucia has received financing from the World Bank towards the Disaster Vulnerability Reduction Project (DVRP) and intends to apply part of the proceeds for consulting services for a Disaster Information Management System (DIMS) for the National Emergency Management Office (NEMO).

The consulting services (“the Services”) include determining the immediate and future needs and functional requirements of the Disaster Information Management System (DIMS) and the most appropriate existing software package(s) for development of the DIMS in consultation with the NEMO Secretariat; designing the architecture of the Disaster Information Management System, including catering for the future expansion of the System to include the proposed applications, developing/building the priority applications of the Disaster Information Management System cited in the Background (context) section using the selected existing software package(s) based on the approved design; populating the priority applications of the DIMS with test/sample data provided by NEMO and conducting comprehensive User Acceptance Testing (UAT) of the beta DIMS to ensure full functionality, practicality, utility, stability, and sustainability across all phases of comprehensive disaster management; revising the beta DIMS based on the UAT findings and implementing the final DIMS version; developing manuals to support the DIMS, including a User Manual and an Administration and Maintenance Manual; and training the NEMO Staff in the DIMS and providing follow-on remote technical support for a defined period. The assignment shall be conducted over a period not more than 8 months (35 weeks). The person-months for the team of experts is expected to not exceed 6 person-months.

(The Terms of Reference may also be obtained on the website of the Department of Finance: www.finance.gov.lc).

The Department of Economic Development, Transport and Civil Aviation 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; (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, **(please note that the individual experts’ bio data is not required at this stage.)**)

The selection criteria are:

The minimum required qualifications and experience of the legally established consulting firm are:

In general, the consulting firm must have:

- At least 3 years of experience in design and development of information management systems. Experience in design and development of information management systems for disaster management applications is preferred. **(30 points)**
- Successfully completed at least one similar assignment during the past 5 years; that is development of an information management system to serve the needs of an organization **(45 points)**
- Demonstrated expertise in the following fields: database management, data and software security, information and communications technology (ICT), remote data collection and analysis, real-time data collection and analysis, and programming for mobile platforms.**(25 points)**
- Experience with, and demonstrated knowledge of, data sharing agreements for public and private entities would be an asset.

The consulting firm must provide a team of experts with the skills mix required to fulfill the scope of services presented above. All experts must have:

- the ability to work effectively and efficiently in a team
- strong time management skills and demonstrated ability to meet project deadlines
- excellent analytical skills
- excellent verbal and written communication skills in English
- excellent work ethic, including being self-driven, innovative, resourceful and having a high level of integrity

To be selected, the Consulting Firm shall propose a multidisciplinary team of key experts with the following qualifications and experience:

WORK TEAM MINIMUM REQUIREMENTS		
POSITIONS	ACADEMIC QUALIFICATIONS	EXPERIENCE AND SKILLS
Disaster Management Systems Specialist	At least a bachelor's degree in Information Science, Business Administration or another field relevant to the assignment - Professional qualification in Business	-At least 3 years of professional experience with requirements elicitation and design for the development of Web applications for information management -successful completion of at least one similar assignment in

	<p>Analysis would be an asset</p> <ul style="list-style-type: none"> - Academic qualification in Disaster or Emergency Management would be an asset 	<p>the past 5 years</p> <ul style="list-style-type: none"> -experience determining needs for, designing, maintaining or managing information systems for disaster management applications is preferred -analytical and problem-solving skills -demonstrated professional experience designing and delivering training programs -demonstrated professional experience mapping and developing business processes and workflows.
<p>The Disaster Management Systems Specialist shall be responsible for leading the determination of the needs and functional requirements of the Disaster Information Management System (DIMS) as well as the development of the optimal system design for the DIMS, supported by the Software Developer/Applications Specialist as required. The Disaster Management Systems Specialist will also be responsible for User Acceptance Testing and User Training in the DIMS.</p>		
Software Developer / Applications Specialist	<p>At least a bachelor's degree in Computer Science, Computer Engineering, Information Management Systems or a related field</p> <p>Certification in Microsoft Technologies for Software Developers is desired. Microsoft Certified Solutions Developer certification is preferred.</p>	<ul style="list-style-type: none"> -At least 3 years of professional experience in development and customization of information management systems -Knowledge and experience in standard Microsoft information management software, such as Microsoft Office, Dynamics and PowerApps, as well as proprietary and opensource software packages for disaster management information management

		<p>-Demonstrated experience developing budgets and maintenance plans for software applications</p> <p>-Demonstrated experience providing software training.</p> <p>Specific professional experience:</p> <ul style="list-style-type: none"> - Demonstrable professional experience with the development of applications as per client requirements - Demonstrable professional experience with the testing of software applications to ensure compliance with requirements and a stable and secure final product - Professional experience with the use of standard APIs (REST/SOAP) for integration of applications is required - Knowledge of the principles of data protection and application security. Knowledge of the OWASP ASVS is an asset - Demonstrable experience with applications dealing with the secure management of personally identifiable information - Demonstrable
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		<p>professional experience with the creation of secure and user-friendly CRUD applications with reporting capabilities</p> <ul style="list-style-type: none"> - Strong computer programming skills and knowledge in development software such as C, C++, and Java - Experience with standard GIS data formats is an asset - Knowledge of SQL and SQL-based relational databases is an asset <p>Required competencies</p> <p>The Software Developer / Applications Specialist must be able to communicate effectively in English. They must be able to work independently and with teams and must have the following core competencies:</p> <ul style="list-style-type: none"> - Complex Problem Solving — identifying complex problems and reviewing related information to develop and evaluate options and implement solutions. - Systems Evaluation — identifying measures or
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		<p>indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.</p> <ul style="list-style-type: none"> - Problem Sensitivity — the ability to tell when something is wrong or is likely to go wrong. - Quality Control Analysis - conducting tests and inspections of products, services, or processes to evaluate quality or performance. - Troubleshooting - determining causes of operating errors and deciding what to do about it - Technology Design - generating or adapting equipment and technology to serve user needs - Critical Thinking - using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
<p>The Software Developer/Applications Specialist shall provide technical support to the Disaster Management Systems Analyst in the determination of the needs and functional requirements of the Disaster Information Management System (DIMS) as well as the</p>		

development of the optimal system design for the DIMS and carrying out of User Acceptance Testing as required.

The Software Developer/Applications Specialist will lead the development/building and debugging of the DIMS, Quality Assurance/Quality Control testing and reporting, training for administrators and remote technical support. The Software Developer/Applications Specialist should specialize in software or application design, programming or management, and understand the full process of designing, creating, testing and implementing applications.

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 2011*, Revised July 2014 ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest.

Consultants may associate to enhance their qualifications. **The associations should clearly indicate the form of the association (Joint-venture or sub-consultancy; member in charge; other member/s and or sub-consultants¹). Joint ventures shall submit letters of intent indicating their intent to form a joint venture if awarded the contract and shall provide the above mentioned information for each member of the joint venture.**

A Consultant will be selected in accordance with the Selection Based on Consultants' Qualifications Method (CQS) set out in the World Bank's *Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers 2011* Revised July 2014 ("Consultant Guidelines").

Further information can be obtained at the address below during office hours 8:00 a.m-4:00 p.m. (0800 to 1600 hours).

Expressions of interest must be delivered in a written form to the address below (in person, or by e-mail) by **March 31, 2021**

Project Coordination Unit

Department of Economic Development, Transport and Civil Aviation

Attn: Project Coordinator

Second Floor, Finance Administrative Centre

Trou Garnier, Pointe Seraphine

Castries

Saint Lucia

Tel: 758-468-2413

E-mail: slupcu@gosl.gov.lc

¹ Consultants should note that only the lead firm will be assessed with a Sub-consultancy; and all firms will be assessed with a Joint Venture