TERMS OF REFERENCE

Mongolia: SMART GOVERNMENT PROJECT

Credit No : 5483-MN

Assignment title: Consulting service for system design and preparation of terms of reference for system development of Foreign Investment "One stop service center".

Reference No: 2.5.4

1. Background

Government of Mongolia is implementing "Smart Government project" with the financing of World Bank Group in order to improve access, transparency, and efficiency of public service by using information and communication technology. It is being planned that part of this project's financing would be spent on financing the "Consulting service for system design and preparation of terms of reference for system development of Foreign Investment "One stop service center".

The System of One stop service center of Mongolia will give required information and render service and consultation from one centralized platform. This system contains 4 sub-systems for service of OSSC, SIRM, Statistical data related to foreign investment and Database of investment seeking projects.

Within the framework of this consulting service, we are looking for a consultant able to design the system and prepare terms of reference for development of centralized platform and sub-systems.

2. Scope of the system

Service of Legal entities state registration department of General authority for state registration related to registration of Limited Liability Company, service of Mongolian Immigration Agency related to visa and residency, and service of General department of Taxation and Social insurance agency related to taxation and insurance would be integrated into one electronic application. Reference, information and statement that are stored in public sector would be exchanged directly within government bodies.

Investor will file complaint on SIRM not depending on the government body. All government bodies would be connected into SIRM, grievance of the investor will be transferred, evaluated electronically and feedback would be given electronically. This sub-system will be developed under the framework of project that is being cooperatively formulated with IFC, a member of World Bank Group. Matter related to system of OSSC is conducted within the framework of Smart Government Project.

Numerical data such as data on FDI and entities, tax and insurance payment, number of employment vacancy, customs report, and report on visa will be collected monthly on both each entity and on an integrated level. By doing so, these data will be used in making policy.

By improving and developing centralized system of project, we will have an access to information of all projects that are to be implemented or is already being implemented, be able to openly introduce, promote investment-seeking project, and introduce precisely specific projects by doing readiness evaluation on investment seeking projects. This sub-system has been developed in initial stage and further development, process to connect it into centralized system will be made under the framework of Smart Government Project.

It will be a platform, which contains centralized system and 4 sub-systems (adumbration is attached in Annex 1).

3. Objectives and Scope of Work

Consultant will design the system and prepare Terms of Reference for the development and implementation of the above-mentioned sub-systems and the centralized system. Also, consultant will have to render consultancy service in monitoring and accepting the software.

The specific tasks include:

3.1. Draft terms of reference, which include map of the business process improvement, systematical and technical requirements including detailed hardware and software specifications, architectural design, solution of centralized system and below-mentioned sub-systems, and change management activities.

3.1.1. The system development, in which service of Legal entities state registration department of General authority for state registration related to registration of Limited Liability Company, service of Mongolian Immigration Agency related to visa and residency, and service of General department of Taxation and Social insurance agency related to taxation and insurance would be integrated into one electronic application and direct exchange of reference, information and statement that are stored in public sector within government bodies is enabled

3.1.2. Solution to connect SIRM system into centralized system shall be determined and terms of reference shall be prepared. This sub-system will be developed within the framework of IFC, a member of World Bank Group and preparation is being held under the process.

3.1.3. System development, in which information on FDI, numerical data of company, tax and social insurance payment, number of employment, customs report and visa is collected electronically from Bank of Mongolia, General authority for state registration, General department of Taxation, Social insurance agency, Mongolian Immigration Agency, and Mongolian customs for both each companies and all the companies on monthly basis and it is electronically analyzed monthly.

3.1.4. By upgrading and developing the centralized project system that is being established, develop a system which enables an access to information of project that are going to be implemented or are already being implemented, publicly introducing and promotion of projects that have to attract an investment, and evaluation of readiness on investment seeking projects.

3.2. Provide support in making not less than 3 researches and not less than one study tour to countries, which have developed electronic system of One-Stop-Service-Center and in developing tailor made version for Mongolia.

3.3. Provide professional support in connecting systems of related government bodies, transferring data, searching data, creating download connection and determine type of service transmission and protocol;

3.4. Provide monitoring, consultancy, and guidance in both stages of design and implementation of the system development.

3.5. Provide monitoring and consultancy service during system acceptance.

4. Consultant's qualifications/Selection criteria

Consultant should have:

4.1. Demonstrated professional experience in rationally organizing connection between system development and system, demonstrated experience in professional architecture and at least 5 years of direct relevant experience on this field.

4.2. At least 5 years of work experience in field of online service, business process optimization, and business information system.

4.3. At least 5 years of work experience in field of information technology, preferably on project that is of international organization or international level.

4.4. At least a master's degree in information system, information technology and software engineering or related field;

4.5. At least 5 years of work experience in field of business process, work sequence, and data management;

4.6. At least 10 years of work experience in field of Information system management and software development;

4.7. An expertise in field of information system safety, at least 2 years of work experience in the related field.

4.8. Demonstrated professional experience in monitoring, providing consultancy and guidance for design and implementation of more than 5 projects' system development.

4.9. Excellency in both verbal and written English skills.

5. Timeframe and work location

It is being planned that consultancy service mentioned in 3.1, 3.2, 3.3 of terms of reference would be implemented for 3 months, 3.4 would be conducted during period of system development which means around 6 man-months, and 3.5 would be conducted at the time of system acceptance which means around 3 man-months. Consultancy service work will take place in Ulaanbaatar.

6. Deliverables

Consultant will prepare the report electronically and as a hard copy as mentioned-below.

6.1. Opening report: Within 14 days from the beginning of the work, current situation analysis, elaborated work plan of the consultant, and final result shall be determined and these documents shall be prepared and delivered both in English and Mongolian.

6.2. Progress report: Within 45 days from the beginning of the work, main results, work report, draft of the reference of terms shall be prepared and delivered in both English and Mongolian.

6.3. Final report of first stage (3.1-3.3): After the completion of the assignment, Consultant will have to submit work report in both Mongolian and English along with "terms of reference for system development of Foreign Investment "One stop service center"".

6.4. Performance report: During the electronic system development process, monthly report that is on whether system development work is being carried on according to Terms of Reference will have to be submitted.

6.5. Final report of acceptance: At the time of receiving the electronic system, report on whether system development work is completed and on possibility of acceptance will have to be submitted.

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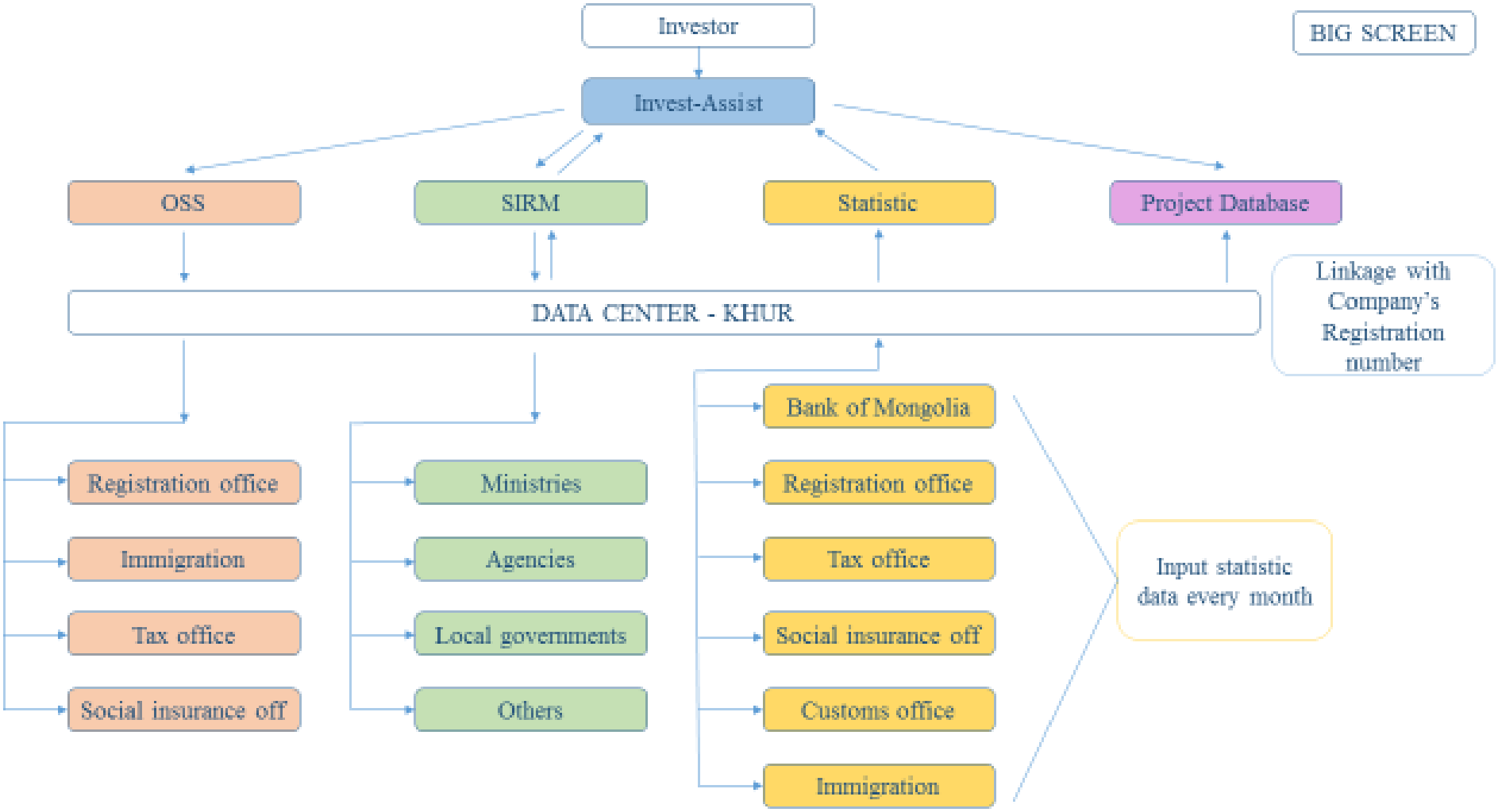
Annex-1


Investor
BIG SCREEN
Invest-Assist
OSS
SIRM
Statistic
Project Database
Linkage with Company's Registration number
DATA CENTER - KHUR
Registration office
Immigration
Tax office
Social insurance off
Ministries
Agencies
Local governments
Others
Bank of Mongolia
Registration office
Tax office
Social insurance off
Customs office
Immigration
Input statistic data every month