

Call of Express of Interest (EOI) for a tender Provision of Streamlining Procedure

1-Content

After the liberation from the so-called Islamic State in 2017, Iraq faces the challenge of political stabilisation. Dissatisfaction due to insufficient service provision has been articulated in several protest movements since 2019.

The administrative, political, and fiscal decentralisation enshrined in the 2005 Constitution and Law 21 (Law on Governorates not Incorporated into a Region) establishes a gradual transfer of competences from seven sector ministries to the 15 provinces of Central Iraq. In Kurdistan region, the law number 3 (Law of governorates for Kurdistan - Iraq region) legislated to organize the powers and specialties of provincial councils and to meet decentralization principle represented by distributing powers in order to facilitate and improve the service delivery to the citizens and protect the rights and interest of the society. This should make the provision of services the responsibility of subnational authorities. To date, the provincial administrations are however not yet in a position to offer public services in an inclusive manner and to provide them efficiently. Processes among the national level, the provinces and districts are not clearly regulated nor standardised. There is a lack of approaches as to how service provision can be designed in a participatory and citizen-oriented manner.

The Strengthening inclusive local Governance Project (iLG) advises partners at provincial level on improving the efficiency and inclusivity of selected administrative processes e.g. in the area of water and municipal services. In the last two years iLG has supported partners by adapting administrative procedures, optimizing core processes and internal coordination in 5 governorates: Anbar, Nineveh, Diwaniya, Muthanna and Wassit.

With the publication of “The guide of strategic administration for simplifying the governmental procedures and services” on 02.01.2024, the Iraqi Government has official started the creation of the Higher committee of simplifying the governmental procedures in the central level. This guide is a useful tool for all officials and employees who are working in the field of simplifying government procedures and services in ministries, agencies not affiliated with ministries and governorates, directly or indirectly. It aims to identify the strategic destination, increase awareness, and establish unified standards & main foundations for organizing the work, thus, this guide serves as a practical way to help accomplishing goals and tasks, and defining responsibilities and duties of the relevant competent. Strengthening administrative procedures is relevant for the Kurdistan Region, since public actors are working for more efficiency and simplification of procedures in the region too.

At the governorate level, partners have the challenge to understand their tasks in relation to the new guideline and at the same time implement the procedures reaching the central level expectations and local level needs. The capacity development of the public staff inside the streamlining procedures committee and by the departments to work in the implementation is a key objective to guarantee the efficiency of the country public services workflows.

2- Service requirements:

The contractor is responsible for providing the following services:

- The contractor is responsible for preparing a discussion session with iLG staff which is necessary to have common understanding on the methodology of streamline the process. The session is in person for one day and for up to 12 participants (Working days are up to one day for each one of team leader, key expert 1, and key expert 2)
- The contractor is responsible for conducting field visits to the national and local committees of simplifying the procedures and other relevant actors (the central level is in Baghdad and the local level are in five governorates: Anbar, Nineveh, Diwaniya, Muthanna and Wassit in addition to Kurdistan region of Iraq (KRI)) to have an idea about the available capacities as well as to prepare them for training courses and identify their training needs. (Working days are up to 8 days for each one of team leader, key expert 1, and key expert 2 including field visit report to iLG)
- Training course: The contractor is responsible for preparing up to 80 representatives from the local level to perform their tasks in the area of advice the streamlining procedures. Three trainings should be developed (up to 40 representatives per one training which means up to 6 trainings in total, up to 3 presential days for each training) the goal of the trainings is to present the foundations of streamlining procedures (visualisation of workflows, analysis (including the legal authority), optimization, including using e.g. Visio, etc) considering the national documents for that and international experiences, besides of practical advisory cases to be discussed with the staff in addition to organizational management, policy, strategy, and process related to the planning and implementation of the streamlining procedures (i.e.)is to have a common understanding to the technical and advisory issues related to the streamlining procedures. In addition to that the training course should focus on helping staff understand how streamlined and standardized procedures prepare processes for digitization. It should introduce key concepts such as digital workflows, automation, and data management, highlighting their role in making transitions smoother and more efficient. Trainees should be able to identify specific parts of the workflow where digital tools can add value and develop workflows with digitalization already in mind, meaning processes should be ready to be digitalized, without additional conceptual efforts. (Working days are up to 30, 12, 12 days for team leader, key expert 1, and key expert 2 consecutively including preparation and implementation)
- The contractor offers consulting in the topics of the training above in field visit. The consulting will be offered to iLG staff and partners in the different levels of the country's administrative system. At the national level partners are e.g. the Higher committee of simplifying the governmental procedures, at the provincial level partners are especially Committee of simplifying the governmental procedures in local level. Individual and team meetings in presential and online formats could be used in the development of this service. (Working days are up to 20, 10, 10 days for team leader, key expert 1, and key expert 2)

- The contractor is responsible for the facilitation of up to 1 workshop (concept, planning, technical input, and co-moderation with iLG National Staff). The goal is to offer collective spaces for the reflection about the achieved steps at the end of the trainings and consulting/coaching process. (Working days are up to 4 days with preparation for each one of team leader, key expert 1, and key expert 2)
- The contractor is responsible for composing a curriculum on simplifying the governmental procedures considering the Iraqi environment at national and local levels. The feedback of partner and iLG must be integrated in the final product (Working days including finalizing phase of integrating feedback are up to 7, 1, 1 days for team leader, key expert 1, and key expert 2 consecutively)
- The contractor reports regularly to GIZ in accordance with the current General Terms and Conditions of Contract for supplying services and work of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH.
- In addition to the reports required by GIZ in accordance with the General Terms and Conditions of Contract for supplying services and work, the contractor submits the following reports: Contributions to reports to GIZ's commissioning party and Brief quarterly reports on the implementation status of the project. The reports shall have recommendations and advice to the partner (5 - 7 pages). (Working days are up to 4, 1, 1 days for team leader, key expert 1, and key expert 2 consecutively))
- The contractor is obligated to submit all products (curriculum, report, recommendations ...etc) to iLG as all these products owned by iLG. At the same time iLG has the right to change or correct in the content where is needed.

Period of assignment expected to be from 01.04.2025 until 01.02.2026.

3- Company experience and qualifications

- The company should have experience in local governance and / or administrative procedures
- The company should have At least five year-experience in Iraq governmental environment
- The company should have experience in simplification of Governmental procedures

4- Interested companies are requested to send a Letter of Interest with the following documents:

- Introduction of the firm/company
- A scanned copy of the license and registration that the company is able to work in Iraq and KRI.
- Bank data with all details from a local bank (Bank Name, Account Holder, IBAN).
- Provide an Affidavit that the firm has been neither blacklisted by any Government, semi-governmental institute, or private institute nor involved in any litigation in the current or during the last two (2) years or a (self-disclosure).
- Annual turnover of the last three financial years.
- Structure of the company and number of employees.

- Provide the requirements per the attached assessment grid for checking the eligibility of companies.
- Provide a letter directed to GIZ exploring:
 - Your company is interested and will participate in the tender.
 - Full names of owner and representatives, with their signatures' samples.
 - The stamp samples

The technical information must be provided as follows:

- Reference on the experience with local governance and / or administrative procedures in Iraq governmental environment
- Reference of similar implemented projects, including their values in the last three years.

Interested companies must submit the above-mentioned documents and the full contact details of their company within the specified date,

This expression of interest is a market search for qualified suppliers and companies. GIZ keeps the right to the appropriate selection of the best-qualified companies/firms for future demand of the provision of chatbot creation Services and representation for the project mentioned above.

Interested companies must submit above mentioned documents via email to: procurement.iraq@giz.de , in a proper digital filing order as the above-listed order by the owner of the company or an authorized representative. Otherwise, the company's interest will be considered non-responsive. The email subject must be named below with the deadline.

On 01.03.2025 at 17:00

EOI – Of Decentralization consulting service – Streamlining Procedures.

Yours Sincerely,
Procurement and Contracting
Unit Deutsche Gesellschaft für
Internationale Zusammenarbeit (GIZ) GmbH
E procurement.iraq@giz.de
I www.giz.de