Request for Proposal (RFP) For Consultancy Services For the National ICT Strategic Plan (NICTSP) For Libya RFP No: 02/2012

BACKGROUND

The Ministry of Communications and Informatics is requesting proposal for the recruitment of an International Consultant/Firm for the preparation of a National ICT Strategic Plan for Libya. The Vision of the Government is to make the ICT sector a pillar of the economy and Libya a regional ICT hub. Information and Communication Technology is regarded as a tool that will support business processes in this knowledge-based economy where information will flow within and across economic activities, leading to increase in value added at national level. Libya is looking for a means to encourage rapid economic growth after the revolution, and is need of a strategy to encourage growth in this sector. Notwithstanding its economic success, Libya has to reckon with a number of challenges to ensure sustainable development. ICT has been identified as a potential sector for sustaining economic development. In this context, the Government of Libya is placing high priority to the development of the ICT sector to transform the country.

The purpose of the National ICT Strategic Plan (NICTSP) would be to develop a comprehensive action plan for the development of the ICT Sector for the next five years to enable government to achieve its vision of making the ICT sector a pillar of the economy. The implementation of the NICTSP will strengthen the ICT industry of Libya and will have a favorable impact on other sectors of the economy. By increasing the application of ICT across all economic sectors, it is expected that this will increase productivity and competitiveness. It is expected that the NICTSP will enhance the development of ICT in Libya, create business and employment in this sector. Furthermore, it is foreseen that by enabling ICT to be accessible to all levels of the population, this will strongly contribute to transform Libya into a knowledge-based society.

ICT SECTOR FRAMEWORK

The ICT Sector Framework shown below describes the major components for the development of the ICT Sector as a pillar of the economy.

1. ICT Industry
This component will address the development of the export potential and the domestic capacity of the ICT industry.

2. ICT Exploitation
All main contributors to the GDP are already using ICT to diverse extents. Making optimum use of ICT in Tourism, Manufacturing, Oil & Gas, and Financial Services to maximize the returns on investment, will further enhance contribution to the GDP. This component will look into how the use of ICT in all key economic sectors must be exploited for enhanced productivity and efficiency.

3. E-Government
This building block will address the issues pertaining to the deployment of joined up online Government services for faster and quality service delivery to citizens, businesses and visitors. A separate RFP has been issued to develop the e-Government strategy, and the overall ICT strategy must run in line with those strategic objectives.

4. ICT Manpower and Skills Development

This component will look into the manpower skills and profile and educational sector reforms required in order to support the development of the ICT industry as well as the development of IT and Telecom academies to help create a stronger workforce and a more educated populace.

5. ICT for Social Development
This component will look into the transformation of Libya into an information society where everyone is ICT literate, has access to ICT facilities and can participate in the Information Society.

6. Emerging Technologies, Applications & Standards
This building block will address the deployment of latest technologies and standards in the Libyan context to sustain a competitive edge.

7. Infrastructure and Telecommunications
In order to sustain the development of the ICT sector, there is a need to make available good quality infrastructure facilities and services as well as a robust and reliable telecommunications network, which is competitive at the international level and is also highly accessible and affordable so that Libya will be considered a major ICT hub in the region.

8. Information Security
In order to build an Information Secure Society, we need to build confidence and security in the use of ICTs.

9. Policy, Regulatory, and Institutional Framework
The objective of this component is to create a level playing field for all the players in the ICT sector and to develop a conducive and enabling environment to act as a catalyst for the development of the sector.

10. Market Liberalization
In order for the Libyan market to grow, the Ministry will examine potential models to liberalize certain sectors of the IT and Telecommunications industry and will consider different options for ownership and management of the sector.

OBJECTIVES OF THE NICTSP

The objectives of the NICTSP have been grouped as per the building blocks of the ICT Sector Framework. ICT Industry

- Identify potential areas for the development of the ICT sector as a pillar of the Libyan economy
- Maximize the growth of the ICT industry both for domestic and export markets
- Enable the Services sector to grow and develop Libya into a regional business hub
- Enable and empower the local business community at large and entrepreneurs in the ICT sector to gain access to the regional and global markets
- Identify schemes and facilities to create a more conducive environment for the promotion of a local entrepreneurial culture and to attract international partnerships
- Identify projects to position Libya as the Regional ICT Center of Excellence
- Identify research and development initiatives to foster the ICT sector
- Enable and empower the local business community and the SMEs by enhancing their efficiency and productivity through the application of ICT

- ICT For Social Development
  - Strengthen nationwide programs for the promotion and adoption of ICT to improve the quality of life of citizens
  - Develop a fully ICT literate nation through broad-based ICT education and awareness
  - Formulate measures to promote the development of local content and creativity
- ICT Manpower & Skills Development
  - Ensure adequate supply and availability of skilled human resources for the ICT Sector
  - Promote capacity building and knowledge transfer in particular for local entrepreneurs, executives and IT professionals
- Emerging Technologies, Applications & Standards
  - Identify international standards and best practices to develop a world class ICT industry and to ensure the competitiveness of Libya Internationally
  - Promote the innovative use of ICT across all sectors
- Market liberalization roadmap
  - Develop possible options for telecommunication and IT market liberalization
  - Develop a financial/business model to assess the economic impact of different options on the government, the sector and society at large
  - Assess and prescribe an optimal market liberalization roadmap, defining key milestones and a list of required activities
- Infrastructure and Telecommunications
  - Provide world class infrastructure and telecommunications facilities to build a competitive ICT Industry
  - Ensure telecommunications facilities are accessible and affordable to all
  - Information Security
  - Build trust and enhance security in the use of ICTs
  - Policy, Regulatory, and Institutional guidelines
  - Review and strengthen the existing policies, legal and institutional frameworks

TASKS AND RESPONSIBILITIES OF THE CONSULTANTS

The consultant/s will be responsible for the tasks outlined below including preparation, submission and presentation of project deliverables. The consultant/s shall take into account the existing plans being implemented/prepared in the different economic sectors.

To be able to achieve the required impact, it is important to view the NICTSP as an integrated ICT strategy to support the economic and social development of Libya over the next 5 years. The consultant/s will be required to submit an Inception report one week after the start of the assignment. The project shall be facilitated by working groups comprising professionals both from the public and private sector. The Terms of Reference for the Consultant/s would be refined and improved after consultations with Government and other stakeholders, at the inception report stage.

The following specific tasks will have to be carried out by the consultant/s:

- Undertake a general review of the existing policy, regulatory, institutional and capacity building frameworks and strategies in line with the vision of the MCIT. The consultant shall be expected to consider the following aspects during the review: ICT legislations, ICT sector institutional set up, Capacity building initiatives, Electronic Document Retention, Privacy and Data Protection, Cyber Crimes, Taxation, E-business and Intellectual Property amongst others;
- Assess the e-government program and benchmark with international eGovernment leaders;

- Make an assessment of the ICT exploitation across the different economic sectors;
- The consultant/s shall make an assessment from primary and secondary data of the current state of ICT development in Libya through consultations with stakeholders concerned in order to formulate and achieve a common understanding of the objectives for the NICTSP
- Carry out a PEST (Political, Economic, Social and Technological) analysis and a SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis of the ICT industry;
- Evaluate the E-readiness of Libya, including the E-readiness of the different economic sectors;
- Identify and recommend specific areas of focus for which development of sustainable action plans are required to achieve the objectives of the NICTSP;
- Identify projects and activities for each area of focus;
- Develop an action plan to be implemented over the next five years to achieve the objectives of the NICTSP. The action plan should include a clear timeframe, human resources requirements, financial estimates, and responsibilities of different stakeholders for the various activities and projects identified for each area of focus. The main issues that will be addressed in the action plan will include the objectives set out at Section C (Objectives of NICTSP) as well as the following:
  - Identify projects to position Libya as the Regional ICT Center of Excellence;
  - Enhance competitiveness of businesses in the global market;
  - Promote the sophistication of use of ICT in an innovative way across all economic sectors, the government and the general public;
  - Develop a national information security strategy plan to build trust in the use of ICTs.
  - Create a conducive environment for the development of a knowledge based economy;
  - Enhance broadband Internet access for both business and community;
  - Enhance schemes to promote household PC penetration;
  - Promote capacity building and knowledge transfer in particular local entrepreneurs, executives and IT professionals;
- Propose an organization structure to monitor the implementation of the action plan and a strategy for project review. The strategy should include the criteria to be applied and the timing to assess the progress of projects in each area of focus;
- Work with the Ministry to develop Mission, Vision, and Strategy statements

Notes:

- A number of working groups will be set up and the consultant/s will lead those sessions
- The consultants will make presentations of their findings/recommendations during the workshops that will be organized throughout the project duration and subsequently include feedback from the participants
- The consultants will also make presentations of their findings/recommendations to the steering committee and subsequently incorporate feedback from the committee
- The organization and administrative arrangements of the workshops will be under the responsibility of the Ministry
- The consultant/s are not expected to carry out field surveys
- The consultant/s should submit their proposed methodology and work plan for carrying out the activities related to the whole project as part of their technical proposal

DELIVERABLES

All deliverables shall be in English. Certain deliverables will be required to be delivered in Arabic, these deliverables will be identified during project initiation. The consultant/s is expected to submit the following deliverables:
1. Inception Report
2. Weekly and Monthly Progress Reports
3. Current State Assessment Report
4. Strategic Framework Report
5. NICTSP Action Plan

Inception Report: The Inception Report shall consist of the work plan of the consultant/s to carry out the assignment for the NICTSP. The consultant has to submit information about necessary pre-requisites to be able to complete the assignment within the timeframe in their inception report. The consultant/s should clearly indicate the methodology they will adopt and the means by which the Ministry of Information Technology and Telecommunications, the National Computer Board, other stakeholders and associations will be consulted during the course of the preparation of the NICTSP. The above draft terms of reference would be refined and improved after consultations between Government and the consultant/s, at the inception report stage.

Weekly/Monthly/Quarterly Progress Reports: Consultant/s shall prepare progress reports for submission to the Implementing Partner (IP) that is Ministry of IT and Telecommunications.

Current State Assessment Report (CSAR): The main purpose of the Current State Assessment Report is to review and identify gaps between the current and desired state of ICT exploitation in Libya.
The consultant/s will be required to undertake a general review of the existing policies, legal and institutional framework and strategies as related to the government vision, assess the eGovernment initiative, make an assessment of the ICT exploitation across the different economic sectors, evaluate the e-readiness of Libya, including the e-readiness of the different economic sectors and carry out a PEST (Political, Economic, Social and Technological) analysis and a SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis of the ICT industry.
The CSAR should include linkages between ongoing/proposed development projects and the ICT industry. ICT indicators will be given a prominent role in the CSAR to provide as much quantitative results as possible.

Strategic Framework Report: The main purpose of the Strategic Framework Report will be to recommend a coherent framework for defining the strategy to be adopted in the NICTSP. The Strategic Framework Report must outline the components of any proposed field programs, any anticipated challenges/obstacles to be encountered and proposed modeling approaches.
The consultant/s will be expected to develop a common understanding of the objectives of the NICTSP with stakeholders, identify and recommend specific areas of focus for which development of suitable action plans are required to achieve the objectives of the NICTSP and formulate measurable objectives for each area of focus.

NICTSP Action Plan: The NICTSP Action Plan will be one consolidated document, which shall include an action program to be implemented over the next five years. The NICTSP Action Plan shall include a detailed implementation schedule, project outcomes, and financial estimates for each project.

DURATION

Work on this assignment could consist of research and report preparation at its headquarters as well as missions to Libya. The consultant is expected to be onsite at least 80% of the duration of the period of performance, which is not anticipated at taking longer than 12 weeks. Contracts should provide a projected timeline with their proposal with workflows and durations.

REPORTING AND SUPERVISION
The consultant/s will work closely and under the guidance of the Steering Committee set up by the MCIT. The consultant will report to the PMO office. The consultant/s shall prepare and submit reports as indicated under the deliverable section by the specified deadline.

The following organizational structure will be set up for the implementation of the project.
A Steering Committee (SC) will be set up by the MCIT and will be chaired by the Minister.
The functions of the Steering Committee shall be to:
• Provide policy guidance
• Monitor and undertake timely and periodic evaluation of the progress of the NICTSP
• Endorse deliverables
• Endorse the overall work plan
• Approve recommendations and action plans

ELIGIBILITY OF CONSULTANTS

The project is expected to be carried out by a consulting firm or a team of highly qualified individual consultants with appropriate qualifications, expertise and previous experience in similar projects. A consulting company is expected to have at least 5 years of experience in formulating national ICT strategic plans in order to be eligible. They are also expected to be experienced working in the region developing ICT strategies.

PROFILE OF CONSULTANT/S

The team leader qualifications and expertise shall be as follows:
• Degree in the field of IT or Economics or Finance or any other acceptable qualification
• Fluent in written and spoken English, Arabic is a bonus
• At least ten years previous experience including a minimum of 3 years at international level in strategic planning, managing and implementing projects of a similar nature and scale or major ICT projects
• Excellent presentation and communications skills
• Experience in change management issues and exposure to sector reforms
• Experience in specificities relating to Arabic and English speaking global ICT business
• Ability to take responsibility to work under pressure and concentrate on different tasks concurrently
Qualifications and expertise of the other team members shall be as follows:
• Graduates in the field of IT or Economics or Finance or any other acceptable qualification
• At least 8 years proven track record in developing and managing IT strategic plans of a similar scope and complexity including a minimum of 5 years of experience in project management and implementation of major ICT projects OR a minimum of 5 years of experience in the planning, design and implementation of E-government, or e-business/E-Commerce projects or Internet related projects of a relatively large scale and complexity
• Fluent in written and spoken English, Arabic is a bonus
• Familiar with Strategic Planning, Project Formulation, Project Financing, Marketing

• Extensive experience in the provision of strategic management advice, policy development, process reform, and change management issues.
• Previous experience in IT related legislations such as Data Protection, Computer Crimes, IT Security, E-Commerce and Internet. Detailed information and the relevant experience, supported by documentary evidence, should be provided in respect of each member of the Consultancy Team. The consultancy company may as part of the assignment bring additional staff during the course of the project on a shorter period for certain specific tasks

EVALUATION PROCESS

The Ministry will only evaluate proposals that meet the pre-qualification requirements.

The Ministry will evaluate the proposals according to the criteria detailed below:
- 20% - Cost of the project
- 40% - Quality of the technical approach outlined in the proposal
- 20% - Realistic project plan, division of tasks and allocation of time and personnel
- 20% - Quality of personnel supporting the project and company profile
-5% - Bonus to local Libyan owned firms

RFP Schedule

The following schedule outlines the proposal period:
RFP issued for open bidding: Oct 10th
Vendor's questions received by the Ministry: Oct 18th
Responses to all questions sent to all bidders: Oct 24th
Bids received from vendors: Midnight Libya time Nov 1st
Vendor selected and notified: Nov 15th

VALIDITY OF THE OFFER

The offer should be valid for a period of three months from the closing date of the tender.

GENERAL TERMS AND CONDITIONS

General Information
During the evaluation process, the National Computer Board reserves the right, to request additional information or clarification from bidders. Such request and response to the same shall be purely of a clarifying nature, with no impact on the substantive content, quality or cost of the services offered.
All supporting materials (including all data, material, and documentation originated and prepared for the National Computer Board pursuant to this RFP, and including correspondence relating to this RFP) shall, upon delivery to the National Computer Board become the property of the government.

Submission of Proposals

The proposal shall be signed by a person duly authorized to bind the consultant to the contract.
The technical proposal should contain all the following MANDATORY information:
> • A proposal from the bidder specifying the methodology and strategy they would adopt to carry out the work for the tasks outlined at Section E including their detailed project plan,

deliverables to be submitted for the project as outlined in Section F of this RFP document, staffing arrangements and demonstrate that they have understood the scope of work.
• The team composition who will be working on the project and the team leader who will be responsible for the performance of the project
• A detailed work plan indicating allocation of human resources for each task mentioned at Section E
• The details of the team composition for all the missions to Libya including the dates for the mission
• Details of the company experience
• All CVs of staff who will be working on the project should be included in the technical proposal

Financial proposals should include ALL COSTS associated with the project, including travel, preparation of documents, fees, per diem and living expenses.

Financial proposals should be priced in either Libyan Dinars or US Dollars (USD). The exchange rate used for the conversion of the currencies will be the daily exchange rate prevailing on the closing date of the RFP.

There should be two copies of the response, one with and one without the financial offering in both the latest version of Microsoft Word and in PDF.

The offers should be sent to the below email address before the closing date of this proposal:
E-mail: rfp@cim.gov.ly
Kalid Tarapolsi
Executive Director of the Strategic Planning and Special Programs Division

The proposals received after the closing date and time will not be considered.

The Ministry reserves the right, at its sole discretion, to accept any proposal it chooses in full or part, negotiate with any responding Consultant, and accept any alternative proposals.