

DIGITAL ASSESSMENT IMPLEMENTER

LOCATION: Ukraine, Ecuador, Caucasus region (one country)
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JOB TYPE: Consultancy

Eurasia Foundation's Transparency and Accountability in Public Administration and Services (TAPAS) Activity requests proposals from qualified firm(s) to conduct digital readiness assessments in two countries - one country of the Caucasus region and Ecuador as these countries consider adapting solutions from the Diia ecosystem. TAPAS is co-funded by the United States Agency for International Development (USAID) and UK Aid and is implemented by Eurasia Foundation.

Background

The Ministry of Digital Transformation (MDT) leads the development and expansion of the Diia ecosystem. Through Diia, the MDT aims to establish a new level of interaction between the state and citizens, one that is convenient, and humane and eliminates opportunities for corruption. The Diia ecosystem includes a [mobile application](#) with access to citizens' digital documents, a [web portal for public services](#) for residents and businesses as well as the [Diia.Digital Education Platform](#), [Diia.Engine](#), [Diia.Business](#), [Diia.Open Data](#), and [Diia.City](#).

The success of Diia in Ukraine has prompted substantial international interest and attention, including from other governments seeking to transform how they deliver public services to residents and businesses. With support from the EF TAPAS, the MDT is eager to share solutions and best practices from the Diia ecosystem and foster sustainable technology transfer. Sharing these solutions is expected to increase Ukraine's visibility among the international GovTech community and strengthen the MDT's role as an international leader and partner in innovative GovTech.

Several countries, including Ecuador, Zambia, Colombia, and others have expressed interest in adopting innovative GovTech solutions and have approached the MDT to discuss how they might draw applicable lessons from Ukraine's experience with Diia. To facilitate cooperation and assess the readiness of these countries to adopt innovative digital solutions, the MDT has developed two tools: a Platform Questionnaire and a Pre-Discovery Survey. The Platform Questionnaire captures information about the state of digital infrastructure, internet penetration levels, smartphone user rates, and other relevant factors. The Pre-Discovery Survey gathers data needed to understand which innovative solution(s) is most needed by the partner government and outlines the steps needed for its adoption. The Pre-Discovery Survey is a technical survey that aims to collect data that may not be readily accessible from open sources, e.g., information about base registries, number of records, digital signatures, and others.

A country of the Caucasus region and Ecuador have already completed these surveys and the MDT has begun an analysis of the responses. In addition, the MDT has signed a Letter of Intent (LoI) with the Information Systems Agency of a country of the Caucasus region (signed in December 2023) and a Memorandum of Understanding (MoU) with the Ministry of Telecommunications and Information Society of Ecuador (signed in December 2023). Thus, both countries are now ready for the Discovery Phase of the digital readiness assessment. Please see an explanation of the Discovery Phase assessment below.

Objective

This assignment has two objectives:

- Conduct a thorough Discovery Phase assessment for two countries - a country of the Caucasus region and Ecuador, including desk research and key informant interviews.
- Prepare comprehensive Discovery Phase reports, including roadmaps and design visual interfaces featuring mockups tailored for each country. These reports will outline recommendations on the digital documents and services that can be developed within their respective mobile applications.

The Discovery Phase (discovery assessment) is expected to outline the steps needed to adopt a specific eGovernance solution, such as digitizing a high-demand document or service. As part of Discovery, the vendor may collect information about citizen authorization/authentication mechanisms, clarify the infrastructure approach and preferred technologies, and/or collect functional and non-functional requirements. The outcomes of the Discovery Phase may include the following: formulation of functional and non-functional requirements for the system or service; documentation of the system or service architecture; designing UI/UX mockups; and drafting a delivery plan, i.e., project roadmap and timeline. The purpose of Discovery is to document the project goal, technical dependencies, and design, establishing the foundation for successful implementation. Please note that implementation of the specific eGovernance solution will be separate from the assessment.

The Ministry of Digital Transformation of Ukraine is the beneficiary of this project.

Activities

The Digital Assessment Implementer(s) are expected to design the specific flow of assessment activities using the methodology prepared by EF TAPAS. Illustrative activities include the following:

Phase 1

- Conduct thorough desk research on the digital landscapes of a country of the Caucasus region and Ecuador, e.g., the presence and utility of government digital platforms, existing digital services, mobile banking tools, internet penetration levels, and smartphone user rates.
- Review the Platform Questionnaires and a Pre-Discovery Surveys completed by each country.
- Conduct informant interviews with key government representatives and other stakeholders to understand eGovernance requirements in each country.
- Assess the current state of digital infrastructure, e.g., data centers, networks, documents management systems; cybersecurity infrastructure, platforms for data exchange and others.
- Analyze how citizens identify themselves to receive public eServices and suggest the most suitable authorization/authentication approach for each country.
- Assess the availability of public registries, e.g., registries for the population, land, vehicle and tax registries, and analyze the quality of data stored in those registries. Also, note whether the registries are in digital format and, if so, what technology is used, e.g., PHP, Python, MySQL, as well as the availability of APIs.
- Analyze the opportunity for data exchange between the registries/information systems, e.g., the existence of exchange platforms or protocols of data exchange.

Phase 2

- Based on the analysis above, propose concrete solutions for up to 2 documents/services with a focus on Diia-like application, outlining the potential impact in the respective countries.
- Analyze the user journey to receive selected digital documents/services in the application.
- Design the architecture scheme on how the components will be interrelated, e.g., data drawn from registries, data exchange platforms, mobile applications, or other sources.

- Draft the functional and non-functional requirements for implementation of the proposed solutions for up to 2 documents/services in each country.

Phase 3

- Prepare comprehensive reports summarizing the findings of the Discovery Phase for each country. The report should include detailed roadmaps for the implementation of selected digital products in each country and identify stages and milestones for the deployment of digital documents and services. Consider the local context and regulatory frameworks in developing the roadmaps.
- Create design visual reports for the selected documents/services that include mockups (including clickable UI prototypes) for proposed digital products for each country. Ensure the mockups reflect user interfaces, user experiences, and system architectures.
- Align and confirm the user interface design with the representatives of the respective agencies.
- Provide a visual representation of how the proposed solutions will function within mobile applications.

Deliverables and time estimates

- **Discovery Phase report developed.** This report includes concrete proposals for the development of up to 2 Diia-like solutions (services/digital documents), incorporating technical specifications and considerations tailored to the unique circumstances of each country.
- **Roadmap outlined for each country,** offering guidelines for the implementation of the selected products. These products, which are comprised of up to 2 digital documents and services, are accompanied by detailed technical frameworks, ensuring seamless integration and functionality within the respective national contexts.
- **Design visual report developed.** This report will not only showcase mockups for the 2 envisioned products but will also delve into the technical design aspects, providing a visual representation of the user interface, user experience, and overall system architecture for each country. This approach aims to align the technical specifications with the user-centric design, ensuring the practicality and effectiveness of the proposed solutions.

The deliverables are expected to vary across the two countries due to differences in digital landscapes, different public needs, and the anticipated scope of use for digital documents and services.

Estimated implementation time: 6 weeks for one country or 12 weeks for two countries

Bidders may submit proposals to conduct Discovery Phase assessments for a country of the Caucasus region, Ecuador, or both. EF TAPAS estimates that one assessment will take up to six weeks. In case if bidder applies for both a country of the Caucasus region and Ecuador, consequent implementation is allowed with estimated implementation time for two countries for up to 12 weeks. Details about the Caucasus region country will be provided to the winner of the respective bid. Please clearly indicate the countries your proposal covers in the subject of your submission e-mail.

Selection criteria

The service provider will be chosen through a competitive selection process. The decision on the winning bid will be determined by a tender commission comprised of specialists from EF TAPAS and

MDT, based on an assessment of the proposal in comparison to other submissions and following the "price-quality" principle.

Please note that only legal entities are eligible to submit a proposal. Bidders must furnish a team of experts dedicated to this project and offer a resume for each team member as part of the proposal.

The tender commission will use the following criteria to select the winning bid:

- Experience of the project manager, who must possess a proven track record leading similar assessments
- Quality of the management plan for the project team
- Experience of the proposed team in conducting comprehensive research in diverse geographical contexts; experience in the target countries will be an asset
- Strength of the project team's technical knowledge in mobile application development, digital infrastructure, and emerging technologies
- Capacity and expertise of the project team in user-centric design principles to create visually appealing and user-friendly mockups
- Demonstrated capacity of the project team's writing and documentation skills to produce detailed and well-organized reports