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REQUEST FOR EXPRESSIONS OF INTEREST
(INDIVIDUAL CONSULTING SERVICES)

Republic of the Marshall Islands (RMI)
Digital RMI Project
P171517

Assignment Title: Digital Unit: Guidelines Officer and Report Writer
Reference No.: MH-DIDA-397451-CS-INDV
(Majuro based position)

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The Government of the Republic of the Marshall Islands (the Government) is undertaking a major investment program supported by the World Bank under the proposed Digital RMI Project (Project). The proposed development objective incudes establishing the critical foundations for digital government services and the digital economy.

To support the development of digital government services and a digital economy the Government, with World Bank funding support, has established a Digital Unit reporting into the Office of the Chief Secretary.

The Director of the Digital Unit is seeking a suitable person with strong analytical skills and ability to write in both English and Marshallese, clearly, succinctly and in a logical sequence, to fill the role of Guidelines Officer and Report Writer. This person will be responsible for supporting the Digital Unit by providing input into, or preparing, a wide range of written materials (both in English and Marshallese) for the advancement of its functions including accessible and succinct information (or guidelines) that will help guide public servants and the public more generally in how to operate in a digital environment effectively, securely and safely.

The right candidate will also have the opportunity for training and mentoring in the technique of process and system analysis, with the role being extended to include Government systems and process analysis and documentation.

The role is based in Majuro. This is a full-time position and is for up to 2 years contracted period (with the possibility of an extension), with a 3-month probationary period. It is expected that the role will commence on or about May 1, 2024. The remuneration will reflect the fact that this is a contracted role and not a permanent public sector role.

The detailed Terms of Reference (TOR) for the assignment can be found at the following link: https://digitalrmi.com/opportunities/ or supplied on request to the Project Officer galbert@digitalrmi.com. Division of International Development Assistance (DIDA) now invites eligible Individuals ("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 (attach curriculum vitae with description of experience in similar assignments, similar conditions, etc.). The criteria for selecting the Consultant are:

Mandatory Requirements (pass /fail)

The successful candidate shall demonstrate:

- relevant professional qualifications and/or relevant experience; and

- examples of their written Marshallese and written English.

Additional Desirable Requirements:

Some or all of the following desirable qualities will be relevant to selection:

- Ability to reduce complex materials to simple and effective messages.

- Strong analytical ability and problem -solving ability.

- Experience writing for different contexts and/or different audiences.

- Strong user skills in Microsoft word and power point.

- Experience of working in Government, particularly in a role where the candidate prepared ministerial papers.

- General understanding of the benefits of digital use.

- Knowledge of operations process modelling and improvement methodologies.

- Familiarity with project management principles

The attention of interested Consultants is drawn to paragraph 3.14, 3.16 and 3.17 of the World Bank's *Procurement Regulations for IPF Borrowers dated November 2020* ("the Regulations"), setting forth the World Bank's policy on conflict of interest.

Expressions of interest must be delivered in a written form to the address below (in person, or by e-mail) by no later than **5pm April 10th, 2024 (RMI time)**.

Amata Kabua II
Digital Unit Director
Digital RMI
amata@digitalrmi.com

cc to:
Mike Lott
Project Manager
mike@digitalrmi.com

Galbert Robert
Project Officer
galbert@digitalrmi.com

Terms of Reference

Republic of the Marshall Islands
Digital Transformation Unit, Office of the Chief Secretary
Terms of Reference
Individual: Digital Transformation Unit Guidelines Officer and Report Writer

Title:	**Digital Transformation Unit: Guidelines Officer and Report Writer**
Location:	Digital Unit Majuro Republic of the Marshall Islands
Duration:	Up to 2 years with the possibility of an extension
Start Date:	May 1, 2024

Background

- The Government is undertaking a major investment program in the development of digital government: citizen services and a digital economy. This investment program is supported by the World Bank under the Digital RMI Project (Project).

- To support the development of digital government services and a digital economy the Government, with World Bank funding support, has established a Digital Unit reporting into the Office of the Chief Secretary. The Digital Unit will consist of 7 staff members (including the Director) in Majuro and will, in 2025, open an office in Ebeye consisting of up to a further 3 staff members.

- A Director of the Digital Unit has been appointed and is now seeking to recruit the key staff who will help progress the Digital Unit work program. A description of the Digital Unit's functions is set out in appendix 1 of these terms of reference.

- The Director is seeking a suitable person with strong analytical skills and ability to write in both English and Marshallese, clearly, succinctly and in a logical sequence, to fill the role of Guidelines Officer and Report Writer. This person will be responsible for supporting the Digital Unit by providing input into, or preparing, a wide range of written materials (both in English and Marshallese) for the advancement of its functions including accessible and succinct information (or guidelines) that will help guide public servants and the public more generally in how to operate in a digital environment effectively, securely and safely.

- In this role you will be supported by both the digital unit's technical staff, and international technical advisors (including the Chief Government Digital Adviser) who will have expertise in much of the key information you will be working with.

- The right candidate will also have the opportunity for training and mentoring in the technique of process and system analysis, with the role being extended to include Government systems and process analysis and documentation.

- The role is based in Majuro. This is a full-time position and is for up to 2 years contracted period (with the possibility of an extension), with a 3-month probationary period. It is expected that the role will commence on or about May 1, 2024. The remuneration will reflect the fact that this is a contracted role and not a permanent public sector role.

Role of the Digital Unit Guidelines Officer and Report Writer

- The role of the Digital Unit Guidelines Officer and Report Writer is to support the Digital Unit Director and the Digital Unit technical experts by:

  o Turing often detailed technical materials into accessible and succinct information (policies, guidelines or frameworks) that will help guide public servants and the public more generally in how to operate in a digital environment effectively, securely and safely.

  o In conjunction with other member of the digital unit, support programs relating to the implementation and oversight of such policies, guidelines or frameworks, as well as revising them from time-to-time reflecting learnings from users of the policies, guidelines or frameworks.

  o Supporting the Digital Unit more generally, and in particular the Director of the Digital Unit by providing input into, or preparing, a wide range of written materials for the advancement of its functions, including: drafting policy documents, memos, briefing papers, papers to Minister/s and Cabinet; letters, slides for presentations, etc for the Director of the Digital Unit to provide to key stakeholders and Government.

  o Support the Stakeholder Engagement Officer with materials for stakeholder engagement that relate to the work and priorities of the Digital Unit.

  o Support the Digital Unit communications function with written materials for social media, the Journal and other mediums etc as well as support the preparation of any general updates provided to the public sector by the Digital Unit e.g. on the progress of the public sector's digital transformation or relating to technical updates for the public sector to implement or act on.

  o Where required by the Director or the Stakeholder Engagement Officer act as secretariat for meetings held or attended by the Director including preparing agendas for meeting, preparing minutes and actions points arising out of meetings.

- o Work closely with the Digital RMI Project Manager to ensure the Project Manager gets the relevant information required from the Digital Unit to enable the Project Manager to provide the required project compliance reports in a timely manner.

- You will directly report to the Director of the Digital Unit and work closely with the Chief Government Digital Advisor and the Stakeholder Engagement Officer.

Systems and process analysis and documentation

- The right candidate will also have the opportunity for the role being extended to include Government systems and process analysis and documentation. In this extended role you would be responsible for defining and documenting the Government's needs to a level of detail to enable the Ministry to be able to engage a solutions provider. It involves working closely with each relevant Ministry to gather, document, and validate the Ministry's requirements, facilitating communication between the Ministry's among the relevant personnel who have an interest in the project, and contributing to the successful delivery of projects.

- More particularly, you will be responsible for assessing each relevant Ministry or Government agency's systems and processing requirements, analyzing and documenting these requirements. This would include:

  - o Conduct interviews, workshops, and surveys to understand a Ministry's requirements including current and proposed workflow processes.

  - o Create and maintain comprehensive, clear and detailed documentation of Ministry/Govt Agency requirements, user stories, work process flows, and other relevant artifacts and ensure documentation is up-to-date and accessible to project teams.

  - o Work with the relevant personnel who have an interest in the project to validate requirements and ensure they meet the Ministry/Govt Agency goals including:

    - Manage and resolve requirements-related issues and conflicts.

    - Identify opportunities for process improvement and efficiency gains.

  - o Provide support when engaging with a solutions provider on the Ministry's needs analysis.

- In undertaking this extended role you would receive training on the required skills and techniques as well as the opportunity to work alongside and observe international experts who are skilled in this area performing the tasks.

Mandatory and desired skills, qualification and experience

Mandatory Requirements (pass /fail)

- The successful candidate shall demonstrate:

    o relevant professional qualifications and/or relevant experience; and

    o examples of their written Marshallese and written English.

Additional Desirable Requirements:
- Some or all of the following desirable qualities will be relevant to selection:

    o Ability to reduce complex materials to simple and effective messages.

    o Strong analytical ability and problem -solving ability.

    o Experience writing for different contexts and/or different audiences.

    o Strong user skills in Microsoft word and power point.

    o Experience of working in Government, particularly in a role where the candidate prepared ministerial papers.

    o A general understanding of the benefits of digital use.

    o Knowledge of operations process modelling and improvement methodologies.

    o Familiarity with project management principles

Appendix 1: Functions and key activities of the Digital Unit

1   The Digital Unit's key functions are:

1.1   To provide centralized functional leadership of the RMI Digital strategy, policy, architecture and security, supporting comprehensive digital RMI wide outcomes in a managed fashion

1.2   Development, socialisation and implementation of an RMI Digital strategy

1.3   Development, socialisation and implementation of required ICT related system-wide frameworks (including assurance frameworks) for both Government and the wider economy

1.4   Development and socialisation of a capability roadmap to lift digital literacy, including collaborating with the Government's gender adviser

1.5   Collaborating with the private sector to harmonise other government strategies and plans to achieve coherent outcomes for the RMI (Cybersecurity, Data Management and Data Protection, laws and practises enabling the effective take up and efficient use of digital transactions and services);

1.6   Be the responsible agency for assessing major Government ICT projects and providing advice to Government on such proposals, as well as the Government's key interface on ICT related matters to the RMI's key international partners, donors, international bodies and agencies etc.

2   As part of these functions the Digital Unit will undertake the following key activities:

2.1   Recommend and support the implementation pathway for digital Government and the digital economy

2.2   Support the relevant lead agencies in their implementation of the key enables to support digital Government and the digital economy (e.g. progress and implementation of the necessary law reform to support digital transacting and address citizen rights and obligation, digital authentication/ID requirements, cybersecurity)

2.3   Identify and recommend early quick wins for Govt administration and, if approved, roll them out across government departments and agencies "training the trainers" in each relevant Ministry and agency

2.4   Develop the Govt procedures and policies that the public sector will adhere with the new roll out (e.g. rules relating to use of government email address)

2.5   Support the broader assessment of readiness for digital government services to citizens and recommend actions to enhance readiness

2.6   Support the relevant Ministries and agencies role out of Government digital services to citizens.