



INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY OF SRI LANKA

REQUEST FOR EXPRESSIONS OF INTEREST

Assignment Title: Carrying out Process Improvement Study of Employee Trust Fund (ETF)

Assignment Number: ICTA/GOSL/CON/QCBS/2016/172

Information and Communication Technology Agency of Sri Lanka (ICTA) is the apex government agency for Information and Communication Technology (ICT) in Sri Lanka which has been mandated to take all necessary measures to implement the Government's Policy and Action Plan in relation to ICT.

The Employees' Trust Fund (ETF) board was established by the Act No 46 of 1980 commenced operations in March 1981. It was established under the Ministry of Labour and brought under the Ministry of Finance in 1997 and currently under the Ministry of National Policies and Economic Affairs since October 2015.

The ETF board in collaboration with Information and Communication Technology Agency of Sri Lanka (ICTA) has taken the initiative of improving the business process of ETF board managing functions while introducing a new centralized IT solution. In order to accomplish above objective, a detail process improvement study to be carried out initially and identify necessary process changes of the ETF board. Initial process improvement study is essential to identify the inefficiencies and unproductive process flows in the existing systems within the ETF operations. This must be carried out with a detail process improvement study and therefore ICTA decided to obtain service from a consultancy firm to conduct the process improvement study.

ICTA now invites Expressions of Interest (EOIs) from firms that are willing to undertake the above assignment. EOI must include requested information as specified in the "EOI Information Form" along with documentary evidence in support of core business and years in business, Financial, Business and Administrative strength/standing, qualifications in the field of assignment, experience in carrying out assignments of a similar nature and complexity, technical and managerial organization of the firm, technical capabilities and appropriate skills of key staff of the organization and other relevant information.

The "Brief of Scope" and "EOI Information Form" documents are now available at ICTA for further information. Interested parties may download these documents from the website <https://www.icta.lk/procurement/>

Consulting firms will be selected in accordance with the procedures set out in the Government Guidelines: Selection & Employment of Consultants; following Consultants Quality and Cost Based Selection (QCBS) method. All interested parties are informed that all documentations shall be in English Language.

Interested parties may obtain further information from Mr. Gamini Karunaratne, Director Procurement, ICTA by contacting via Phone: +94 11 2369099, Fax: +94 11 2369091 and - email: procurement@icta.lk.

Expressions of Interest including all requested information must be delivered no later than **1500 hrs on February 09, 2017** either: (i) electronically to; procurement@icta.lk or (ii) hand delivered or (iii) by post to the address; Director - Procurement, C/o, Managing Director, ICTA, 2nd Floor, 160/24, Kirimandala Mawatha, Colombo 05, Sri Lanka.

Envelope containing the Expressions of Interest and subject filed of e-mail should be marked **“Carrying out Process Improvement Study of Employee Trust Fund (ETF) - ICTA/GOSL/CON/QCBS/2016/172”**

Managing Director/Chief Executive Officer
Information and Communication Technology Agency of Sri Lanka
160/24, Kirimandala Mawatha, Colombo 5
Sri Lanka
Phone: +94 11 2369099 Fax: 94 11 2369091, www.icta.lk

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