



**NRPB**  
NATIONAL RECOVERY  
PROGRAM BUREAU

## **REQUEST FOR EXPRESSIONS OF INTEREST**

### **(INDIVIDUAL CONSULTANT)**

#### **CHANGE MANAGEMENT CONSULTANT**

#### **SINT MAARTEN DIGITAL GOVERNMENT TRANSFORMATION PROJECT (DGTP)**

**Assignment Title:** Change Management Consultant

**Credit/Loan n.:** TF-0A9223

**Reference No.:** SX-NRPB-419626-CS-INDV

The Government of Sint Maarten has received financing from the World Bank toward the cost of the Digital Government Transformation Project (DGTP) and intends to apply part of the proceeds for consulting services.

The consulting services (“the Services”) include Change Management, a process used to facilitate smooth transitions, managing resistance to change, and ensuring the adoption of new processes, technologies, and policies introduced as part of the process to implement the Digital Transformation Strategy.

The Change Management Consultant will be responsible for achieving the following objectives:

- (1) Develop, implement and monitor an effective Change Management Strategy, ensuring smooth implementation of the Digital Transformation Strategy.
- (2) Provide guidance and support to the Digital Leadership Team, the Government of Sint Maarten and the Management Firm in navigating the change process.
- (3) Build change management competencies and ensure readiness for changes among the main stakeholders.
- (4) Review and provide recommendations on the organizational design and human resources of the Government to address strategic options for potentially modifying organization structure, roles & responsibilities with the goal of effective utilization of human resources.
- (5) Ensure alignment of the change management plan with the communications plan, the training needs assessment, and other related policy and regulatory documents pertaining to the digital transformation.
- (6) Support to managers in driving and managing changes in the organization.

The Change Management Consultant will deliver the following:

- Inception Report - within 4 weeks from the start of assignment
- Strategy document, reflecting alignment of change management activities to organizational goals - to be delivered within 8 weeks from the start of the assignment.
- Comprehensive change management plan for engaging stakeholder groups within and outside the government. The plan will consider an assessment of readiness for change and a detailed roadmap for the implementation of change activities, which will consider each stakeholder's role in the digital transformation and the level of impact they will experience in the post-systems implementation environment to determine the 'management' approach that works best for these groups. The plan shall be delivered within 16 weeks from the start of the assignment.
- Training materials, workshops and sessions to build change management competencies within the organization - to be delivered as per the approved change management plan.
- Monthly progress reports highlighting progress of activities (planned vs. achieved) and assessing the effectiveness of change management efforts and proposing adjustments as necessary.

The Consultant shall ensure that all activities are implemented in accordance with the quality standards, time and budget elaborated in the contract document.

The National Recovery Program Bureau (NRPB) now invites eligible consultants ("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. The selection criteria are:

1. A bachelor's degree in a relevant field such as business administration, organizational psychology, human resources, change management, or a related discipline.
2. A minimum of 5 years proven experience in leading change management initiatives, preferably in digital transformation projects or within the public sector.
3. Relevant change management certifications, such as Prosci Change Management Certification, Certified Change Management Professional (CCMP), Change Management Practitioner (CMP), Certified Change Manager (CCM), or Certified Change Practitioner (CCP).
4. Familiarity with legal and regulatory frameworks related to digital government transformation, data protection, privacy, cybersecurity, and related areas.
5. Strong communication, facilitation and stakeholder management skills. The Consultant must be able to communicate effectively with stakeholders at all levels, including government officials, technical experts, and the public. The Consultant must be able to work collaboratively with other consultants and Project teams to ensure the success of the Project. Ability to operate changes on their own as well as part of a group.
6. Good analytical and problem-solving skills.
7. Strong coaching and influencing skills.
8. Strong project management skills.
9. Knowledge of organizational behavior, cultural change, training and development, and strategic planning.
10. Fluency in English, both spoken and written, is required.

11. Computer literate, with high proficiency in computer software operations (Microsoft Word, Excel, Power Point, SharePoint).
12. Adeptness in using advanced tools and software, like project management software, to manage change processes.

Applicants are free to choose a format for their Expression of Interest. At this stage, Consultants are expected to provide:

1. CVs including relevant information about qualifications and expertise, strategic competencies or achievements;
2. Relevant references from previous similar projects/clients.

NRPB reserves the right to invite any or all interested candidates to an interview.

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

A Consultant will be selected in accordance with the Open Competitive Selection of Individual Consultants as set forth in the Procurement Regulations.

Interested Consultants may download the Terms of Reference by registering at the following address:

<https://forms.office.com/Pages/ResponsePage.aspx?id=NiEIEbnYxUKO4LrO0sKj-yh7LlB-pypCvDnjKUoIbTtUQIM4QkRZTU1PUVhPVTJWM1hWQjYwNzZXRS4u>

Further information can be obtained at the address below during office hours 8:30 AM - 5:00 PM Monday to Friday.

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by fax, or by e-mail) by 5:00 PM (AST) **Friday May 3<sup>rd</sup>, 2024.**

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Attn: Mr. Santiago IBARGUEN  
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