**REQUEST FOR EXPRESSIONS OF INTEREST**
**(INDIVIDUAL CONSULTING SERVICES)**
Federated States of Micronesia (FSM) Nationals Only

**FEDERATED STATES OF MICRONESIA**
**DIGITAL FSM PROJECT**
Grant No.: P170718

**Assignment Title: Digital FSM Project Officer - Chuuk**
**Reference No**.: **FM-DOTCI-580243-CS-INDV**

The Government of the Federated States of Micronesia has received financing from the World Bank toward the cost of the Digital FSM Project and intends to apply part of the proceeds for consulting services.

The consulting services ("the Services") include liaising and working with the Assistant Secretary of the Division of Communications who provides the overall leadership of the Digital FSM initiative, consultants, CIU staff and other Departmental staff in relation to the Project.

The Terms of Reference (TOR) for the assignment are attached to this request for expression of interest.

The Department of DTC&I now invites eligible consulting firms ("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 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" July 2016 setting forth the World Bank's policy on conflict of interest.

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

Expressions of interest and Resume must be delivered in a written form to the address below (in person, or by mail, or by fax, or by e-mail) by **Monday, November 30th, 2026.**

Attn: Mr. Carlson D. Apis
Secretary
Department of Transportation, Communications, & Infrastructure
P.O Box PS-2, Pohnpei, FM 96941

Email: raynard.kermen@tci.gov.fm
Web: www.tci.gov.fm

cc to: communications@tci.gov.fm
FSM TCI-Communications Division

And

cc to: mitzue.smith@tci.gov.fm

**FSM World Bank Projects**
**Digital Project Officer – Yap**
**FM-DOTCI-580243-CS-INDV**
**TERMS OF REFERENCE**

LOCATION: Chuuk State Governor's Office – Project Implementation Unit (PIU)

DURATION: The position will be for an initial period of three months, or until March 31, 2027, whichever is earlier

## A. Background

The Government of the Federated States of Micronesia (FSM) has received financing from the World Bank to establish, develop and deliver Digital transformation, facilitating enablement and access to online government and private sector services.

To achieve this goal, the Digital FSM project has a wide remit. The scope of the project ranges from upgrading and improving connectivity infrastructure throughout all States, to developing the legal and regulatory environment to enable and support digital transformation through to preparing and develop the wider social support structures needed to be in place.

The Project is governed through a Steering Committee that includes representatives from each State and the key National Government Agencies affected (DTC&I, DoFA, DHSA and DoJ).

Digital FSM Office (DFO) is the lead implementation group of FSM Digital Transformation plan, and is also the central authority for Digital strategy, governance, enterprise architecture as well as the central interface to all government department and sectors in both the national and state governments. The DFO has been established as part of the Department of Transportation, Communications and Infrastructure (DTC&I) and is the lead agency for the Digital FSM Project.

The project is establishing a core digital office in Palikir. This has been approved by the Project Steering Committee in August 2022 and the aim is to recruit and then build a local capability to support both National Government and State Governments to implement their digital strategies.

The Project Officers will liaise and work with the Assistant Secretary who provides the overall leadership of the Digital FSM initiative, consultants, CIU staff and other Department staff. The operating model of the DFO, positions the project officer roles as principal administrators, coordinators, facilitators and liaison officers between the Digital Project, Subject Matter Experts and the FSM community across the National, State and functional stakeholders. This approach ensures a collaborative and consultative approach to delivery as well as developing local capability in the Digital and project domain.

The workstreams for these roles are, but not limited to, DFO Portfolio, State Governments, Department of Health & Social Affairs, Department of Justice, Department of Education, FSM Systems and Applications officers.

## A. Scope of Work

### Project and Portfolio Coordination

- Management of the coordination of multiple streams of work across the DFO's portfolio of work ensuring the agreed outcomes are communicated, and coordinated between the DFO and its stakeholders
    - Take ownership of following up and resolving the actions and tasks assigned between the project, subject matter experts and stakeholders,
    - Lead conduit for communications and/or escalations between the stakeholders and the DFO on assigned stream(s)
    - Develop, prepare and deliver reporting requirements from stream for the DFO and Stakeholders governance or steering committee's needs,
    - Escalate any issues or concerns through the DFO team
    - Collaborate with other projects or workstreams that have key relationships with the DFO and its portfolio of work
    - Develop the DFO Project team capability as a reliable and trusted partner in the team, division, and government
    - Advocate for change and digital transformation, both in National, State and the general population. This includes wider citizen engagement and consideration of wider Environmental and Social Factors (ESF) associated with the Project and Digital Transformation.
- Lead the identification, documentation, and analysis of manual and semimanual administrative workflows within the State Government, with the aim of process simplification and readiness for digital automation.
- Map end to end business processes using structured methodologies (e.g, BPMN), working with departmental stakeholders to identify inefficiencies and digitization opportunities.
- Develop and maintain a library of standardized digital workflows and templates using the Microsoft 365 platform, particularly leveraging tools such as Power Automate, Sharepoint Online, and Microsoft Forms.
- Work closely with government departments (sectors) focal areas to develop, pilot, and progressively implement automated solutions that reduce administrative burden, increase service delivery speed, and improve accuracy.
- Contribute to the e-services development workstream by advising departments on workflow digitization strategies that align with the government's digital transformation roadmap.
- Build internal capability within the Digital FSM Office and departmental teams by providing on the job support and guidance in workflow mapping, Microsoft platform utilization, and best practices in process automation.
- Coordinate closely with the Consulting Firm specialists to ensure workflow transformation initiatives are aligned with program goals and benefit from relevant technical assistance.
- Support the development of documentation, training materials, and reporting tools related tow workflow automation and ensure lessons learned are captured and shared across government.

## B. Expertise Requirements and Selection Criteria

### Mandatory Requirements (pass /fail)

- Associate Degree or Diploma from a recognized institution;
- Fluency in written and spoken English;
- Competency in the use of computer applications, especially MS Office and Excel

- Experience in Stakeholder engagement and management across multiple initiatives
- Personal resilience working in a complex and changing environment of requirements
- Understanding of Digital concepts and capabilities

**Additional Desirable Requirements**:

- Bachelor's Degree from a recognized institution in Accounting, Business Administration, or other relevant degree. (This would also include Certification or relevant experience in Project Management frameworks)
- Experience with working in a program or project team environment managing multiple stakeholders (Experience working in a project environment understanding project principles and frameworks for delivery – particularly in a portfolio);
- Experience with Digital concepts and capabilities (including Business and Workflow analysis).
- Government (National/State) and sectoral experience and understanding of its operating model.
- Knowledge of one or more of the local languages.

**Duration of the Period**

The position will be for an initial period of three months. This is a full-time position and may be extended based on satisfactory performance.