



**Democratic Socialist Republic of Sri Lanka**  
**Ministry of Telecommunication and Digital Infrastructure**  
**Request for Expressions of Interest (EOI)**

**Assignment Title: Selecting a firm for A Survey on Demand for Government Information Center (GIC-1919) Services and Assessing the Sustainability of its Services**

**Contract No: MTDI/ACCT/2017/04/44**

The Government Information Centre (GIC-1919) was initiated in August 2006 as a project of the Information and Communication Technology of Sri Lanka (ICTA) under “*e-Sri Lanka*” Programme as the country’s first one-stop government call center, with the aim of providing citizens with information and services of the government in an efficient, effective and friendly manner in all three languages. The GIC-1919 was launched as a public-private partnership and it is a single, electronic, trilingual, online knowledge base of over 3,000 services available from more than 300 key government organizations. Currently, the call center is operated by Sri Lanka Telecom and receives over 5,500 calls daily on average and is operational throughout the week, 14 hours a day. Several associated services are also available, including the GIC website ([www.gic.gov.lk](http://www.gic.gov.lk)) and the social media presence.

Primary objectives of this assignment are to:

- i. Carry out a comprehensive investigation of the present status of the Government Information Center (GIC-1919),
- ii. Assess the possibilities for further expansions of the service offered by GIC-1919, and
- iii. Formulation of a strategy/draft a roadmap for continuous sustainability of the GIC-1919 services.

The selected party shall be capable of delivering its reports during fourteen (14) weeks of the date of contract award.

The Ministry Consultancy Procurement Committee (CPCM), on behalf of the Ministry of Telecommunication and Digital Infrastructure (MTDI), invites Expressions of Interest (EOI) from eligible consultants (firms) to express their interest for this assignment. The requested information as specified in the respective “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 the 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, availability of facilities and other relevant information shall be included in the EOI “Terms of References” (ToR) and “EOI Information Form” are available at MTDI website, and interested parties may download these documents from the procurement link of the MTDI website (<http://www.mtdi.gov.lk>).

Consultants/Firms will be selected in accordance with the procedures set out in the [“Government Procurement Guidelines: Selection & Employment of Consultants”](#) for Selection on Consultants Qualifications (CQS) method. (Please refer section 3.12 of the guidelines for details)

Interested parties are informed that all documentations shall be in English Language. Further information of this procurement can be obtained from the Accounts Division of the MTDI by contacting via Phone: 071-8436851 and E-mail: [procurement@mtdi.gov.lk](mailto:procurement@mtdi.gov.lk)

Expressions of Interest, including all requested information as specified in the “EOI Information Form” must be delivered no later than 03.10.2017 either:

(i) electronically to; [procurement@mtdi.gov.lk](mailto:procurement@mtdi.gov.lk) or (ii) hand delivered or (iii) by post to the address: Chairman - Ministry Consultancy Procurement Committee, Accounts Division, Ministry of Telecommunication and Digital Infrastructure, 437A, Wikramaratnas Building, Galle Road, Colombo 03.

Please mark clearly on the top left hand corner of the envelop or in the subject field of E-mail “EOI for a Survey on demand for Government Information Center (GIC-1919) services and assessing the sustainability of its services” (MTDI/ACCT/2017/04/44)”

**Chairman,  
Ministry Consultancy Procurement Committee,  
Ministry of Telecommunication and Digital Infrastructure,  
No.437A, Wikramaratnas Building, Galle Road, Colombo 03.  
19-09-2017**