NITA UGANDA
- Driving the IT Revolution -

REQUEST FOR EXPRESSION OF INTEREST (CONSULTING SERVICES – FIRMS SELECTION) UGANDA
UGANDA DIGITAL ACCELERATION PROJECT – GOVERNMENT NETWORK (UDAP-GOVNET)
PROJECT ID-P171305 LOAN NUMBER: IDA-68980

REFERENCE NUMBER: NITA-UDAP/CONS/26-27/0003

ASSIGNMENT TITLE: CONSULTANCY SERVICES FOR THE IMPLEMENTATION OF DOWNSTREAM CHANGE MANAGEMENT FOR E-GOVERNMENT SERVICES.

The Government of Uganda, represented by the National Information Technology Authority - Uganda (NITA- U), has received financing from the World Bank towards the cost of the Uganda Digital Acceleration Project - Government Network (UDAP-GOVNET) and intends to apply part of the proceeds for **consultancy services for the implementation of downstream change management for E-Government Services.**

The consulting services ("the Services") include **consultancy services for the implementation of downstream change management for E-Government Services**

The overall objective of this assignment is to strengthen institutional readiness and human capacity for the effective delivery, sustained utilization, and long-term adoption of digital public services through the implementation of downstream change management, stakeholder engagement, and strategic communication interventions under the Uganda Digital Acceleration Project (UDAP). Specifically, the Consultant shall build change management capacity within the National Information Technology Authority–Uganda (NITA-U) and priority sector institutions; train at least twenty (20) NITA-U Change Champions and forty (40) Change Ambassadors drawn from selected Ministries, Departments and Agencies (MDAs) and Local Governments (LGs); design and implement stakeholder engagement programmes to promote the adoption of digital public services; undertake structured change management interventions in at least twenty (20) MDAs and twenty (20) Local Governments; and measure the effectiveness and impact of the downstream change management interventions on the adoption and utilization of digital services.

The Implementation period of the assignment is eight (8) Months from the date of signing the contract. The detailed Terms of Reference (TOR) for the assignment can be found at the following website**: https://www.nita.go.ug/opportunities/bids-and-tenders**

The National Information Technology Authority - Uganda 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.

The Shortlisting Criteria for the firm's capacity and experience are:

1. A minimum of Ten (10) years of core business as a consultant in undertaking organization change management, digital transformation, stakeholder engagement or strategic communications.
2. Submit the firm's organogram to demonstrate the firm's technical and managerial capability;
3. Experience of having completed at least five (5) similar assignments about nationwide sanitizations and campaigns for government Ministries, Departments and Agencies of similar scope, nature in the last Four (4) years;
4. Presence of appropriate skills among staff; Team Leader / Senior Change Management Specialist, Account Manager, Digital Adoption and e-Government Specialist, Strategic Communications Specialist, Stakeholder Engagement Specialist, Monitoring and Evaluation Specialist, Training and Learning Specialist, Visual and graphics Design Expert. (please do not submit CVs and biodata of experts at this stage).

The attention of interested consultants is drawn to Section III, paragraphs 3.15 and 3.16, of the World Bank's '**Procurement in Investment Project Financing Goods, Works, Non-Consulting and Consulting Services, Seventh Edition September 2025** (Procurement in investment Project Financing; Goods, Works, Non- Consulting and Consulting Services), setting forth the World Bank's policy on conflict of interest.

Consultants may associate with other firms to enhance their qualifications.

A consultant will be selected in accordance with the **Quality and Cost Based Selection (QCBS)** method set out in the World Bank Procurement Regulations "**Procurement in Investment Project Financing Goods, Works, Non-Consulting and Consulting Services, Seventh Edition September 2025"**.

Further information can be obtained at the address below during office hours at the address below 08:00 to 17:00 hours from Monday to Friday at the address given below.

Expressions of Interest (One original plus two copies) must be delivered in a written form to the address below (in person or by e-mail) on or before **Wednesday, 26th August 2026 at 11:00am** Consultants not located in the Country may submit their REOIs through the provided email address.

The packages must be clearly marked as; "**Expression of Interest for consultancy services for the implementation of downstream change management for E-Government Services"**

The Procurement Officer,
National Information Technology Authority-Uganda Palm Courts, Plot 7A Rotary Avenue,1st Floor Kampala- Uganda,
Email: steven.batte@nita.go.ug

Any form of canvassing or lobbying for the tender shall lead to automatic disqualification.

EXECUTIVE DIRECTOR.