



LAGOS STATE GOVERNMENT

LANDS BUREAU

REQUEST FOR EXPRESSION OF INTEREST (EOI) FOR THE CONSULTANCY SERVICES FOR PROVISION OF BUSINESS IMPROVEMENT THROUGH PROCESS, JOB DESIGN AND LAYOUT REDESIGN FOR THE DIRECTORATE OF LANDS SERVICES WITHIN THE LAGOS STATE LANDS BUREAU

1.0 BACKGROUND:

Lagos State Lands Bureau is entrusted with responsibilities of formulating Land policies and matter in the State. Lagos State Lands Bureau in her effort to improve service delivery to member of the Public and stakeholders who transact business with her proposed to embark on digitisation of documents and processes related to land matter in the State.

In order to prepare the foundation for the digitisation exercise (e-GIS Project), the management of Lands Bureau has proposed to reposition Land Services Directorate being one of the key component of the Bureau by streamlining and synchronising all processes and relevant records of the directorate. The review of the Business process of Land Services Directorate became necessary to remove all the bottleneck that hindered prompt service delivery.

The Land Services Directorate is saddled with the following responsibilities amongst others:

- Processes application for Governor's Consent to subsequent transactions (Assignments, subleases, power of Attorney, Gifts and Mortgages) on land in line with the provisions of the Land Use Act, 1978.
- Acquisition/ Revocation matters.
- Rectification of land titles
- Private Sector Developers Programme (PSDP).
- Village/ Settlement Excisions
- Land Policy Formulation
- Valuation of Land/Buildings and Equipment

- Land disputes resolution and court appearances.
- Consultancy services to Ministries, Departments and Agencies (MDAs) of Government.

Lands Bureau (Lagos State) is seeking for a suitable Business Process Re-engineering Consultant to help with the review and design of new organisation-wide Business Processes Review focused on detailed analysis of current processes, identification of gaps, benchmarking with existing standards and best practices and design of future (to-be) processes to enable seamless integrated, effective and efficient operations within Land Services Directorate.

2.0 Objectives of the Consultancy Assignment

The Objectives of the Consultancy Assignment include but not limited to the following:

1. Radical redesign and modernisation of all business processes at Land Directorate with the purpose of raising the efficiency and effectiveness at all levels across the directorate.
2. Integrating processes, people technology to meet the realities of achieving performance goals in the Directorate of Land Services and the Bureau.
3. Achieving Sustainable development in the State through effective Land Administration.
4. Adoption of Land Administration as Infrastructure

5. Establishment of Frame work; procedures and processes which would support the success of the infrastructure.
6. Shift from a function-oriented work performance to a service oriented performance
7. Foster better business partnerships and relation with the various stakeholders.
8. Reduce the lead time of processing application for both the internal & external Stakeholders.

3.0 SCOPE OF SERVICES:

The Scope of Services shall include:

- 3.1 Conduct an assessment of all the functional processes and document our current(as-is) process maps in cooperation with all relevant stakeholders
- 3.2 Conduct comparative analysis of current (as-is) processes with other available global standards as well as benchmark organisations.
- 3.3 Identify all key workflow related pain points among Staff in the directorate.
- 3.4 Analyse our current(as-is) processes to identify key areas of inefficiencies, leakages, waste etc informing the improvement opportunities.
- 3.5 Redesign Land Services Directorate structures and processes across all levels of jurisdiction in order to deliver high standard of service, reduce duplication effort, encourage development of harmonised more streamlined procedures and clarify roles and responsibilities at every level of administration.
- 3.6 Design the to-be business processes clearly showing functional interfaces and seamless workflow, and ensure alignment to strategy of Lands Bureau and compliance with global best practice.
- 3.7 Recommend opportunities and key areas for automation on the new(to-be) business processes, as well as suitable approaches
- 3.8 Provision of a one-year (1) support by the Consultant, starting from the date of final deployment and commissioning of the project.

3.9 The Consultant shall be engaged by the Bureau/State Government for a period of One(1) year and Six(6) months and mutual agreements between both parties.

3.10 The Consultant may propose more innovations or improvements to this Terms of Reference that would have positive impact on its performance while carrying out the assignment.

4.0 EXPECTED DELIVERABLES:

Phase 1

- Project Inception Report, which shall consist of the detailed Project Work Plan to carry out the assignment. The Project Work Plan shall have details of the Project team, detailed timelines, detailed note on the proposed approach and methodology as well as an identified list of key Stakeholders.
- Current (as-is) process study Report, including stakeholder analysis, identification of services and detailed process diagrams for the current business processes. The report should clearly provide references to extant documentation. The report shall also identify current threats to the Bureau, bottlenecks and possibilities for improvement.

Phase 2

- To- Be Study Report, including new business processes by iterating and validating the Land Services Directorate objectives with key stakeholders against every processes introduced, including roles and responsibilities of each member of Staff
- Comparative Report (Gap Analysis)
- Business Process Reengineering Recommendation Report, including all areas outlined in the scope of work and as modified through discussions during Phase 1, specifically detailing area that need legislative and/or administrative amendments of rules/orders. Draft rules, orders and legislative amendments required to give effect to the accepted recommendation.
- Detailed Training and Change Management Plan for achieving the proposed recommendations, including training workshops for Staff of land Directorate at

various levels, which is determined in cooperation with management of Lands Bureau.

- Final Project Report, containing the following sections: Project Summary; Introduction; Objectives Statement; Method and Resources; Project Results (quantitative and qualitative results, with proper visualisation); Conclusions and Discussion (findings, project usefulness, challenge and limitations, future work directions, lessons learned); References; Addenda(project related material and resources)
- clearly provide references to extant documentation. The report shall also identify current threats to the Bureau, bottlenecks and possibilities for improvement.
- Business Process Reengineering Recommendation Report, including all areas outlined in the scope of work and as modified through discussions during Phase 1, specifically detailing area that need legislative and/or administrative amendments of rules/orders. Draft rules, orders and legislative amendments required to give effect to the accepted recommendation.
- Detailed Training and Change Management Plan for achieving the proposed recommendations, including training workshops for Staff of Land Directorate at various levels, which is determined in cooperation with management of Lands Bureau.
- Final Project Report, containing the following sections: Project Summary; Introduction; Objectives Statement; Method and Resources; Project Results (quantitative and qualitative results, with proper visualisation); Conclusions and Discussion (findings, project usefulness, challenge and limitations, future work directions, lessons learned); References; Addenda(project related material and resources)

5.0 DOCUMENTS TO BE SUBMITTED FOR E.O.I

- a. Evidence of Company Registration(Certificate of Incorporation of Company)
- b. Certified True Copy of memorandum and Article of Association with CAC forms CAC2 & CAC7 inclusive(where applicable);
- c. Evidence of Tax payments (current tax clearance certificate) for the last three years(2015,2016,2017);

- d. VAT Registration and evidence of remittance;
- e. Copies of the audited account of the Company for the last three years (2015,2016,2017);
- f. Corporate Profile with Curriculum Vitae showing evidence of professional qualifications of key personnel, years of experience and staff strength
- g. Verified evidence of similar assignments successfully completed/on-going (e.g letter of award, certificate of completion)
- h. Evidence of registration as Consultant with Lagos State Public Procurement Agency in appropriate class
- i. Any additional information that may enhance your bid

Sworn Affidavit disclosing as follows:

- That all documents submitted are not only correct but genuine
- That the Director(s)/ Partners have never been convicted by any court of Law
- That none of the firm's Director(s)/ Partners or any company is bankrupt
- Whether or not any of the Firm Staff is a member of Lagos State Government in the past or presently.

6.0 SUBMISSION OF DOCUMENTS

1. The documents with the EOI are to be submitted in four (4) copies A4 paper size and neatly bound. The documents should be arranged in the order listed under section(5.0) above and clearly separated by dividers.
2. These documents which must be sealed in an envelope with the project name clearly written at the top left corner and the name of the firm boldly written at the back should be submitted not later than 4.00pm on 2nd August, 2018.

Applications EOI shall be addressed to:

**The Permanent Secretary,
Lands Bureau
The Lagos State Government Secretariat
Block 13/14, Alausa, Ikeja
Lagos.**