

Government of Indonesia
Ministry of Agrarian Affair and Spatial Planning /
National Land Agency

Integrated Land Administration and Spatial Planning Project
(ILASPP)

LOAN No.: IBRD 9732-ID

REQUEST FOR EXPRESSIONS OF INTEREST (REOI)
CONSULTANT'S QUALIFICATIONS BASED SELECTION
(CQS)

Assignment Title: Reengineering Of Business Processes, Standard Operating Procedures, And Risk-Based Land Service Standards Within The Ministry Of Agrarian Affairs And Spatial Planning/ National Land Agency

Reference No. ID-ATR-BPN-507101-CS-CQS

The Government of Indonesia *has received* financing from the World Bank toward the cost of the Integrated Land Administration and Spatial Planning Project (ILASPP) and intends to apply part of the proceeds for consulting services.

The objective of the consulting services ('the Services') is to : 1) To identify and evaluate the main risks related to land services at the Ministry of (ATR/BPN), and to propose mitigation measures; 2) To identify and evaluate the 26 land services with the highest number of requests at the Ministry of ATR/BPN for the purpose of conducting business process reengineering, drafting SOPs, and developing risk-based Service Standards to improve effectiveness, efficiency, and organizational performance; 3) o draft the Ministerial Decree of the Minister of Agrarian Affairs and Spatial Planning/Head of the National Land Agency concerning Business Processes for Services resulting from risk-based business process reengineering; 4) To draft the Ministerial Decree of the Minister of Agrarian Affairs and Spatial Planning/Head of the National Land Agency concerning Business Processes for Services and risk-based SOPs, based on the finalized results of risk-based business process reengineering; 5) To draft the

Ministerial Regulation of the Minister of Agrarian Affairs and Spatial Planning/Head of the National Land Agency concerning Service Standards based on the results of business process reengineering and the preparation of Standard Operating Procedures. There are ten stages to be implemented such as: (i) Identification and Mapping of As-Is Service Business Processes; (ii) AS-IS Service Business Process Identification Analysis; (iii) Service Transformation Roadmap through Business Process Reengineering and Digitalization; (iv) Change Management; (v) Business Process Reengineering; (vi) Risk Identification of Business Process Reengineering Results; (vii) Finalization of Business Process Reengineering; (viii) Preparation of SOP and SP Documents; (ix) Change Management; (x) Preparation of Risk Based Final Business Process Report.

The assignment will be carried out for 6 (six) months, starting in November 2025 and is expected to be completed by April 2026.

The detailed Terms of Reference (TOR) for the assignment can be found at the following: <https://spseicb.lkpp.go.id/spseicb/>

The Ministry of Agrarian Affairs and Spatial Planning/National Land Agency through the Working Group now invites eligible consulting firms (“Consultants”) to indicate their interest in providing the Services.

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” September 2023 (“Procurement Regulations”), setting forth the World Bank’s policy on conflict of interest.

Consultants may associate with other firms to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture and/or a subconsultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.

The best qualified firm to carry out the services will be selected in accordance with the Consultant’s Qualifications Based Selection (CQS) method set out in the Regulations and based on the following criteria: (i) should have business permit in the related field/services, (ii) having experiences of the relevant experience during the last 5 (five) years on the field of Risk Management and Business Process Modelling, **and** Business Process Engineering/ Reengineering, (iii) having the availability of experts such as Project Director, Lead Risk Assessment Expert, Lead Business Process Enhancement Expert, Senior Risk Management Consultant, Senior Business Process Enhancement Consultant. The Interested Consultants should provide list of expert information, at least Full name, Expertise / Position, Education Background, Number of Experiences, etc. Curriculum vitae (CV) of Experts will not be evaluated at the shortlisting stage.

Further information can be obtained at the address below during office hours 08.00-15.00 West Indonesian Time (GMT + 7).

Expressions of interest must be delivered in a written form to the address below, as scheduled by uploading through <https://spseicb.lkpp.go.id/spseicb/> no later than September 22, 2025 at 10:00 (GTM +7)

Ministry of Agrarian Affair and Spatial Planning / National Land Agency
Attn: Noor Aini, S.T. (Kelompok Kerja Pemilihan IV)
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