



**PROJECT IMPLEMENTATION UNIT (PIU)  
PUNJAB URBAN LAND SYSTEMS  
ENHANCEMENT (PULSE)  
Punjab Land Records Authority (PLRA)  
Government of the Punjab  
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**TERMS OF REFERENCE**

**PUNJAB URBAN LAND SYSTEM ENHANCEMENT (PULSE)**

**ISLAMIC REPUBLIC OF PAKISTAN  
PUNJAB PROVINCE**

**HIRING OF AN INDIVIDUAL CONSULTANT AS  
BUSINESS ANALYST**

**July 2023**

## **Terms for Reference for BUSINESS ANALYST**

### **1. BACKGROUD INFORMATION**

Board of Revenue, Punjab with the technical & financial support of World Bank is preparing Punjab Urban Land System Enhancement (PULSE) project for the establishment of a unified central database of all types of urban properties (societies / authorities / development agencies), rights and charges. The proposed system will not merely a GIS & Parcel based one but has all possible functionalities to serve as a robust platform for creation of ‘Spatial Data Infrastructure’ (SDI), an inevitable need of the future. The project will provide a complete and transparent record of title in land and immovable property. Digitization of remaining parts of rural land, digitization of katchi abadi record, automation of sub-registrar record rooms is also part of the project.

#### **1.1. Beneficiary Country and Province:**

Islamic Republic of Pakistan and Punjab Province.

#### **1.2. Contracting Authority:**

Under the Punjab Urban Land System Enhancement (PULSE) Project and in agreement with the World Bank, the Project Implementation Unit (PIU), Punjab Land Records Authority (PLRA), Government of Punjab is the contracting authority.

### **2. OBEJECTIVE**

One of the core objectives of the PIU is to provide the analytical services and value-added information and solutions to Punjab Land Records Authority (PLRA) in Punjab and other users such as World Bank, donor organizations etc. in a manner that broadens and strengthens the digitization of land record on PLRA and maximizes the effectiveness of the Punjab Urban Land System Enhancement (PULSE).

The Business Analyst will provide support to the wider PIU-PLRA, PULSE team to understand business objectives and to provide recommendations to ensure alignment with business objectives.

### **3. SCOPE OF WORK**

- i. Collaborate with stakeholders to understand business objectives and elicit requirements through interviews, workshops, and document analysis. Document and prioritize requirements to ensure accurate and comprehensive understanding of project scope.
- ii. Analyze complex datasets to identify patterns, trends, and insights that can drive informed business decisions. Develop reports, visualizations, and dashboards to effectively communicate findings to stakeholders.
- iii. Identify inefficiencies and areas for improvement within existing business processes. Propose and implement solutions to optimize workflows, streamline operations, and enhance productivity.
- iv. Work closely with technical teams to translate business requirements into functional specifications. Participate in solution design sessions and provide recommendations to ensure alignment with business objectives.

- v. Create clear and concise documentation, including functional specifications, process flows, use cases, and user stories. Maintain accurate and up-to-date documentation throughout the project lifecycle.
- vi. In addition, the Consultant will also be responsible to perform any other tasks assigned and entrusted by the PC-PIU.

#### **4. DELIVERABLES**

The consultant is expected to deliver the following:

- i. High-quality and well-documented Software Requirements Specification and Functional Specifications.
- ii. Detailed documentation of software design, architecture, and implementation.
- iii. Regular progress updates and status reports.

#### **5. QUALIFICATION AND EXPERIENCE**

We are seeking enthusiastic and motivated individuals, to work with us on this dynamic and engaging project, who fulfill the following criteria:

- i. Minimum 16 years of bachelor's degree in computer science, Information Technology, or a related field.
- ii. Minimum of 5 years of experience as a Business Analyst or similar role in a corporate or consulting environment. Experience working on projects involving business process improvement, software development, or technology implementation is highly desirable.
- iii. Strong analytical and problem-solving abilities to identify business needs and recommend effective solutions. Proficient in data analysis, process modeling, and requirements elicitation techniques.
- iv. Excellent verbal and written communication skills to effectively interact with stakeholders, gather requirements, and convey complex ideas in a clear and concise manner. Experience facilitating workshops and conducting presentations is advantageous.
- v. Familiarity with software development lifecycle (SDLC) methodologies and tools. Knowledge of business analysis tools, data visualization tools, and project management software is beneficial.
- vi. Ability to work in a fast-paced, dynamic environment with changing priorities and tight deadlines. Demonstrate flexibility and a proactive mindset to embrace new technologies and business processes.
- vii. Strong interpersonal skills with the ability to collaborate effectively with cross-functional teams, including business users, developers, and project managers. Experience working in Agile or Scrum environments is advantageous.
- viii. Relevant certifications such as CBAP (Certified Business Analysis Professional) or PMI-PBA (Professional in Business Analysis) are a plus.

#### **6. TYPE OF CONTRACT**

Lumpsum Contract.

**7. ESTIMATED DURATION OF CONTRACT**

The duration of the contract is 3 months.

**8. SELECTION METHOD**

The selection will be made in accordance with the Open Competitive Selection of Individual Consultants of World Bank Procurement Regulations for IPF Borrowers”, dated November 2020. 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” dated July 2016 revised November 2017 and August 2018 (“Procurement Regulations”), setting forth the World Bank’s policy on conflict of interest.

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