

STANDARD REQUEST FOR EXPRESSION OF INTEREST

**Recruitment of Consultancy Services for
Business Process Reengineering
(Integrated Business Licensing)**

REQUEST FOR EXPRESSION OF INTEREST

Project Name: **Recruitment of Consultancy Services for Business Process Reengineering (Integrated Business Licensing)**

Procuring Agency: **ICTD, Directorate Services, Ministry of Economic Affairs, Thimphu.**

INVITATION FOR EXPRESSION OF INTEREST

The ICTD, Directorate Services, Ministry of Economic Affairs, Thimphu invites expression of interest to provide the following consulting services: **Recruitment of Consultancy Services for Business Process Reengineering (Integrated Business Licensing)**. More details on the services are provided in the Terms of Reference.

A Consultant will be selected as per the procedures described in this REoI, in accordance with Procurement Rules and Regulations of the Royal Government of Bhutan

The EoIs are to be submitted at the latest by 25/05/2020 on or before 13:00 HRS.

The procedural requirements for responding to this invitation are provided in the complete REoI document, which includes the following:

Section I - Instructions to Consultants

Section II - Standard Forms

Section III- Terms of Reference

Address for response/ Address of Procuring Agency:

**Procurement Officer
Directorate Services
Ministry of Economic Affairs
Thimphu**

Yours sincerely,

**Sherab Lodhen
Procurement Officer
Directorate Services
Ministry of Economic Affairs.**

SECTION I: INSTRUCTIONS TO CONSULTANT

1. Scope of Assignment: The Employer has received a budget from *Royal Government of Bhutan* and intends to select a Consultant for the specific assignment as specified in the Terms of Reference in Section III.
2. Qualifications of the Consultant: Prospective Consultants shall demonstrate in their EoI that they meet the required qualifications and experiences and are fully capable of carrying out the assignment.
3. Conflict of Interest: The Consultant shall hold the Procuring Agency's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or its own corporate interests. For this purpose, the provisions of the Procurement Rules and Regulations on Conflict of Interest shall apply.
4. Unfair Advantage: If a Consultant could derive a unfair competitive advantage from having provided Consulting Services related to the assignment in question, the Procuring Agency shall make available to all Consultants together with this REoI all information that would in that respect give such Consultant any unfair competitive advantage over competing Consultants.
5. Preparation of EoI: EoI shall be typed or written in indelible ink in English language and shall be signed by the Consultant. Consultants are required to complete the following Forms including supporting documents to substantiate the qualification and experience of the firm:

Section I - Instructions to Consultants

Section II - Standard Forms

Section III- Terms of Reference

6. Submission of EoI : The prospective Consultant may deliver their EoI by hand, courier service to the address mentioned in the REoI.
7. The EoI shall be properly sealed in envelopes addressed to the Procuring Agency as mentioned in the REoI advertisement and bear the name & address of the Consultant as well as the name of the assignment.
8. The closing date for submission of EoI is 25/05/2020 on or before 13:00 HRS. Any EoI received after the deadline for submission of EoI shall be declared late, and returned unopened to the Consultant.
9. The EoI may be modified or substituted before the deadline for submission. The Procuring Agency may at its sole discretion, extend the deadline for submission of EoI.
10. At any time prior to the deadline for submission of EoI the Procuring Agency for any reason or on its own initiative may revise the REoI Document by issuing an addendum, which shall form an integral part of the Document.
11. Evaluation: The Consultants shall be evaluated on the following criteria:

Sl. No	Criteria	Points
1	<p>Relevant experience of the firm(s) that best fit with a proposed assignment:</p> <p>i. Provide evidence of having undertaken similar assignments by submitting at least two letters of reference.</p>	10
2	<p>Adequacy of the proposed methodology and workplan in responding to the TOR;</p> <p>Demonstrate an understanding of the objectives of assignment and terms of reference by providing the following:</p> <p>i. Technical Approach and Methodology ii. Work Plan iii. Training approach for core team and training methodology</p>	35
3	<p>Relevant experience of the consultant's professional staff (including external professionals to be hired for the proposed assignment) in reference to the proposed assignment.</p> <p>● The key experts should provide the assignments they have undertaken with their reference contacts. The assignments require at least the following a team coordinator, one legal expert and 3 BPR team members, with their respective technical abilities, not less than:</p> <p>i. Team Coordinator: Minimum of Bachelor's degree in the related field;</p> <ul style="list-style-type: none"> - Records of past three years' experiences in relevant fields; Preferably with a proven track record in leading a business process transformation and re-engineering experience. - Excellent communication, facilitation and report writing skills; - Skills in research and analysis will be added values; - Demonstrated values of commitment, integrity and reliability. <p>ii. Legal Expert:</p> <ul style="list-style-type: none"> - Minimum of Bachelor's degree in law with at least five years of professional experience; - Familiarity with the Bhutanese legal systems with proven track record in review and analysis of governing frameworks, along with contact details of two latest references; specific experience on policies, regulations and rules on public service delivery, governance and local governance will be an added value; - Records of past three years' experiences in relevant fields; - Excellent communication, facilitation and report writing skills; 	55

	<ul style="list-style-type: none"> - Skills in research and analysis will be added values; - Demonstrated values of commitment, integrity and reliability. <p>iii. <i>BPR team (3 personnel's)</i>: Minimum of Bachelor's degree in the related field;</p> <ul style="list-style-type: none"> - Records of past experience in system analysis and/or business process analysis in relevant fields; - Excellent communication, facilitation and technical report writing skills; - Skills in research and analysis will be added values; - Demonstrated values of commitment, integrity and reliability. 	
4	Total	100

The consultant must score 60 points to qualify for next stage.

12. Immediately after the closing date and time for submission, the Procuring Agency shall open all EoI documents, including any substitutions accompanied by a properly authorized substitution notice.
13. Following the opening of the EoI, and until the RFP is issued; no Consultant shall make any unsolicited communication to the Procuring Agency. Such an attempt to influence the Procuring Agency in its decisions on the examination, evaluation, and comparison of the EoI may result in the rejection of the EoI.
14. EoIs shall be evaluated based on the criteria outlined under clause 11. Request for Proposal (RFP) documents shall be issued to the shortlisted consultants only.

SECTION II: STANDARD FORMS

Form 1: Sample letter of Expression of Interest

Form 2: Firm Information Sheet

Form 3: General Experience of the Firm during the Last 5 (five) calendar Years

Form 4: Relevant Experience of the Firm during the Last 5 (five) calendar Years

Form 5: Relevant Experience of the Firm's Professional Staff

Form 6: Relevant Experience of the External Professional Staff available to the Firm

Form 1: Sample Expression of Interest (EOI) for Consultancy services

Date:

To

[Insert address of Procuring Agency]

Sub: **Expression of Interest (EOI) for the Consultancy Service***[Insert title of Consulting Services]*

Dear Sir/Madam,

This is in response to your public notice published in *[.....insert name of paper/ website.....]* on *[.....insert date.....]*, inviting expression of interest for *[insert description of Consulting services]*. We hereby submit our expression of interest and have attached necessary information according to the standard forms.

The information furnished by us in this expression of interest is correct to the best of our knowledge. Based on this information, we understand you would be able to evaluate our proposals in order to shortlist for the above-mentioned assignment. We, however, understand that the Procuring Agency reserves the right to decide whether or not to shortlist our firm without disclosing the reason whatsoever.

Sincerely yours,

On behalf of the firm:

Signature:

Name of signatory:

Designation:

Company Seal

Form 2: Firm Information Sheet

2.1. Consulting Services Data

Name of the consulting services	
Brief Description of the Assignment	

2.2. (a) Consulting Firm Information

Name of the consulting firm:	Country of Registration:
Name of the owner:	Day, month & Year of Establishment:
Name of Authorized Representative <i>(if applicable)</i> :	Position/Designation:
Contact Person details: Name, Designation, email and phone number	

[Attach valid Trade License /Registration certificate]

2.2. (b) Associations (Joint Venture or Sub-consultancy)

Name of the consulting firm	Country of Registration	Joint Venture (JV) or Sub-consultant	Name of Owner/ Authorized representative	Position/Designation

[Attach Certificate of Registration of the lead member, Certificate of Registration of the JV member (for each member) Certificate of Registration of the Sub-Consultant (for each sub-consultant), Letter of Association/letter of Intent to form JV/Association]

2.3. Core Area of expertise of the firm *[Provide a brief Description]*

2.4. Company Profile *[Provide a brief Description]*

2.5. Available Equipment *[where applicable]*

Provide list of equipment owned by the firm and relevant for the assignment

Form 3: General Experience of the Firm during the Last 5 (five) Calendar Years

Sl. No	Name of the assignment	Name of the client	Address of the client	Duration of the assignment			Total Cost of the assignment Nu.	Remarks
				From (Date)	To (Date)	Total (Months)		

Form 4: Relevant Experience of the Firm during the Last 5 calendar Years

Sl. No	Name of the assignment	Name of the client	Address of the client	Duration of the assignment			Total Cost of the assignment Nu.	Remarks
				From (Date)	To (Date)	Total (Months)		

Form 5: Relevant Experience of the Firm's Professional Staff

Sl. No	Name of the Staff	Qualification	Total Years of experience	Relevant experience					
				Name of assignment	Client	Position	Duration		
							From (Date)	To (Date)	Duration (Months)

Form 6: Relevant Experience of the External Professional Staff available to the Firm

Sl. No	Name of the Staff	Qualification	Total Years of experience	Relevant experience					
				Name of assignment	Client	Position	Duration		
							From (Date)	To (Date)	Duration (Months)

SECTION III: TERMS OF REFERENCE

Terms of Reference shall include the following sections:

1. Background;
2. Objective;
3. Overall task;
4. Specific Task and proposed Methodology;
5. Deliverables;
6. Reporting Requirements;
7. Qualifications and Criteria;
8. Length and Time Frame of the assignment;
9. Other Resources/ counter Facilities;
10. Any other Information(s)

