

**STANDARD REQUEST FOR EXPRESSION OF  
INTEREST**  
Consulting Services



Royal Government of Bhutan  
Ministry of Finance

2019

## **PREFACE**

This Standard Request for Expression of Interest (SREoi) is based on the Procurement Rules and Regulations of the Royal Government of Bhutan. The SREoi must be used for the Procurement of Consulting Services (Firm). This document will come into effect from 1<sup>st</sup> July 2019.

To obtain further information on procurement you may contact:

Government Procurement and Property Management Division  
Department of National Properties  
Ministry of Finance  
Royal Government of Bhutan

# TABLE OF CONTENTS

<b>INVITATION FOR EXPRESSION OF INTEREST</b>	<b>1</b>
<b>SECTION I: INSTRUCTIONS TO CONSULTANT</b>	<b>2</b>
<b>SECTION II: STANDARD FORMS</b>	<b>5</b>
Form 1: Sample Expression of Interest (EOI) for Consultancy services	6
Form 2: Firm Information Sheet	7
Consulting Services Data	7
(a) Consulting Firm Information	7
(b) Associations (Joint Venture or Sub-consultancy)	7
Form 3: General Experience of the Firm during the Last 5 (five) Calendar Years	9
Form 4: Relevant Experience of the Firm during the Last 5 calendar Years	10
Form 5: Relevant Experience of the Firm's Professional Staff	11
Form 6: Relevant Experience of the External Professional Staff available to the Firm	12
Form 7: Description of Approach, Methodology, and Work Plan for Performing the Assignment	13
<b>SECTION III: TERMS OF REFERENCE</b>	<b>14</b>
<b>Annexure I: General Categories of Public Services for BPR</b>	<b>22</b>



# **REQUEST FOR EXPRESSION OF INTEREST**

**REoI No. *PSDD-02/2019/-***

**Procuring Agency: *Public Service Delivery Division, Cabinet Secretariat***

**Title of Consulting Services:  
*Enhancement of PSD Common Systems and Mobile Apps***

# INVITATION FOR EXPRESSION OF INTEREST

PS-02/2019/

24 December, 2019

The **Public Service Delivery Division, Cabinet Secretariat** invites expression of interest to provide the following consulting services: **Enhancement of PSD Common Systems and Mobile Apps**. 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 **8<sup>th</sup> January 2020 at 2:30 pm**.

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:

**Chief Program Officer,  
Public Service Delivery Division, Cabinet Secretariat  
3rd Floor, Building No: 79, Norzin Lam-III, Chubachu, Thimphu.**

Yours sincerely,

**Administrative Officer,  
Cabinet Secretariat,  
Langjophakha, Thimphu**

## SECTION I: INSTRUCTIONS TO CONSULTANT

1. Scope of Assignment: The Employer has received a budget from *the 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 conflicts 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 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 the 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, mail, 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 **8<sup>th</sup> January 2020**, up to **2:30 pm**. 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:  
*[The Procuring Agency may modify and allocate the following indicative points based on their requirements and further breakdown each criteria into sub-criteria and allocate points accordingly].*

Criteria	Points								
i. Specific experience of the Consultant relevant to the assignment: <i>[Normally, sub-criteria are not provided]</i>	<b>[10]</b>								
ii. Adequacy of the proposed methodology and work plan in responding to the Terms of Reference:									
a. Technical approach and methodology	[20]								
b. Work plan	[5]								
c. Organization and staffing	[5]								
Total points for criterion (ii)	<b>[30]</b>								
iii. Key professional staff qualifications and competence for the assignment:									
a. Team Leader/ Project Manager	[10]								
b. Coder/ Developer (Java Experienced)	[15]								
c. Coder/ Developer (Mobile App Development Experienced)	[15]								
d. Database (SQL) Administrator	[10]								
Total points for criterion (iii)	<b>[50]</b>								
<p>The number of points to be assigned to each of the above positions or disciplines shall be determined considering the following three sub-criteria and relevant percentage weights:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 80%;">1. General Qualification</td> <td style="text-align: right;">[25%]</td> </tr> <tr> <td>2. Adequacy for the assignment</td> <td style="text-align: right;">[55%]</td> </tr> <tr> <td>3. Experience in similar assignment</td> <td style="text-align: right;">[20%]</td> </tr> <tr> <td colspan="2" style="text-align: right;">Total weight: <b>100%</b></td> </tr> </table>		1. General Qualification	[25%]	2. Adequacy for the assignment	[55%]	3. Experience in similar assignment	[20%]	Total weight: <b>100%</b>	
1. General Qualification	[25%]								
2. Adequacy for the assignment	[55%]								
3. Experience in similar assignment	[20%]								
Total weight: <b>100%</b>									
iv. Suitability of the transfer of knowledge (training) program:									
a. Training approach and methodology	<b>[5]</b>								
v. Participation by nationals among proposed key staff	<b>[5]</b>								
<b>Total Points for five criteria</b>	<b>100</b>								

*[When the total points allocated is less than 100 the final points awarded should be scaled up/ converted out of 100 points]*

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 Eol, 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 Eol may result in the rejection of the Eol.
14. Eols 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 7: Description of Approach, Methodology, and Work Plan for Performing the Assignment

## 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 5: Relevant Experience of the Firm's Professional Staff**

Sl. No	Name of the Staff	Qualification	Total Yrs 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**

S/N	Name of the Staff	Qualification	Total Yrs of experience	Relevant experience					
				Name of assignment	Client	Position	Duration		
							From (Date)	To (Date)	Duration (Months)

## Form 7: Description of Approach, Methodology, and Work Plan for Performing the Assignment

{Suggested structure of your Technical Proposal}

**a) Technical Approach, Methodology, and Organization of the Consultant's team.** {Please explain your understanding of the objectives of the assignment as outlined in the Terms of Reference (TOR), the technical approach, and the methodology you would adopt for implementing the tasks to deliver the expected output(s); the degree of detail of such output; and describe the structure and composition of your team. Please do not repeat/copy the TORs in here.}

**b) Work Plan and Staffing.** {Please outline the plan for the implementation of the main activities/ tasks of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and tentative delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan and work schedule showing the assigned tasks for each expert. A list of the final documents (including reports) to be delivered as final output(s) should be included here. The work plan should be consistent with the Work Schedule Form.}

**c) Comments (on the TOR and on counterpart staff and facilities)** Your suggestions should be concise and to the point, and incorporated in your Proposal. Please also include comments, if any, on counterpart staff and facilities to be provided by the Client. For example, administrative support, office space, local transportation, equipment, data, background reports, etc.}

## SECTION III: TERMS OF REFERENCE

### 1. Background

Under the 11 Five Year Plan, Improving Public Service Delivery has been identified as one of the key objectives for strengthening Good Governance, which is one of the four pillars of Gross National Happiness. In line with the key objectives, the targets identified are reducing turnaround time for all public services by 70%, increase the number of e-services delivered by more than 100 and increase the number of m-services by more than 10.

Considering the importance of public service delivery, the G2C Office has been reinstated as Public Service Delivery Division under Cabinet Secretariat, with the objective to institute and streamline the public service delivery reforms. The PSDD has been mandated to spearhead review of public service delivery and carry out reform process in order to improve public service delivery and to reduce turn around time of public services.

The PSD system enhancement is an important initiative to be implemented by the PSDD, with financial support from the Royal Government of Bhutan.

### 2. Objective

The general objective of the consultancy is to carry out enhancement of the PSD common systems and Mobile Apps to achieve the aspiration of improving the efficiency of public service delivery in Bhutan. The specific objective is to improve the existing systems and apps, increase its usability and functionalities and include value-based and citizen-centric features in the systems/apps.

### 3. Scope of Work

The scope of the work is as under:

#### 3.1. Enhancement:

- i. The list of PSD common systems, Mobile Apps and services for revival are provided in Annexure I.
- ii. Refer the existing business process of all the common systems of PSD and relevant systems/processes.
- iii. Prepare Software Requirement Specifications (SRS) or Functional Specifications (FS) documents and Software Design Documents (SDD).
- iv. The existing common systems technology framework will be upgraded to the latest technology framework OR adopt other new latest framework (latest stable version with LTS).

- v. Most of the UI forms need to be redesigned with better 'look and feel' with well designed form validations both at application level and database level including appropriate alert messages to guide users through difficult times of errors and uncertainty. Informative error messages must be popped out right away, when an error is encountered, eliminating possible mistake/error immediately. "Inline validation" must ensure users understand what is going on right away. The system must provide users with an environment of having an actual conversation with with support team, ensuring correct and successful application.
- vi. The mobile apps, wherever appropriate, should be able to send instant in-app push messages/notifications for any new events.
- vii. Improve the functionality and reliability of the systems/apps.
- viii. The Backend databases, wherever necessary, shall be redesigned to fit to best practices database standards and perform optimization/fine tuning for better performance. This includes basic data type selection, tables designs and relations, indexing, partitioning and query optimization etc.
- ix. The Reporting feature shall be made dynamic with appropriate filters and include intelligence tools featuring rich visualizations such as graphs and export options for Excel and PDF formats.
- x. The audit trails shall be maintained for every transaction, which can be viewed from a UI. the audits must record user details, login time, changes affected.

### **3.2. Expected Deliverables from the Bidder(s)**

#### **3.2.1. System Deliverables**

Some of the common PSD systems and mobile apps that are currently deployed and functional require change requests and system/app enhancement. Few services from already functioning systems needs revival. The selected consultancy firm, therefore, will be required to carry out the change request and system enhancement as shall be provided in the RFP.

#### **3.2.2. Training Deliverables**

The consulting firm will be responsible for the knowledge transfer on the enhanced systems, not limited to:

- Train and engage the ICT personnel from the respective agencies during the system development to ensure that proper transfer of knowledge is being provided to the ICT personnel.
- Conduct ToTs for key agency personnel from respective agencies comprehensively and adequately with well prescribed manuals and references.
- Train the users as required.

### 3.2.3. Documentation Deliverables

Develop and provide proper documentation (user/system) for all systems (services, and related back office systems).

### 3.2.4. Other Deliverables

- Process owners from the respective agencies must be involved during the development phase to ensure that all required changes and enhancement are captured extensively.
- Acceptance certificate shall be issued only upon fulfillment of the functional system(s).
- The vendor(s) are expected to assign the personnel whose profiles are reflected in the EoI during the system development

## 3.3. Platform and Technology

**Table 1: Existing Platforms and Software Deployed for the G2C systems**

Component	Platforms/ software
<b><i>a. Individual departmental application</i></b>	
Application	Java applications using struts framework 1.X; Application server: Jboss 6.x
Database	MySQL 5.x
Operating Systems:	Cent OS 6.x
<b><i>b. Central Systems</i></b>	
Portal Framework Solution	Liferay 6.1.2 for building the G2C Portal ( <a href="http://www.citizenservices.gov.bt">www.citizenservices.gov.bt</a> )
Single Sign-on	Central Authentication Service (CAS)
Directory Server Solution	OpenDs LDAP is used to store the user credentials of all the users (citizens and agency users)
RDBMS	MySQL 5.x
Enterprise Services Bus (ESB)	WSO2; The e-services which are exposed by other applications running in the other departments will be integrated with the portal through ESB.
Reporting Solution	Jasper Report
Web Service Engine	AXIS
MVC Platform	Struts

**Table 2: Technical Specification for upgradation**

Component	Platforms/ software
<b>a. Individual departmental application</b>	
Application	Java applications using struts framework 2.X OR Spring framework Application server: Jboss (latest stable version with LTS)
Database	MySQL (Latest stable version with LTS)
Operating Systems:	CentOS (Latest stable version with LTS)
<b>b. Central Systems</b>	
Portal Framework Solution	Liferay (Latest stable version with LTS)
Single Sign-on Solution	All the systems (wherever appropriate) should be integrating with the Datahub SSO platform and adhere to the Datahub standards
RDBMS	MySQL (Latest stable version with LTS)

**4. General Terms and Conditions**

- The software package for the work should be developed, tested and submitted for final implementation within 4 months. The vendor should submit their plan for implementing the software at the premises of the Procuring Agency.
- All the Eol documents must be completed, signed and submitted in compliance to the requirements. Failure to meet any of the requirements will result in disqualifying the bid.
- Any clarification of the Eol document shall be sought through written communication at least five days before the submission of Eol and no inquiry via phone call or walk-in shall be entertained.
- Employer reserves the right to validate the references and documentary evidence submitted as a part of the bid.

**5. Minimum Requirements for the Bidders**

- Competent and qualified Bhutanese firms are eligible to participate in the bidding.
- The bidding firm must exhibit past experiences in system development and fair knowledge on the mentioned software deployed for the G2C services.

## 6. Qualifications and Criteria

The Evaluation Criteria will be based on the technical proposal submitted in accordance with/ to the forms [Form 3, Form 4, Form 5, Form 6 and Form 7] provided in the Standard Request for EoI and the Consultants shall be evaluated on the following criteria:

Criteria	Points						
i. Specific experience of the Consultant relevant to the assignment: [Normally, sub-criteria are not provided]	<b>[10]</b>						
ii. Adequacy of the proposed methodology and work plan in responding to the Terms of Reference:							
a. Technical approach and methodology	[20]						
b. Work plan	[5]						
c. Organization and staffing	[5]						
Total points for criterion (ii)	<b>[30]</b>						
iii. Key professional staff qualifications and competence for the assignment:							
a. Team Leader/ Project Manager	[10]						
b. Coder/ Developer (Java Experienced)	[15]						
c. Coder/ Developer (Mobile App Development Experienced)	[15]						
d. Database (SQL) Administrator	[10]						
Total points for criterion (iii)	<b>[50]</b>						
<p>The number of points to be assigned to each of the above positions or disciplines shall be determined considering the following three sub-criteria and relevant percentage weights:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 80%;">4. General Qualification</td> <td style="text-align: right;">[25%]</td> </tr> <tr> <td>5. Adequacy for the assignment</td> <td style="text-align: right;">[55%]</td> </tr> <tr> <td>6. Experience in similar assignment</td> <td style="text-align: right;">[20%]</td> </tr> </table> <p style="text-align: right;">Total weight: <b>100%</b></p>		4. General Qualification	[25%]	5. Adequacy for the assignment	[55%]	6. Experience in similar assignment	[20%]
4. General Qualification	[25%]						
5. Adequacy for the assignment	[55%]						
6. Experience in similar assignment	[20%]						
iv. Suitability of the transfer of knowledge (training) program:							
a. Training approach and methodology	<b>[5]</b>						
v. Participation by nationals among proposed key staff	<b>[5]</b>						
<b>Total Points for five criteria</b>	<b>100</b>						

## Annexure I: General Categories of Public Services for BPR

SN	Service category	Brief description
1	Common PSD systems for enhancement (3 <i>Systems</i> )	In collaboration with the agencies, the unused services need to be revived and operationalized.
2	PSD mobile apps for enhancement (6 <i>mobile apps</i> )	Enhancement of the common systems (Payment Aggregator, Portal). Core m-Services need to be enhanced in order to meet the change and enhancement requests submitted by the agencies.
3	Unused services/systems for revival (12 services/ 3 <i>Systems</i> )	