

**STANDARD REQUEST FOR EXPRESSION OF INTEREST**

Procurement of Individual Consultants



Royal Government of Bhutan Ministry of Finance

2019

## **PREFACE**

This Standard Request for Expression of Interest (SREoI) is based on the 2009 Procurement Rules and Regulations of the Royal Government of Bhutan. The SREoI must be used in the Procurement of Individual Consultants. This document will come into effect from 1st 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

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**REQUEST FOR EXPRESSION OF INTEREST**

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

Project Name: *“Revamping of Community Centers”*

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

Title of Consulting Services:

***Hiring of Consultancy Services/ Technical Expertise for Costing Analysis of Public Services from  
the Community Centers***

## INVITATION FOR EXPRESSION OF INTEREST

PS-02/

January 24, 2020

The **Public Service Delivery Division, Cabinet Secretariat** invites expression of interest to provide the following consulting services: [insert name and brief summary of the consulting services assignment, including the period for its execution]. More details on the services are provided in the Terms of Reference.

An Individual Consultant will be selected as per the procedures described in this REOI, in accordance with Procurement Rules and Regulations in force of the Royal Government of Bhutan

The EoIs are to be submitted at the latest by ***February 10, 2020 at 3:00 pm.***

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

Section 1: Instructions to Consultants

Section 2: Standard Forms

Section 3: 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 1: INSTRUCTIONS TO CONSULTANT

- 1. Scope of assignment** 1.1 The Employer has received a budget from the Royal Government of Bhutan and intends to select an Individual Consultant for the specific assignment as specified in the Terms of Reference in Section 4.
- 2. Qualifications of the Consultant** 2.1 Prospective Individuals 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** 3.1 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** 4.1 If a Consultant could derive a 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 competitive advantage over competing Consultants.
- 5. Fraud and Corruption** 5.1 It is RGoB policy to require that Consultants, observe the highest standards of ethics during the procurement and execution of contracts.1 In addition, as a condition of admission to eligibility, the Consultant shall execute and attach to their Proposals an Integrity Pact Statement in the form provided in Form 4 of Section 3.
- 6. Preparation of EoI** 6.1 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:  
(a) Form 1: Submission of Expression of Interest;  
(b) Form 2: CV of the Consultant; and  
(c) Form 3: Integrity Pact
- 7. Submission of EoI** 7.1 The prospective Consultant can deliver their EoI by hand, mail, courier service to the address mentioned in the REoI.
- 7.2 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.
- 7.3 The closing date for submission of EoI is *February 10, 2020* up to *3:00 p.m.* EoI must be submitted within this deadline. Any EoI received after the deadline for submission of EoI shall be declared late, and returned unopened to the Consultant.
- 1In this context, any action taken by a Consultant to influence the procurement process or contract execution for undue advantage is improper.

7.4 EoI may be modified or substituted before the deadline for submission

7.5 The Procuring Agency may at its sole discretion, extend the deadline for submission of EoI.

7.6 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.

## **8. Evaluation of EoI**

8.1 Suitability of the Consultants shall be evaluated on the basis of criteria specified in the sub clause 8.2

8.2 The points to be given under each of the evaluation Criteria are:

*[Procuring Agency may apply the following criteria as appropriate and allocate points accordingly. The points may be further broken down for each criteria/sub criteria]*

<b>Criteria</b>	<b>Points</b>
Educational Qualification	30 points
Relevant Working Experience and its adequacy for the assignment	50 points
Suitability of skills (such as training, computer skills, proficiency in English and Dzongkha languages and others).	20 points
<b>Total points:</b>	<b>100 points</b>

8.3 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.

8.4 Following the opening of the EoI, and until the Contract is signed, 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 either the EoI or Contract award may result in the rejection of the EoI.

8.5 After the evaluation, the highest-ranked Consultant shall be asked to submit a financial proposal, which shall be subject to negotiation. The financial proposal shall be

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submitted as per the Form 3 provided in Section 3.

## **9. Negotiations**

9.1 The first-ranked Consultant shall then be invited for negotiations. If negotiations fail, the Procuring Agency shall inform the Consultant in writing of the reasons for termination of the negotiations and then shall invite the Consultant who's EoI was ranked second to negotiate a Contract. Once negotiations commence with the second ranked Consultant the Procuring Agency shall not reopen the earlier negotiations.

9.2 During negotiations, the Procuring Agency and the Consultant shall finalize the "Terms of Reference", work schedule, logistics and reporting schedule etc. These documents shall then be incorporated into the Contract as Description of Services"

9.3 The Financial negotiations will involve the remuneration and other reimbursable cost to be paid to the Consultant.

## **10. Award of Contract**

10.1 The Procuring Agency shall award the Contract to the selected Consultant, and:

- (a) as soon as possible notify unsuccessful Consultants, and
- (b) publish a notification of award on the Employer's website.

10.2 The notifications to all unsuccessful Consultants, and the notification on the Employer's website, shall include the following information:

- (a) the assignment reference number;
- (b) the name of the winning Consultant and total price it offered; and
- (c) the date of the award decision.

10.3 Following the decision to award the Contract to the selected Consultant, the parties shall enter into a written Contract binding on both parties. The Contract shall be compatible with the Applicable Laws of Bhutan. The Contract shall be signed by the duly authorized representatives of the parties and shall bear the date of signature.



10.4 Where both the parties do not sign the Contract simultaneously,

(a) The Procuring Agency shall send to the selected Consultant two original copies of (1) the full agreed Contract and (2) the letter of acceptance (notification of award), each signed by its duly authorized representative together with the date of signature;

(b) The letter of acceptance shall indicate the deadline by which it must be accepted, which shall not be more than 15 days from the date of its receipt by the Consultant;

(c) The Consultant, if he agrees to conclude the Contract, shall sign and date all original copies of the Contract and the letter of acceptance and return one copy of each to the Procuring Agency before the expiry of the deadline indicated in the letter of acceptance;

(d) In case the selected Consultant fails to sign the Contract agreement within the deadline specified in the letter of acceptance the Procuring Agency may negotiate with the second ranked Consultant.

10.5 The Consultant is expected to commence the assignment on *March 2, 2020* at Thimphu .The duration of the contract shall be for *30 [calendar] days* from the date of commencement.

## **SECTION II: STANDARD FORMS**

The standard forms are provided to guide the Consultant to prepare for the submission of the Expression of Interest:

FORM-1	Expression of Interests submission form
FORM-2	Consultant's Curriculum Vitae
FORM-3	Remuneration and Reimbursable
FORM-4	Integrity Pact

**FORM 1A: Expression of Interest Submission Form**

Date:

To:

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*[Address of Procuring Agency]*

Dear Sir/Madam:

I, hereby submit my EoI to provide the consulting Services for [Insert title of assignment] in strict accordance with your Request for EoI dated [dd/mm/yy].

I declare that I was not associated, nor have been associated in the past, directly or indirectly, with a Consultant or any other entity that has prepared the design, specifications and others documents in accordance with Clause 3.

I have not been declared ineligible by the Royal Government of Bhutan on charges of engaging in corrupt, fraudulent, collusive or coercive practices in accordance with Clause 5.

If selected, I undertake to commence the consulting Services for the assignment not later than the date indicated in Clause 10.5.

I understand that the Procuring Agency reserves the right to accept or reject any EoI at any time prior to contract award.

Yours Sincerely,

Signature:

Name:

Address:

Tel:

Attachment: *[List attachments]*

## Form 1B- Consultant's Information Sheet

### A. Consulting Services Data

<i>Name of the consulting services</i>	
<i>Assignment (Brief Description)</i>	

### B. Consultant Data

<i>Name</i>	
<i>Country of Nationality</i>	
<i>Address of consultant</i>	
<i>E-mail and contact No. of consultant</i>	

### C. Assignment Specific Qualifications and Experience

<p><i>* Assignment Specific Experience (Provide information demonstrating your ability, skills and experience to undertake advertised assignment and deliver inputs/ outputs required under the TOR-add additional sheet if required)</i></p>
<p><i>* Please provide summary of your qualifications and attach your Curriculum Vitae (CV)***</i></p>

### D. Eligibility Declaration

I, the undersigned, certify to the best of my knowledge and belief

- The CV I attached correctly describes my qualifications and my experience
- I am not part of the team who wrote the terms of reference for this consulting services assignment.
- I have not been convicted of an offense or crime related to theft, corruption or fraud.
- I understand that it is my obligation to notify Procuring Agency should I become ineligible to work with.
- I understand that it is my obligation to notify the Procuring Agency, or should I be convicted of an offense related to theft, corruption or fraud.

Completed by (Name)	
Date (dd/mm/yyyy)	

## FORM 2- Curriculum Vitae (CV) of the Consultant

1. Name [Insert full name]:

2. Date of Birth:                      Nationality:

3. Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:

4. Membership of Professional Associations:

5. Other Training [Indicate professional training relevant to the project]:

6. Countries of Work: [List countries where staff has worked in the last ten years]:

7. Languages [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:

8. Employment Record [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:

From [Year]:                      To [Year]:

Employer:

Positions held:

9. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned  
[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 11.

Name of assignment or project:

Year:

Location:

Procuring Agency or Procuring Agency:

Main project features:

Positions held: Activities performed.

Note: Attach the work experience certificates.

10. Declaration :

I, the undersigned, declare that to the best of my knowledge and belief, this CV correctly describes me, my qualifications and my experience. I understand that any willful misstatement herein may lead to my disqualification or dismissal, if engaged.

Date:

[Name & Signature of the consultant]

Day/Month/Year

### FORM 3- Remuneration and Reimbursable

The highest ranked Consultant shall be asked to submit this form after the evaluation of the EoI. After negotiations, Remuneration & Reimbursable will be part of the total cost as per agreed deliverables in the contract.

(1) Remuneration

Rate (per month/ per day)	Time spent (person-months)	Total
		Sub-Total (1)

(2) Reimbursable

Item	Unit	Qty	Rate	Total
(a) Per diem				
(a) Travel cost				
(c) Visas, resident permits, airport taxes and incidental travel costs (at cost)				
				Sub-total (2)

Total Cost: Sub-Total (1) + Sub-Total (2) = ...

### Consultants' Representations Regarding Costs and Charges

I, hereby confirm that the basic salary indicated in the contract are taken from my payroll records and reflect the current salary rate exempt taxes and which have not been raised other than within the normal annual salary increase anticipated due to inflation, etc. If required I can provide the relevant copies of the latest contract papers upon which the rates are based.

(Name, Signature and date)

## SECTION III: TERMS OF REFERENCE

### 1. Background

The Government established Community Centers (CCs) with the overall objective to improve the living standard of rural people by facilitating faster, affordable and reliable public services delivery using Information Communication and Technology (ICT) tools and applications.

Today, there are 200 CCs established in the gewogs. The CCs were managed and operated under the “*Social Enterprise Business Model*”, guided by a tripartite agreement between Department of IT and Telecom (DITT), Department of Local Government (DLG) and operating vendor (namely Bhutan Postal Corporation Limited (BPCL) between December 2011 - February 2015 and since March 2015, Bhutan Development Bank Limited (BDBL)). All CCs are equipped with Gewog Banking Service (GBS) Point of Sale (POS), which allows opening of bank accounts, deposit and withdrawal transactions.

Efforts are ongoing to identify strategic interventions in order to strengthen the functionality of the centers. The proposed study is therefore, endeavoured to identify an *Individual Consultant* to carry out costing analysis of services that can be delegated to the centers, for the centers to develop a viable sustainability solution.

### 2. Objectives:

The study is intended to:

- Identify and recommend possible public services that could be provided through the CCs (government, corporate and private services);
- Propose viable sustainability solutions for the centers through conduct of financial analysis on the services.
- Recommend a governance structure to strengthen the efficiency and effectiveness of the centers.

### 3. Overall Task

Guided by the objectives, the overall tasks of the consultant will include reviewing and analysing public services (of government, corporate and private agencies) that could be provided through the CCs, and assign monetary values to these services.

In addition, the consulting service shall also identify the crucial roles of the major stakeholders involved and propose an effective governance structure to enable the CCs to provide public services efficiently.

#### 4. Specific Task and proposed Methodology:

The study will undertake the following specific tasks:

- i. *Documentation*: The study will account for adequate and proper documentation, in the form of records of discussions, minutes of meetings, and interim reports, leading to the final report.
- ii. *Desk-review* of the current management arrangements and assessment on the challenges facing provision of services through the CCs (including HR, infrastructure, remuneration, stationeries and supplies, etc.);
- iii. *Analysis* of [selected] services (as provided) and generate monetized value for access from dispensation points ( agency vs. CC)
- iv. *Stakeholder consultations*: The Consultant will be required to consult the stakeholders and present the findings as a part of the contract deliverable.
- v. *Report submission* upon completion of the tasks, that includes but not limited to Executive Summary, Background, Aims and Objectives, Methodology, Implementation of the activities, Outcomes, Conclusions and Recommendations.

#### 5. Deliverables and Timeframes:

All deliverables, such as reports, records and plans should be delivered to PSDD for acceptance and/or approval, in order to reach the milestone planned and continue to the next phase of the assignment. The timeframe for each activity and deliverable of the assignments, inclusive of the records and in-person, involvement where required, are outlined as below:

S/N	Deliverables/ Activities	Delivery Timeframe	Report Format
<b><i>I. Desk Research and Inception Report</i></b>			
1.	Inception report: <ul style="list-style-type: none"><li>- Key findings and observations from the desk and literature review; references to existing models of similar structures.</li><li>- Propose a viable model of governance</li></ul>	Within 7 [calendar] days from formal signing of the contract.	Presentation to PSDD/ Electronic copy (Word & PDF)
<b><i>II. Costing Analysis</i></b>			
2.	The consultant will carry out costing analysis of services, based on standard cost model and generate qualifiable cost	Within 21 [calendar] days of signing the formal contract.	Presentation to PSDD and key stakeholders, electronic copy (Word & PDF)



	factors on delivery of services.		
<b>III. Final Report</b>			
3.	The final report shall incorporate the comments of the PSDD and stakeholders in relation to the draft report and will include but not limited to Executive Summary, Background, Aims and Objectives, Methodology, findings, Conclusions and Recommendations.	“+” 7 [calendar] days from the final presentation deliverable-2. on	Presentation to PSDD and key stakeholders, electronic copy (Word & PDF)
<b>IV. Submission of weekly progress report</b> The progress reports will outline the progress to date and will include the following: <ul style="list-style-type: none"> <li>- The progress report will be based on the work plan;</li> <li>- The report will highlight operational details of the project any challenges faced during the period under review</li> </ul> <p>The progress report will serve as a monitoring tool on the progress of the assignment.</p>			

## 6. Reporting Requirements

The Consultant will work under the direct supervision of the Public Service Delivery Division. An engagement arrangement will be agreed between PSDD and the TAs as a part of the contractual agreement on the assignments. The arrangement will capture the details of the activity, duration of engagement, monitoring and reporting mechanism, and deliverables.

## 7. Qualifications and Criteria

The consultancy assignments shall be carried out by a licensed local consultant.

The Evaluation Criteria will be based on the technical proposal submitted in accordance with/ to the standard forms [*Form 1, Form 2*] provided in the Standard Request for EoI (SR-EoI) and the Consultants shall be evaluated on the following criteria:

S/N	Criteria	Points
1	Minimum Educational Qualification of Master degree in business or related fields; Demonstrated understanding of the objectives of assignment and terms of reference as may be evidenced by technical Approach/Methodology and work plan to carry out the assignment.	20

2	<p>Relevant Working Experience and its adequacy for the assignment:</p> <ul style="list-style-type: none"> <li>- The consultant must provide records of past three years' experiences in relevant fields, with at least <u>two reference sites/ institutions</u> where they have undertaken similar assignments successfully. Include contact persons, in the format prescribed in the Standard Request for EoI.</li> <li>- Provide evidence of having undertaken similar assignment in the last 5 years by submitting at least <u>two letters of reference</u>.</li> <li>- Proven track records of technical abilities in carrying out costing and feasibility analysis using standard models.</li> </ul> <p><i>Note: Consultant must produce written permission from employer(s) allowing submission of report samples, if the bid contains any of such documents.</i></p>	50
3	<p>Suitability of skill (such as training, computer skills, proficiency in English and Dzongkha languages and others), not limited to:</p> <ul style="list-style-type: none"> <li>- Excellent communication, facilitation and report writing skills;</li> <li>- Skills in research and analysis;</li> <li>- Demonstrated values of commitment, integrity and reliability.</li> </ul>	20
	<b>Total</b>	<b>100</b>

## 8. Duration of the Assignment

The Consultant shall commence work effectively from the day of signing the contract. The work will be carried out strictly within **thirty [30] days** from the effective date of the contract. The consultant should clearly express the willingness and ability to work within that period. The Consultant(s) will be required to prepare and submit a work plan, indicating deliverables.

## 9. Roles and Responsibilities

PSDD will undertake the following responsibilities for smooth execution of the assignment:

- Provide documents and data related to the Community Centers;
- Ensure active participation of task force members, where indicated for discussions related to the assignment;
- Facilitate consultations with other key stakeholders, as may be required and requested by the Consultant;
- Facilitate prompt feedback where requested by the Consultant, within the efforts of stating the facts and figures.

The Consultant will be responsible to:

- Submission of periodic reports, consisting of progress vis-a-vis agreed work plan and including related reports, records of discussion, and other documentation that form part of the assignment.
- All deliverables and reports produced by the Consultant(s) in this assignment shall be made available to PSDD in English in hard/ printed copy and in all suitable digital forms (such as pdf, doc).
- Ensure completion of the assignment within the stated time-frame and agreed cost\*.  
*\*Request for possible extension, if qualified and approved by the competent authority only under absolute necessary and unavoidable situation, shouldn't result in additional financial negotiation or escalation of the agreed cost.*

### **Logistics**

- The assignment requires regular interactions with PSDD, the stakeholders and the key agencies; therefore, it is essential that the selected Consultant has its office/logistic in Thimphu with other required resources.
- All deliverables, reports and artifacts produced by the Consultant in this assignment shall be made available to PSDD in English in hard/ printed copy and in all suitable digital forms (such as pdf, doc).
- All documents, software, material, and reports produced under this assignment, in any form whatsoever, will be the sole property of PSDD and the Consultant(s) shall not use, replicate, and reproduce the same in any manner without the written consent of PSDD.

### **Any other information**

- All the EoI documents must be completed, signed and submitted in compliance with the requirements. Failure to meet any of the requirements will result in disqualification of the bid.
- Any clarification on the EoI document shall be sought through written communication at least five days before the submission of EoI and no inquiry via phone call or walk-in shall be entertained.
- The Employer reserves the right to validate the references and documentary evidence submitted as a part of the bid.