

## INVITATION FOR EXPRESSIONS OF INTEREST

### **Title of the work: Enhancement of Government Performance Management System (GPMS)**

#### *1. Rationale*

The Annual Performance Agreement (APA) mechanism was established in 2013 to institutionalize Government Performance Management System (GPMS). It helps as a management tool to inculcate a performance based culture at all levels of the government. It is also to support and ensure effective implementation of the Five Year Plan to achieve the strategic objectives, targets and results that the government has pledged to the people. The APA is primarily signed between the Prime Minister and Ministers, Heads of Autonomous Agencies and Dzongdags, and the signing is then cascaded down the management hierarchy of respective ministries, autonomous agencies and Dzongkhags to ensure devolved responsibility and accountability for the results. The common objectives of APA as stated in its general Preamble of all APAs signed are:

1. To establish clarity and consensus about annual priorities for the Ministry/Autonomous Agency/Dzongkhag consistent with the 11th Five Year Plan and other priorities of the Government;
2. To make the Ministry/Autonomous Agency/Dzongkhag fully responsible for driving implementation and delivering the results against the annual priorities; and
3. To provide an objective and fair basis for evaluating the Ministry's/Autonomous Agency's/Dzongkhag's overall performance at the end of the Fiscal Year.

The Government Performance Management Division (GPMD) under the Cabinet Secretariat is the nodal agency to ensure preparation, monitoring, evaluation and problem solving of APAs after they are signed. To do this, the Division is fully dependent on the Government Performance Management System (GPMS). The system is currently linked to other important government online systems such as the PLAMS system, MYRB system and the MaX system.

The *Expression of Interest* for the “ Enhancement of Government Performance Management System (GPMS) for GPMD” (herein referred to as “EoI”) is to seek competent local partner(s) for the upgradation and enhancement of the existing system.

#### *2. Objectives*

Development, upgradation and enhancement of GPMS system;

3. Terms of References

1. **Information on the existing technology used & Architecture for the GPMS system:**

**a. Platforms and Software Deployed for the GPMS system.**

Component	Platforms/ software
<b><i>a. Individual Departmental application</i></b>	
Application	.NET Framework 4.0 or above
Database	SQL Server
Operating Systems:	Windows Server
<b><i>b. Dependency Systems (as-is/to-be)</i></b>	
MYRB (DoB)	.NET Framework (as-is)
MAX (RCSC)	.NET Framework (as-is)
PLaMS (GNHC)	.NET Framework (as-is)
ePeMS (DPA)	.NET Framework (as-is)
Single Sign-on Solution	Central Authentication Service (CAS) (to-be)
Directory Server Solution	OpenDs LDAP shall be used to store the user credentials of all the users (citizens and agency users) (to-be)
Enterprise Services Bus (ESB)	WSO2; The eServices exposed by other applications running in the other departments will be integrated with the portal through ESB. (to-be)

**b. Deliverables**

- i. Study the current system, upgrade technology, enhance design/features and integrate with other relevant systems using the Enterprise Service Bus (ESB).
- ii. Refer Guideline for preparation, monitoring and evaluation of Annual Performance Agreement (APA) and other relevant documents and implement design approaches appropriately.
- iii. Fix bugs, errors, missing links, formatting inconsistencies, database restructuring, interfaces design changes, etc.,
- iv. Security, patch vulnerabilities on urgent basis,
- v. Technology version upgradations; Maintain application/software compatibility while initiating version upgradations.

### **3. Bidder's Requirement:**

The scope of the assignment encourages competent and qualified local firm(s) to participate, in fulfillment of the minimum following requirements, not limited to:

- a. Must have proven track record in system/application development;
- b. Must exhibit adequate knowledge on the mentioned application software deployed;
- c. Should have multi-expertise resources that would be necessary to provide the required services and products;

### **4. Overall bidding process:**

The interested firm(s) shall submit the response in the form of EoI, not later than **3:00 p.m. (BST) on December 6, 2019**.

The EoI will be evaluated by a competent committee. All the interested bidders will be required to make a presentation in the outline that will be shared after receipt of the bids. The evaluation will be based on a pre-set evaluation criteria capturing the necessary requirements to undertake the assignment, in conformity to *Annexure-B*.

The Request for Proposal (RFP) will be floated to those shortlisted firms *only*.

### **5. Information Requested:**

The interested vendors are requested to provide the following information by filling *Annexure A & Annexure B*.

## **6. Response to EoI:**

The questions in this Expression of Interest are designed to obtain key information about potential local IT outsourcing partner.

GPMD, Cabinet Secretariat will appreciate receiving complete response in **English**. For the purpose of the EoI, additional information (while appreciated) should be submitted as an appendix.

Completed, signed, and sealed EoI must reach the following address not later than **3.00 p.m.** on **December 6, 2019**.

### **Office Address**

Chief  
Government Performance Management Division  
Cabinet Secretariat  
Building # 79, Third Floor, Norzin Lam III  
Chubachu, Thimphu

Please mark your organization's name on the envelope, clearly stating a return address.

Please email the *soft copy* of the EoI, not later than **3:00 p.m.** on **December 6, 2019** to:

[nwangchuk@cabinet.gov.bt](mailto:nwangchuk@cabinet.gov.bt)

**Note:** In case of any discrepancies between the hard copy and soft copy, the information in the hard copy will prevail.

## **7. For clarifications, please contact:**

Mr. Namgay Wangchuk  
Email: [nwangchuk@cabinet.gov.bt](mailto:nwangchuk@cabinet.gov.bt)  
Cell #: 77404477



*Annexure A: Form for Expression of interest*

(To be printed on the firm's letter head)

Date:.....

Chief  
Government Performance Management Division  
Cabinet Secretariat  
Thimphu, Bhutan

Respected Madam,

We are very pleased to submit information about our organization in the format requested as an expression of our interest to partner with the Royal Government of Bhutan as an IT outsourcing partner.

We look forward to engaging in further dialogue on the specifics of this project.  
Looking forward to more information.

Sincerely,

Chief Executive Officer,  
Organization

## **Annexure B: General Particulars to be provided by respondents**

The respondent(s) shall provide the following particulars along with relevant supporting documentation:

### 1. Firm Profile

- a. Full Name of the Firm
- b. Certifications from recognized IT certifying body (indicating membership, authenticity technical competency, etc)
- c. Mailing address/ Telephone and fax number/ E-mail address
- d. Year of establishment and constitution of organizations
- e. Description of business and business background
- f. Details of offices and number of technical manpower related with IT/ITES

### 2. Human Resource Capacity

- a. The details of the top management with their professional qualification and experiences
- b. Profile of personnel with qualification & experience (platform expertise), who may be assigned to the project.

### 3. Past Experiences

#### ***a. General Experience:***

#### ***Details of projects undertaken in a similar IT projects by Firm***

- i. Organization name and nature of business
- ii. Magnitude of work in those projects
- iii. Man-month effort for those projects
- iv. Actual duration of delivery
- v. Technology & platform used in those projects
- vi. Client references.

Information shall be provided in the following format:

#### ***b. Details of projects undertaken in a Platform and Software Deployed by proposed personnels***

- i. Project Manager
- ii. Coder/Developer experience in .Net framework
- iii. Database(SQL Server) Administrator

Assignment name:	Platform: Development Language: Database:
Procuring Agency :	Duration of assignment (months):
Address:	Point of Contact:
Start date (month/year):  Completion date (month/year):	No. of professional staff-months provided by associated Consultants:
Name of associated Consultants, if any:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

6. Commitment on human and other resources.