

EXPRESSION OF INTEREST (EOI)

DEPARTMENT OF REVENUE AND CUSTOMS, MINISTRY OF FINANCE ROYAL GOVERNMENT OF BHUTAN

1 EOI Reference:

EOI Title: **Bespoke Development of Electronic Customs Management System (e CMS)**

The Royal Government of Bhutan has received a grant from Asian Development Bank under grant No 0492-BHU (SF) tied to SASEC Transport, Trade Facilitation and Logistic Project (Project No BHU 27284) towards development of Electronic Customs Management System.

The Department of Revenue and Customs (DRC), Ministry of Finance would like to invite Expression of Interest from qualified firms to develop (bespoke) and Implement, install and configure an Electronic Customs Management System e CMS;

- a. Which must be a web-based system capable in operating in a customs administration
- b. Must be in line with International Standard
- c. must be supplied with source code, and
- d. Must be built on open source components.

2 Objectives

The main objective of the project is to develop and implement a web-based, micro services application, which can be operated from a centralized location and connected to all Customs check posts, regional and head offices via the government Wide Area Network which will be accessible to all citizens and businesses wishing to conduct international trade that will consist, *inter alia*, of Customs Agents (Brokers), Importers, Exporters, freight forwarders and private citizens via the internet.

In addition, DRC Customs intends to modernize and improve customs procedures to reduce customs clearance time, facilitate trade of goods across Bhutan borders, whilst exercising requisite border controls.

3 Scope of Project

The electronic Customs Management System, as its name implies, will be a system for the DRC's Customs Division to manage its operations. This includes, among other things; the registration of importers, exporters and clearing and forwarding agents; the processing of cargo and passenger manifests; the processing of import, export and transit declarations; automated risk assessment; valuation; applications for duty exemptions and refunds; examinations; penalties and appeals.

The scope of work includes:

- System design and bespoke development of all software components;
- Installation and configuration of development and operating environments, including system server environments and associate services;
- Delivery, installation and configuration of operating systems, application design software and databases required for eCMS development and operation;
- Implementation and commissioning of e CMS across the country, including capacity building and training of technical and functional/operational staff;

4 Detailed EoI and Terms of Reference.

The detailed Expression of Interest, Terms of Reference and other relevant details of the assignment could be found on the link below;

https://selfservice.adb.org/OA_HTML/OA.jsp?page=/adb/oracle/apps/xxcrs/csrn/webui/CsrnHomePG&OAPB=ADBPOS_CMS_ISP_BRAND&_ti=573669251&oapc=2&oas=1CIUNPr2dJbc2drD94nMag..

5 Estimated Budget

The estimated Budget of the assignment is as indicated below;

Type of Consultancy	Engagement Period	Estimated Competitive Budget
Consulting Firm	30 Months	USD 2,175,600

6 Selection Criteria

Candidates will be selected in accordance with the procedures set out in the Procurement Regulations for ADB borrowers by the Asian Development Bank

7 Eligibility

7.1 Nationality

A Consulting Firm, and all parties constituting the Consulting Firm, shall have the nationality of an ADB eligible country.

7.2 Conflict of Interest

A Consulting Firm shall not have a conflict of interest. All Consulting Firms found to have a conflict of interest shall be disqualified as per ADB procurement rules

7.3 Government Owned Enterprise

Government-owned enterprises in the client's country shall be eligible only if they can establish that they (i) are legally and financially autonomous, (ii) operate under commercial law, and (iii) are not dependent agencies of the client.

7.4 Historical Contract Performance

7.4.1 History of non performing contract

Nonperformance of a contract did not occur as a result of contractor default since 1st January 2016.

7.4.2 Pending Litigation and Arbitration

All pending litigation and arbitration, if any, shall apply. All pending litigation shall in total not represent more than 50% percent of the Consulting Firm's net worth and shall be treated as resolved against the Consulting Firm

7.5 Financial Capability

7.5.1 Average Annual Turnover

average Annual Turnover within the last three (3) years of not less than USD 60,000

7.6 Experience

1. During the last five (5) years, the Firm must have completed at least one (1) successful contract involving the development, supply, implementation and support of a system operational and implemented by either the Royal Government of Bhutan or other regional government agencies outside the country of incorporation of the firm. Bidder with experience working with Royal Government of Bhutan is an advantage.
2. Such contract must have been executed by individual consulting firm without a joint venture partnership with other firms.
3. Such contract shall have the value greater than USD 60,000. The Firm shall also provide the name and Agency in Bhutan as well as outside where they have implemented the project. The Firm shall also provide the name, title and contact information of the reference site(s). The references should include the head of the agency and senior users. Provide brief details for each project executed.

4. In addition, the firm should have experiences in the following key activities but not limited to;
 - a. Development and implementation of Government information system design in Bhutan
 - b. Business Process Re-engineering through automation
 - c. Technical infrastructure installation and configuration in line with RGoB requirements
 - d. Training and Capacity Building in national language
 - e. Application software development through Agile methodology
 - f. Information system testing and quality assurance
 - g. Documentation and materials development
 - h. the proposed key developer/s should have experience in similar development;

5. The consulting firm should setup an office in Thimphu, Bhutan equipped to carry out the development of eCMS (from the commence to the completion of the project). All the project assignments should be operated from the office in Thimphu.

7.7 Technical Capability

7.7.1 Qualification and Experience of the project team

The firm should have an established office in Bhutan before the commencement of the project. The firm should provide the following team members and experts to execute the project;

Sl. No.	Position/ Expertise	Nos.	Person-months	Total person-months
A. International Position				
A1.	Team Leader/ Business Analyst	1	30	30
A2.	Data base Expert/Developer	1	30	30
A3.	Quality Assurance Expert/Developer	1	30	30
A4.	System Analyst	1	30	30
B. National Position				
B 1.	Developers	4	30	30
B 2.	Documentation	1	15	15
B3	Infrastructure Development Expert	1	3	3

7.7.2 Work in Hand

The consulting firm should not have more than one project of similar or bigger size project in hand at the time of bidding.

8 EoI Submission

EOI's are to be delivered/submitted to the address below 8th April 2020 at 14:00 hours Bhutan time. Late EOI will be rejected.

9 Address for EOI submission:

EOI may be submitted either through ADB's Consultant Management System (CMS), or in hard copy to the address indicated below not later than **14:00 hours on 8th April 2020**

For hard copy submission: Please submit as per the ADB format attached

Attention: Director

Address: Directorate of Services, Ministry of Finance
Royal Government of Bhutan
Tashichhodzong, Thimphu, Bhutan

Telephone: +975-327762

Facsimile number: +975-333741

Electronic mail address: jnamgyel@mof.gov.bt

Alternative email address: seday@mof.gov.bt and gyeltshent@mof.gov.bt

10 Purpose of EoI

The purpose of this document is to pre-qualify suppliers. Participation and/or completion of this pre-qualification stage by Consulting Firms shall not constitute an offer from DRC to the Consulting Firm to develop the System or a promise to enter into Contract(s) with the DRC. Nor will it obligate DRC in any way with regard to their final decision.

Failure to provide all the documentation and/or complete all requirements of this document at the time of submission may harm the Consulting Firm's chances for continued participation in the procurement.

Questions regarding this EOI must be submitted by e-mail to seday@mof.gov.bt and gyeltshent@mof.gov.bt. Questions relating to EoI will not be responded and any verbal questions will NOT be entertained.

The details entered hereunder will be considered confidential.

DRC reserves the right to consult referees, clients or consultants, as entered in this pre-qualification document.

DRC reserves the right to require the consulting Firm to produce evidence in support of all details entered herein.

DRC representative(s) may be required to visit the consulting Firms's premises to verify the details contained in this document. The consulting Firm shall allow DRC representatives to interview present and previous client