

REQUEST FOR PROPOSALS
RFP #: MoF/DRC/Pro/2023-2024/713

Project Name:
Acquire and Customize Integrated Tax Administration Software for Bhutan

Procuring Agency:
**Department of Revenue and Customs
Ministry of Finance, Royal Government of Bhutan**

Title of Consulting Services:
Acquisition of an Integrated Tax Administration Software System

SECTION 1: LETTER OF INVITATION

DRC/GST-15/2023/03

24th January, 2024

Dear Mr/Ms

The Department of Revenue and Customs, Ministry of Finance, invites proposals to provide the following consulting services: to install and configure a commercial (COTS) integrated tax administration software product that is currently in operation in at least two other tax administrations. COTS embodies good practice features and may be configured to cater to procedure differences and is designed to be implemented without significant customization but can be adapted to support the taxation acts in Bhutan. The COTS implementation will include customization of the COTS system, testing, migration of data, integration between internal and external systems, and training. The implementation will be undertaken in the DRC Headquarters and eventually tested in the local offices to verify the COTS system functionality and performance. It is expected that Consultants have had extensive specific experience with the implementation of their proposed COTS solution in multiple tax administrations or revenue authorities. More details on the services are provided in the Terms of Reference.

There are two Consultant qualification criteria used to determine if the Consultant proposal will be accepted for evaluation:

- A financial history, including evidence that the Consultant has access to, or has available, liquid assets, unencumbered real assets, lines of credit, and other financial means (independent of any contractual advance payment) sufficient to meet the cash flow requirements estimated as USD \$ **1,500,000.00** for the subject contract(s) net of the Applicants other commitments.
- Evidence that the proposed solution exhibits a history of being upgraded with new functionality and that at least one existing installation site has upgraded its production installation to the current or current-1 release.

A Consultant will be selected under **Quality and Cost Based Selection (QCBS)** and procedures described in this RFP, in accordance with the latest Procurement Rules and Regulations in force of the Royal Government of Bhutan.

The Proposals are to be submitted at the latest by **March 7, 2024 at 11:00 am BST** and the Technical Proposals will be opened **on the same day at 11:30 am BST**

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

Section 1 - Letter of Invitation

Section 2 - Instructions to Consultants (including Data Sheet)

Section 3 - Technical Proposal - Standard Forms

Section 4 - Financial Proposal - Standard Forms

Section 5 - Terms of Reference

Section 6 – Eligible Countries

Section 7 - Standard Forms of Contract Lump sum Contract

Please contact us in writing at the following address:

- (a) For the Request for Proposal Document (RFP)
- (b) Upon receipt of the document, kindly confirm whether you'll submit a proposal

It is not permissible to transfer the sent RFP document to any other firm.

Address for responses:

Ugyenl@mof.gov.bt

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Ugyen Lhamo', with a small checkmark at the end.

Ugyen Lhamo
(Assistant Procurement Officer)