**`Request for Expression of Interest (Firm)**

**For**

**Selection of Local Consulting Firm**

EOI Ref No: 08.01.0000.068.11.005.12(118)/2015- Date: 01/09/2015

The National Board of Revenue(NBR) has been allocated public funds from the Government of the Peoples Republic of Bangladesh (GoB) toward the cost of the VAT ONLINE Project and it intends to apply part of the proceeds of these funds to payments under the contract for the provision of consultancy Services on Taxpayer Satisfaction Survey (package no. SD-32) under the project by a Consulting Firm (National).

The Services include:

 The local survey company is expected to work in close collaboration with the VAT Wing Project Implementation Unit and the World Bank Group team. Based on materials provide by PIU and under both PIU and WBG guidance and assistance, the local survey company would be expected to:

* Develop the outline of the *sampling methodology* for the taxpayer satisfaction survey with services provided by the VAT Wing of NBR.
* Provide explanation about impact of sampling procedure to the representativeness and possibility of generalization, and engage in detailed discussion of the underlining assumptions with the PIU team. In cooperation with PIU and WBG team, if necessary revise the sampling plan in order to achieve highest possible level of VAT taxpayer population. A *complete sample company details* will be provided to the PIU Team.
* Field-test the survey with at least 40 formal enterprises in order to determine the questions that need to be adapted to make them appropriate to the context.
* Comment on, revise and finalize the survey questionnaire provided by PIU, as indicated by pre-testing analysis with approval of PIU and WBG team.

In order to successfully complete the survey of the formal taxpayer population (tax registered firms) serviced by the VAT wing, the local survey company will:

* Develop the instrument and manuals necessary for successful collection of required information.
* Develop a statistically sound sample frame of formal businesses using data provided by the Tax Department, and use this sample frame to select a sample large enough to collect 1000 complete responses from firms meeting the distributional criteria as follows (sample design should be discussed and approved by the PIU Team):

Tax payment method: Approximately 70% of the sample should represent firms under the VAT regime, paying taxes based on their financial accounts, while 30% of the sample should represent firms under the “turnover tax” regime.

Sector: Some stratification might be necessary to ensure coverage of all important sectors and representativeness of the sample.

Firm Size: Some stratification might be necessary to ensure the representativeness of the sample

Location: Some stratification might be necessary to ensure proper geographical coverage of the country. However, geographical stratification will take into consideration the cost effectiveness.

* Write a “Sampling plan” document explaining the final sample as well as reasons and impacts of all used sampling procedures;
* Supervise, control the quality of and make all required arrangements for the implementation of the survey in multiple locations;
* Complete, by targeted selection and replacement, 1000 surveys of private firms with the characteristics discussed above.
* Quality Control *-* In order to ensure the best quality data collection possible, experienced supervisors managing the fieldwork will carry out quality control of the survey results. Staff should be experienced in a range of survey methodologies, quality control and procedural aspects of such research projects and will work closely with the company management, to monitor the performance of interviewers. The specific roles of the supervisors are to:
* Promptly control first few interviews by each interviewer, and, if necessary, provide additional training, and if necessary replace interviewers.
* Collect the incoming completed survey forms and conduct 100% check for incomplete, omitted or otherwise erroneous data recording practices on their source (company). If necessary replace unsatisfying interviews with properly conducted ones, or ensure that requested answers are gathered from the target company;
* Conduct 20% random back check of each interviewer completed interviews. Also use statistical methods for checking the consistency, accuracy and quality of work for each interviewer;
* In accordance to the data design plan to be provided by PIU and WBG, design and implement a system for data entry and tabulation of data.
* Enter the data with suitable quality controls, which includes at least 10% of double data entry. 10% double entry is a method of data entry quality control. It suggests 10% of all questionnaires to be entered two times, and then match two entries. That way level of error can be estimated. If the level of error/match is satisfactory, data entry is also considered satisfactory.
* the survey firm will develop a detailed data analysis plan to fulfill the objective of the study. The plan will be approved by the PIU and WBG.
* Provide the data and results of the survey, according to the agreed data analysis plan. PIU and WBG team should clear and approve the database and data tabulation before the local survey company would start writing the survey report (e.g. distribution and means); and
* Prepare a technical report on the survey findings, under the guidance of the PIU team.

The Experience, Resources and Delivery Capacity required are: The local survey company have demonstrated experience and strong track record in sample design and in conducting comparable surveys, a substantive understanding of the tax context and policy issues underlying the survey, and the capacity to undertake basic survey implementation and data entry and analysis. The local survey company must be able to mobilize qualified surveyors, data entry personnel, and analytic staff as agreed in the contract and must have the logical capacity to carry out the survey within the time frame of the study.

The NBR now invites eligible Applicants to indicate their interest in providing the Services. Interested Consultants are invited to provide information indicating that they are qualified to perform the Services (brochures, description of similar assignments, experience in similar operating conditions, availability of appropriate professional qualification and experience among staff, etc.). An Applicant may associate with other Consultant(s) to enhance their qualifications. Association with foreign firms is, however not mandatory.

A Consultant will be selected using the Fix Budget Selection (FBS) sub-method in accordance with the Public Procurement Regulations 2008 and Public Procurement Procedures issued by the GoB. It is expected that the Services will be commenced on November 2015 and shall be completed on June 2016. Interested Applicants may obtain further information by applying to the address below during normal office hours. Expressions of Interest shall be submitted by 28 September 2015 by 15.00 hours, in sealed envelope delivered to Project Director, and be clearly marked “Request for Expressions of Interest for Selection of consultancy Firm for Taxpayer Satisfaction Survey.

The procuring entity reserves the right to reject all EOIs.

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