

Government of the People's Republic of Bangladesh

National Single Window Project

National Board of Revenue

IDEB Bhaban, 160/A (3rd Floor), Kakrial, Dhaka.

File No.1(21)/ NSW Project/PMQA/ 2018/

Dated: 28 November 2018

: Request for Expression of Interest (REOI) for Project Management and Quality Assurance Services (PMQA) –

Country: Bangladesh

Name of Project: Bangladesh Regional Connectivity Project-1.

Assignment Title: Project Management and Quality Assurance (PMQA) Consultancy Services

The Government of The People's Republic of Bangladesh has received an USD 150 million Credit from the World Bank towards the cost of the *Bangladesh Regional Connectivity Project I* (BRCP-1), being jointly implemented by the Bangladesh Land Port Authority (BLPA), National Board of Revenue (NBR) and Ministry of Commerce. Now the NBR intends to apply part of the proceeds for consulting services. The consulting services ("the Services") include (brief description):

- Provide all necessary support services to the BRCP-1 – NBR (PIU) during the various phases of the Customs Modernization and NSW component implementation, throughout their project life-cycle of Procurement, Implementation Planning, Installation of infrastructure, Development (configuration, enhancement, integration of software & migration of existing data) & Acceptance Testing, Pilot Implementation, Roll-out of solution (including Post-Implementation review) and overall monitoring and quality assurance of all outputs.
- assist the NBR (PIU) to design and implement the most optimal model for the NSW Operator, through a competitive bid process consistent with the Bangladesh legal framework and The World Bank Procurement Regulations for IPF Borrowers . .
- The various initiatives that are being undertaken by NBR that will be within the scope of all support and oversight services of PMQA, are listed below:
 1. Design, development and implementation of a National Single Window (NSW)
 2. Design, development and implementation of a Risk Management Solution (RMS)
 3. Design, development and implementation of a Valuation Support Data Base (VDB)
 4. Change Management & Communications support for outreach to key stakeholders

5. Capacity Building Consultancy for CLPIAs (Consultancy Engagement) –
6. Intrusion Detection & Prevention Testing of NSW and RMS systems (White-hat Hacker)
7. Hardware & Network Cabling for CLPIAs (for LANs) (Turn-key Supplier)
8. Refurbishment of Wide Area Network (WAN) (Consultancy Engagement)

02. There are five key elements to be considered in the Scope of the required services within each of the phases (establishment, procurement, planning, design/development/configuration, testing, pilot implementation and rollout) of the project for each of the initiatives mentioned above.

03. Expected date for commencement of the services is **March 2019** and completion by June 2021. The tentative duration of the entire assignment is about 36 months. The detailed Terms of Reference (TOR) for the assignment can be obtained at the address given below. Terms of References (TOR) are also available in National Board of Revenue's website (www.nbr.gov.bd).

4. National Board of Revenue under the Internal Resources Division, Ministry of Finance, Government of Bangladesh now invites eligible consulting firms ("Consultants") to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The shortlisting criteria are:

- a) Experience of governance and change management for systems and technology projects and Quality Assurance (QA) advisory of at least two complex nation-wide Information System and ICT infrastructure implementation within the last ten (10) years.
- b) Experience in the design, development, implementation, provision and technical support for trade facilitation-related systems. These may include National Single Windows for trade, Regional Single Windows for trade, Port Community Systems or Customs Automation Systems that include functional integration of Other Government Agencies (OGAs).
- c) Skilled in the use of standard methodologies for developing Information System Strategic Plans, and adoption of such methodologies in NSW-type projects.
- d) Skilled in executing on complex change management and business transition activities including but not limited to communications planning and documenting of detailed standard operating procedures
- e) experience in the development and implementation of Information System Strategic Plans in a complex country environment and have a proven track record in the transfer of know-how to similar government organizations.
- f) Financial Soundness of the firms. Must have demonstrable financial strength such as international annual revenues over the past 5 years;
- g) Staffing and logistics of the firm. Must have a full time staff strength of all levels of expertise with considerable experience in all aspects of ICT technologies, project implementation and change management.

- The consultants should have proven experience in the streamlining/ simplification/ harmonization of trade clearance procedures, processes and documentation;
- The Qualifications and Experience of Key Experts shall not be included in the shortlisting criteria. Key Experts will not be evaluated at the shortlisting stage.

05. The attention of interested Consultants is drawn to the Section III, para 3.14,3.16, and 3.17 of the World Bank's" Procurement Regulations for IPF Borrowers" July 2016 and revised in November 2017 (" Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.

06. Consultants may associate with other firms to enhance their qualifications, but should indicate clearly whether the association is in the form of a joint venture and/or a Sub-consultancy. In case of a joint venture, all the partners in the joint venture shall be Jointly and Severally liable for the entire contract, if selected.

07. PMQA Firm will be selected in accordance with the Quality Based Selection (QBS) method set out in the Procurement Regulations.

08. Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by e-mail) by 28 Decemebr , 2018 up to 5:00 PM either in sealed envelope clearly marked "Request for Expression of Interest (REOI) for Selection of "Project Management and Quality Assurance Services (PMQA)" in the email's subject line or on top of the envelope or through email sent to the following undersigned address. REOI received after the last date of submission will not be considered for short listing. Further information can be obtained at the address below during office hours (9:00 AM to 05:00PM).

Khondaker Muhammad Aminur Rahman

Project Director,

Bangladesh Regional Connectivity Project,

National Single Window (NSW) and Customs Modernization plan.

National Board of Revenue,

Room No.406, IDEB Bhaban, 160/A (3rd Floor), Kakrial, Dhaka.

Phone: 8392360(PA)

Email: pdnsw.nbr@gmail.com