#  Request for Expressions of Interest

# Consulting Services – Firms Selection

**Revised – extended deadline for submission of EoI**

**Implementing Agency: Ministry of Transport and Communications**

**Country: Republic of North Macedonia**

**Project: Western Balkans Trade and Transport Facilitation Project - P162043**

**Loan No.: 8929-MK**

**Assignment Title: New Single Window (NSW) Programme Management Support in North Macedonia**

**Reference No.: WBTTFP-8929-MK-112A-CS-QCBS**

**Issued on: 17 January, 2022**

Republic of North Macedonia has received financing from the International Bank for Reconstruction and Development – World Bank in the form of a loan towards the costs of the Western Balkans Trade and Transport Facilitation Project and intends to apply part of the proceeds for consulting services.

The consulting services (“the Services”) include design, development and implementation of an NSW solution and the associated reform and modernization of Customs Administration and other border management agencies requirements in the North Macedonia. The NSW solution will improve transparency and integrity, lower trade transaction costs, improve inter agency coordination and reduce the time taken to clear goods.

The services will include the following tasks:

1. Providing support to the Client and the Beneficiaries, and to assist the PIU with all aspects of the preparation and execution of the NSW project;
2. Assisting the Client and Beneficiaries in implementing the recommendations in the NSW project;
3. Providing managerial, supervision and technical assistance, and guidance in development through the various phases of implementation;
4. Ensuring the NSW project is structured, managed and executed by following international standards of project management and quality assurance with continuous monitoring;
5. Developing the Terms of Reference, Design and Technical Specifications, Requests for Proposals and Standard Bidding Documents for the procurement of NSW solution and related hardware, software and services, and assisting in evaluation and contract management;
6. Drafting legal and regulatory changes that support the establishment and functioning of the National Single Window and that includes harmonization;
7. Coordination and facilitation of implementation of the ‘to-be’ business process model and the associated harmonized data model across all Beneficiaries;
8. Propose improvement of Customs administration management structure considering requirements of NSW and facilitate its implementation;
9. Technical support on business, functional and security aspects of systems implementation including procedural reforms;
10. Oversight of implementation of the technical platform throughout the project lifecycle, implementation supervision and quality assurance;
11. Provides and implements QA and Acceptance activities related to the NSW project (Performing comprehensive testing and verification of deliverables, makes proposals for their acceptance);
12. Assisting the Client and the Beneficiaries to strengthen its information and communication technologies (ICT) capabilities to ensure they have the capacities to support the implementation; and
13. Training to NSW staff and involved public servants, representatives of the target groups.
14. Production and maintenance of issue registers and risk management.

The intended commencement of the Services is May, 2022 and the period of implementation shall be 32 months. The standard form of the Contract will be a Lump sum contract.

The detailed Terms of Reference (TOR) for the assignment can be found at the following websites: <https://www.e-nabavki.gov.mk> and <http://mtc.gov.mk/javniOglasi>.

The Ministry of Transport and Communications now invites eligible consulting firms (“Consultants”) to indicate their interest in providing the Services. Interested Consultants (a firm or a group of firms) should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

The shortlisting criteria are:

1. The Consulting firm must be a legal entity with at least 10 years’ experience in ICT Project management;

2. Proven (track record) for Quality Assurance (QA) advisory experience of at least one successfully completed complex nation-wide Information System and ICT infrastructure implementation related with Customs Automated system in the past 5years (from January 2016 up to the deadline for the receipt of applications indicated below);

3. Proven (track record) experience in development and implementation of Strategic Business Process and Change Management Plans in public organizations;

4. Proven (track record) experience in design, development and implementation of at least one Customs automated system or NSW systems;

5. Experience in projects/assignments requiring familiarity with North Macedonia legislation and institutional set up, especially for trade sector would be desirable;

6. Experience in projects/assignments requiring familiarity with North Macedonia trade and border procedures market conditions and capabilities for communications technology and IT infrastructure in North Macedonia would be desirable;

7. Extensive experience in developing governance frameworks, operational models and organizational structures for the implementation and/or operation of NSW for Trade would be highly desirable.

Key Experts will not be evaluated at this stage.

The criteria for evaluating the short listed firms are:

Criteria I General Profile of the Firm – 30 points

Criteria II Specific experience, qualification and competence related to the assignment / Experience in performance of similar assignment – 70 points

For Criteria I – “General Profile of the Firm - 30 points” the Consultant should demonstrate:

- Core Business and Years in Business

- General qualifications in the field of assignment

- Technical and managerial organization of the firm

For Criteria II– “Specific experience, qualification and competence related to the assignment / Experience in performance of similar assignment - 70 points” the Consultant should demonstrate proven experience for similar projects, of the same nature:

- Experience in international, national and regional projects in the field of the assignment

- Experience in Similar Projects – design, development and implementation

- Experience in Similar Areas and Conditions

- Qualifications in the field of the assignment

- Transfer of knowledge (training) program

- Quality Management (QM)

The selected procurement method of the service will be Quality Cost Based Selection (QCBS) - Open International procedure, in accordance with the World Bank’s “Procurement Regulations for IPF Borrowers” dated July 2016, revised November 2017 and August 2018 (“Procurement Regulations”).

From the Consultant firms that will submit an Expression of Interest (EoI), the Client will assess the Expressions of Interest to determine the Shortlist based on selection Criteria stated in REoI. Qualifications of the Key staff (CVs including their qualifications) will not be evaluated at this stage. Upon determining the shortlist, the Client shall issue the letter of invitation to submit Proposals along with the request for proposals document to all the Shortlisted firms. For QCBS method the WB Standard RFP will be used. The Technical and Financial proposal shall be submitted at the same time in two (2) separate and sealed (password protected) envelopes. Due to Covid 19 emergency submission and public opening of Technical and Financial Proposals will be electronically.

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank’s “Procurement Regulations for IPF Borrowers” dated July 2016, revised November 2017 and August 2018 (“Procurement Regulations”), as amended, setting forth the World Bank’s policy on conflict of interest.

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 the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.

The eligible consulting firms (“Consultants”) can obtain further information from the Project Implementation Unit (PIU) of the Ministry of Transport and Communication, Attn: Mr. Slavko Micevski and/or Ms. Vlasta Ruzinovska, e-mail: slavko.micevski.piu@mtc.gov.mk; vlasta.ruzinovska.piu@mtc.gov.mk; procurement.piu.mtc@gmail.com; during office hours from 09:30 to 15:30. **Due to COVID-19 VIRUS emergency, the procedure for expressing interest in providing the Services is strictly electronically as stated below.**

The Terms of References in English language may be obtained by interested eligible consulting firms (“Consultants”) from the website of the national electronic system for procurement: “ЕСЈН-Заеми/Донации/Грантови-Огласи од меѓународни институции” ([**https://www.e-nabavki.gov.mk**](https://webmail.t.mk/cp/ps/Mail/ExternalURLProxy?d=t.mk&u=tejumi&url=https://www.e-nabavki.gov.mk&urlHash=-1.1261282751824486E-304#_blank)) and from the website of the Ministry of Transport and Communications: [**http://mtc.gov.mk/javniOglasi**](http://mtc.gov.mk/javniOglasi);

The eligible consulting firms (“Consultants”) must submit their Expression of Interest **only by e-mail** to the all below listed e-mail addresses (as readable PDF file in English language), **on or before**

**18 February, 2022, 15:30 p.m.** Receipt of each Expression of Interest will be immediately confirmed.

## Ministry for Transport and Communications - Project Implementation Unit

## Attn: Mr. Slavko Micevski and/or Ms. Vlasta Ruzinovska – procurement officers

## Street “Crvena Skopska Opstina”, Nr. 4, 1000 Skopje, Republic of North Macedonia

Tel: + 389 (0)2 3145 531; + 389 (0)75 494977

Web site addresses: <http://mtc.gov.mk/javniOglasi>; [https://www.e-nabavki.gov.mk](https://webmail.t.mk/cp/ps/Mail/ExternalURLProxy?d=t.mk&u=tejumi&url=https://www.e-nabavki.gov.mk&urlHash=-1.1261282751824486E-304#_blank).

## E-mail addresses (obligatory):

**slavko.micevski.piu@mtc.gov.mk****;** **vlasta.ruzinovska.piu@mtc.gov.mk****;** **harita.pandovska@mtc.gov.mk****;** **procurement.piu.mtc@gmail.com**