



GovTech/DDT/DST/2024-2025/

22/07/2024

**GOVTECH AGENCY  
ACCELERATING TRANSPORT AND TRADE CONNECTIVITY IN EASTERN SOUTH  
ASIA (ACCESS) – BHUTAN PROJECT**

**REQUEST FOR EXPRESSION OF INTEREST (REoI) for  
Hiring a National Consultancy Firm for the development of the National Single Window  
Blueprint.**

**1. Background**

The GovTech Agency in collaboration with the Ministry of Industry, Commerce and Employment and the Department of Revenue and Customs, Royal Government of Bhutan plans to implement the Bhutan National Single Window (BNSW) with financing support from the World Bank Group (WBG) under the Accelerating Transport and Trade Connectivity for Trade (ACCESS) project for Bhutan. The implementation of the BNSW is seen as a key objective to promote transformation through digitization to facilitate paperless and borderless trade, ultimately to improve transparency and integrity, lower trade transaction costs, foster inter-agency coordination and reduce the time taken to clear goods.

The implementation of the BNSW will take place in two phases: *Phase 1 – Preparation and Program Design*; and *Phase 2 – Implementation*. This REOI concerns Phase 1 which involves the preparation of a “Blueprint”, a program design document that will deliver an actionable **Implementation Plan** for the BNSW.

The National consultancy firm will work closely with the BNSW core working group, under the supervision of two international consultants (a Technical lead consultant, and IT specialist), reporting to the BNSW Steering Committee. While the BNSW Project Team Leader is responsible for matters related to contract execution, on a day-to-day basis, the international Lead Consultant, from time to time deputized by the IT Consultant, will guide and direct the work of the BNSW Project Team.

A Visioning Workshop, facilitated by the WBG, was held in Thimphu on 6 and 7 February 2024, during which the stakeholders laid down the foundations of the BNSW program by elaborating suggestions for an overall **Vision Statement** and options for the key strategic decisions, to be adopted by the RGOB.

Based on the Vision and strategic options, once the mandate has been obtained by RGOB, the program is moving to Phase 1 with the development of the Blueprint.



## 2. Scope of Services

The scope of work of the consultancy firm are as follows:

- **Analytical support.**

Under the guidance of the International Consultants, the firm will support the analytical work undertaken for the Blueprint. Selected tasks include:

- o As instructed, conducting of interviews, distributing and analysing responses to questionnaires with a range of stakeholders; summarising key points; and analysing the findings as input to stakeholder engagement as part of the Blueprint development process
- o Supporting the two International Consultants by undertaking information system investigation and review at key agencies involved in the BNSW. This work will include gathering related documentation and describing to the fullest extent possible the current IT systems and networks including their physical and logical architecture, analyzing those systems and working with the expert in determining an optimal future architecture and specifications for NSW operation.
- o Supporting the International Consultants by undertaking Business Process Analysis (BPA) at the key agencies involved in the NSW. This work will include undertaking an exercise of investigation and business process mapping to the standards established by the International Consultants, assist with analysing those processes and working with the International Consultants in determining an optimal future model for the BNSW operation.
- o Supporting the International Consultants as part of the BPA exercise, in gathering all related agency application forms/letters and building a catalogue of all data elements to contribute towards a later exercise of data harmonisation.
- o Analysis of legislation and regulation in participating government agencies for compatibility with B2G and G2G operation, plus specific enabling legislation for BNSW governance, BNSW operation and for e-transactions for BNSW and recommending modernization where necessary
- o Analysis of existing pertinent national ICT infrastructure and ICT infrastructure in participating government agencies as input to the formulation of Enterprise Architecture (EA) for BNSW and implementation plans for the ICT components of the EA. This work will involve undertaking an exercise of investigation and documenting findings and observations to the standards established by the International Consultants. The BAs are



expected to work closely with the GovTech EA team and will carry out the EA work in collaboration with the GovTech EA team.

- **Contacts and liaison.** The firm will draw on existing contacts on trade-related issues in Bhutan, the private sector, the development community, and other sectors, to identify key contacts and facilitate meetings for themselves and the BNSW Project Team.
- **Formulation of Change Management, Communications, Capacity Building:** The firm will contribute a national context for change management and communications methods based on previous experience in formulating and delivering programs. The Consultancy firm shall also assist with gathering and presenting information for Skills Capacity Analysis and Training Needs Analysis for public and private sector users for BNSW participants.
- **Participation in workshops and events.** The Consultancy firm will be expected to work closely with the BNSW Project Team to assist in the organization and participate in workshops and other outreach events relating to the BNSW Blueprint. This will include, but not be limited to, the development of proposed invitation lists and issuing of invitations; and supporting the delivery of presentations.
- **Translation support.** The official language of the project and for all deliverables will be English. However, the key personnel of the firm may be required, from time to time, to provide an unofficial translation into Dzongkha of some materials. For the purpose of bidding, assume that this would amount to 100 pages and can be charged on pro-rate for additional pages requiring translation.

### **Objective:**

The objective of this assignment is to work as part and under the direction of the BNSW Project Team and its two International Consultants, by:

- a) Facilitating, as directed, fact-finding from, and discussions amongst, the relevant Govt. agencies with a view to finalizing the key decisions concerning technical, functional, BPR, business, financial, operational, legal, and service delivery models for the BNSW;
- b) Contributing, as directed, to the development of the functional, technical and operational requirements for the BNSW such that the implementation and operational services may be established, implemented and procured expeditiously;
- c) Conducting a review of the legislation in Bhutan pertinent to the implementation of the BNSW



- d) Contributing to the formulation of the Change Management and Communications plan
- e) Supporting the development of an Implementation Plan for the development and roll-out of the BNSW nationally, including a plan for Capacity Building.

### 3. Duration

The duration of this consulting service will be **six (6) months** from the date of award of the contract. The BNSW implementation project itself (being financed separately from this preparation assignment) will focus on the actual implementation of the BNSW including the establishment of the operational entity, the development, implementation, and rollout of the BNSW system, training, and capacity building in the affected Government Agencies (GAs) as well as Traders.

### 4. Selection Procedures

The GovTech Agency, Thimphu now invites eligible national firms to submit Expressions of Interest (EoI) along with detailed financial proposals for providing the services and will be selected using CQS (Consultant Qualification Selection) Procurement method. The Interested firm needs to provide information demonstrating that the firm has the required qualifications and relevant experience to perform the services.

The selection criteria are:

The firm shall have substantive experience working on public sector reform projects in Bhutan involving information technology change, ideally in the area of trade. The firm will have experience working on international development projects, including with international consultants. Nominated key experts will require a good standard of written and spoken English and also be proficient in communicating (read, write and speak) in the national language of Bhutan “Dzongkha”. The firm shall propose a team of three key experts that consist of two business analysts and one legal expert, **working full-time, onsite with the BNSW working group and the two international consultants**. One of the business analysts shall be nominated as a team lead/focal person to coordinate the work and liaise with international consultants and the GovTech BNSW team to ensure timely delivery of outputs.

#### 4.1. Business Analyst & Team Lead/Focal Point:

The BA will serve as a team lead/focal point and will carry out the following tasks: (i) information/data collection and analysis tasks, including preparation of draft documents and presentations before finalizing the functional model from which Functional & Technical (F&T)



Architecture, specifications as well as drafting bidding documents together with Harmonized Data Model (HDM) and the international consultants; (ii) Undertake business process investigations; preparing findings and workflow maps of all “as-is” processes, gathering all related forms and issued LCPOs and extracting data elements, and participating in validation workshops; and (iii) Conduct surveys as related to business processes for international trade on the 1) skills capacity and training needs; and 2) ICT architecture and infrastructure.

### **Qualifications & Experience:**

- o Bachelor’s Degree or Diploma in Business Analysis or a relevant discipline
- o 4 years of professional experience in business process analysis/re-engineering, with emphasis on the introduction of automated electronic systems
- o Good knowledge of business process mapping, including drafting business process maps using MS-Visio and similar software products
- o Experience and knowledge of automated web-based workflow processing systems, their introduction and configuration to real-life processes would be an advantage.
- o Experience of undertaking similar assignments that include business process analysis and reform through structured methodologies at Government Agencies.
- o Familiar with the BPA methodology, preferably obtained in the trade-related sector would be a plus.
- o Knowledge of business processes in operation at respective Customs organizations, Sanitary and Phytosanitary (SPS) and related trade agencies would be a strong plus.
- o Good written and verbal communication skills in English.
- o Good verbal communication skills in Dzongkha
- o Having some experience with Application and Solution Architecture, and design of Information Exchanges and interfaces applying Design Thinking principles and Service Design knowledge will be a plus.

### **4.2 Business Analyst**

The BA will carry out similar tasks as defined above.

### **Qualifications & Experience:**

The qualifications and experience required will be the same as defined above.

### **4.3 Legal Expert**



One (1) consultant with a background in trade-related law gained preferably by working in or with the public sector. The legal expert will: (i) Scan legislation and regulation, prioritized for phase 1 Government Agencies, and outline work needed subsequently for legal drafting/legal enactment for any legislative/regulatory impediments to BNSW; and (ii) Carry out regulatory review, conduct gap analysis, investigation, and report drafting and finalization in consultation with International consultants, BNSW working group.

### **Qualifications & Experience:**

- 4.1. Degree in Law, preferably, majoring in international trade Law, administrative law or regulatory compliance would be beneficial.
- 4.2. 6+ years of practicing law in Bhutan, preferably in the trade-related sector or in public administration.
- 4.3. Familiarity with the Bhutanese legal systems with a proven track record in review and analysis of governing frameworks.
- 4.4. Demonstrated experience and knowledge of the legal frameworks (policies, laws, regulations, and rules) and its implications, especially in the trade and custom-related sector, public service delivery, and governance will be a strong plus;
- 4.5. Demonstrated knowledge of international conventions in relation to cross-border trade (e.g. WCO/RKC<sup>1</sup>, WTO/ GATT and TFA<sup>2</sup>, CITES<sup>3</sup>, etc.) is highly desirable.
- 4.6. Demonstrated knowledge of international good practice standards and issues in legislation concerning electronic exchange of data, for example, UNCITRAL's<sup>4</sup> model electronic transaction law, data protection and privacy law, and data sharing, is highly desirable
- 4.7. Proficiency in drafting legal documents, regulations, and policy frameworks to ensure compliance and facilitate efficient trade operations.
- 4.8. Fluency in written and spoken English and Dzongkha.
- 4.9. Ability and willingness to work under the technical direction of the International Consultants

<sup>1</sup> WTO/RKS: World Customs Organization's Revised Kyoto Convention

<sup>2</sup> WTO/GATT and TFA: World Trade Organization's General Agreement on Tariffs and Trade, Trade Facilitation Agreement

<sup>3</sup> CITES: Convention on International Trade of Endangered Species

<sup>4</sup> UNCITRAL: United Nations Commission for International Trade Law



འབྲུག་གཞུང་འཕུལ་རིག་ལས་ཁྲེ།  
Government Technology (GovTech) Agency  
Royal Government of Bhutan



*A technologically advanced nation, with empowered citizens, and a thriving digital economy*

Eligible national consultancy firm/s are required to submit their Expressions of Interest (EoI), comprising of CVs (including employment history with duties and responsibilities) of the proposed personnel, and reference letter, from previous clients/agencies describing briefly the reasons that the firm considers itself best suited to perform the assignment.

The attention of interested Consultancy firm is drawn to paragraphs 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers, July 2016" ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.

1. Detailed Terms of Reference (ToR) and other information will be available upon request from the address provided below either through email or in person. ToR is also available in [www.tech.gov.bt](http://www.tech.gov.bt).
2. The consultant will be selected following the Consultant Qualification Selection (CQS) method of the World Bank Procurement Regulations for IPF Borrowers, July 2016, revised November 2017 & August, 2018 and September 2023.
3. Expression of Interest needs to be submitted (either in person or by e-mail) to the following address by 17:00 hours on 09/08/2024. Please clearly mention "Expression of Interest (EOI) for Selection of **National Consultancy firm for NSW Blueprint development** in the e-mail's subject line or on the top of the envelope.
4. EoIs received after the last date of submission will not be considered for shortlisting. The client reserves the right to accept or reject any or all EoIs without assigning any reason, whatsoever.
5. Attn: Mr. Dechen Norbu, Procurement Specialist, Mobile No: +975 -77105510, Email: [dechennorbu@moit.gov.bt](mailto:dechennorbu@moit.gov.bt) or Mrs. Riegzieng Om, Project Manager, Mobile No: +975 17859945, Email: [rom@tech.gov.bt](mailto:rom@tech.gov.bt). GovTech Agency Royal Government of Bhutan



འབྲུག་གཞུང་འཕུལ་རིག་ལས་ཁྲེ  
**Government Technology (GovTech) Agency**  
Royal Government of Bhutan



*A technologically advanced nation, with empowered citizens, and a thriving digital economy*

---