
**Initial Selection Document
Information Systems**

**Design, Development, Supply, Installation, Deployment, and Implementation of Bhutan
National Single Window System**



Purchaser: GovTech Agency, Royal Government of Bhutan

Project: Accelerating Transport and Trade Connectivity in Eastern South Asia (ACCESS) – Bhutan Project

Contract Title: Design, Development, Supply, Installation, Deployment and Implementation of Bhutan National Single Window System

Country: Bhutan

Loan/Credit No: IDA/V5040

Package No: ACCESS/GovTech/GD-9

Published on: May 27, 2026

Procurement Document Summary

Initial Selection Document: Procurement of Information Systems (Design, Supply, and Installation)

PART 1 – INITIAL SELECTION PROCEDURES

Section I - Instructions to Applicants (ITA)

This Section provides information to help the Applicants in preparing and submitting their Applications for Initial Selection (“Applications”). Information is also provided on opening and evaluation of Applications. **Section I contains provisions that are to be used without modification.**

Section II - Initial Selection Data Sheet (ISDS)

This Section includes provisions that are specific to each contract and supplement Section I, Instructions to Applicants.

Section III - Initial Selection Criteria and Requirements

This Section specifies the methods, criteria, and requirements to be used to determine how Applicants shall be initially selected and later invited to submit Proposals.

Section IV - Application Forms

This Section includes the Application Submission Letter and other forms required to be submitted with the Application.

Section V - Eligible Countries

This Section contains information regarding eligible countries.

Section VI - Fraud and Corruption

This Section provides the Applicants with the reference to the Bank’s policy in regard to Fraud and Corruption applicable to the Initial Selection process.

PART 2 – PURCHASER’S REQUIREMENTS

Section VII - Scope of Purchaser’s Requirements

This Section includes a summary description, Implementation schedule, and Site and other Data of the Information Systems: Design, Supply and Installation subject of this Initial Selection.

Accelerating Transport and Trade Connectivity in Eastern South Asia (ACCESS) – Bhutan Project

GovTech Agency, Royal Government of Bhutan

Invitation for Initial Selection

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1. The Royal Government of Bhutan has received financing from the World Bank toward the cost of Accelerating Transport and Trade Connectivity in Eastern South Asia (ACCESS) – Bhutan Project and intends to apply part of the proceeds toward payments under the contract for Design, Development, Supply, Installation, Deployment and Implementation of Bhutan National Single Window System.
2. The GovTech Agency, Royal Government of Bhutan intends to initially select Applicants for Design, Development, Supply, Installation, Deployment and Implementation of Bhutan National Single Window System (Ref ACCESS/GovTech/GD-9). The Bhutan National Single Window (NSW) is a digital platform to streamline and automate trade-related processes by integrating existing certificate, license, and permit issuing services from multiple government agencies into a single, end-to-end online service. By enabling businesses and traders to submit required documents and information through a unified portal, the NSW will improve inter-agency coordination and facilitate cross-border trade. The system is being developed with a focus on interoperability, integration with Bhutan’s national digital identification system, and robust data protection. It is expected that the Request for Proposals will be made available in **August, 2026**.
3. Initial Selection will be conducted through the procedures as specified in the World Bank Procurement Regulations for IPF Borrowers, September 2023 (“Procurement Regulations”), and is open to all eligible Applicants as defined in the Procurement Regulations.

4. Interested eligible applicants may obtain further information from the GovTech Agency at the address below during office hours between 09:00 and 17:00 (GMT+6). Applicants may request a complete set of Initial Selection documents in English by sending an email to <mailto:jamyangdema@tech.gov.bt>. The documents will be sent by email to all interested applicants free of cost. A read-only PDF copy of the Initial Selection documents will be available on <http://www.tech.gov.bt> for viewing purposes only.

5. Applications for Initial Selection should be submitted clearly marked envelop delivered to the address below by **1500 hours Bhutan Standard Time (GMT +6 Hours) on July 15, 2026**. Late applications may be rejected.

Project Director
ACCESS-Bhutan Project
GovTech Agency
Thori Lam, Upper Chubachu,
Thimphu, Bhutan.
Post box: 482
Email: jamyangdema@tech.gov.bt
Website: www.tech.gov.bt

**Invitation for
Initial Selection**

***Procurement of*
Design, Development, Supply, Installation, Deployment and Implementation of Bhutan
National Single Window System**

Purchaser: GovTech Agency, Royal Government of Bhutan

Project: Accelerating Transport and Trade Connectivity in Eastern South Asia (ACCESS)–
Bhutan Project

Contract title: Design, Development, Supply, Installation, Deployment and Implementation
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Country: Bhutan

Loan/Credit No. IDA 77560 (Credit)/IDAE4310 (grant)

ISD No: ACCESS/GovTech/GD-9

Issued on: May 27, 2026

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PART 1 – INITIAL SELECTION PROCEDURES

Section I - Instructions to Applicants

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Section I - Instructions to Applicants

A. General

1. Scope of Application

1.1 In connection with the invitation for Initial Selection indicated in Section II, Initial Selection Data Sheet (**ISDS**), the Purchaser, as defined **in the ISDS**, issues this Initial Selection Document (“Initial Selection Document”) to prospective applicants (“Applicants”) interested in submitting applications (“Applications”) for Initial Selection to submit Proposals for the Information Systems Design, Supply and Installation described in Section VII, Scope of Purchaser’s Requirement. In case proposals for the Information Systems Design, Supply and Installation are to be invited as individual contracts (i.e., the slice and package procedure), these are listed **in the ISDS**. The Request for Proposals (RFP) number corresponding to this Initial Selection is also provided **in the ISDS**.

1.2 For the purposes of this Initial Selection Document, the term “Information System” means all:

- (a) the required information technologies, including all information processing and communications-related hardware, software, supplies, and consumable items that the Supplier is required to supply and install under the Contract, plus all associated documentation, and all other materials and goods to be supplied, installed, integrated, and made operational; and
- (b) the related software development, transportation, insurance, installation, customization, integration, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of the Information System to be provided by the selected Proposer as specified in Section VII Purchaser’s Requirement.

2. Source of Funds

2.1 The Borrower or Recipient (hereinafter called “Borrower”) indicated **in the ISDS** has applied for or received financing (hereinafter called “funds”) from the International Bank for Reconstruction and Development or the International Development

Association (hereinafter called “the Bank”) in an amount specified **in the ISDS**, towards the cost of the project named **in the ISDS**. The Borrower intends to apply a portion of the funds to eligible payments under the contract(s) resulting from the Request for Proposals (RFP) process for which this Initial Selection is conducted.

- 2.2 Payment by the Bank will be made only at the request of the Borrower and upon approval by the Bank, and will be subject, in all respects, to the terms and conditions of the Loan (or other financing) Agreement. The Loan (or other financing) Agreement prohibits a withdrawal from the loan (or credit) account for the purpose of any payment to persons or entities, or for any import of goods, equipment, plant or materials, or services if such payment or import, to the knowledge of the Bank, is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations. No party other than the Borrower shall derive any rights from the Loan (or other financing) Agreement or have any claim to the proceeds of the loan (or credit).

3. Fraud and Corruption

- 3.1 The Bank requires compliance with the Bank’s Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG’s Sanctions Framework, as set forth in Section VI, Fraud and Corruption.
- 3.2 In further pursuance of this policy, Applicants shall permit and shall cause their agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit the Bank to inspect all accounts, records and other documents relating to any Prequalification process, Initial Selection process, Bid submission (in case prequalified), Proposal submission, (in case initially selected), and contract performance (in the case of award), and to have them audited by auditors appointed by the Bank.

4. Eligible Applicants

- 4.1 Applicants shall meet the eligibility criteria as per this Instruction and ITA 5.1.
- 4.2 An Applicant may be a firm that is a private entity, a state-owned enterprise or institution subject to ITA 4.9 - or any combination of such entities in the form of a joint venture (“JV”) under an existing agreement or

with the intent to enter into such an agreement supported by a letter of intent. In the case of a joint venture, all members shall be jointly and severally liable for the execution of the entire Contract in accordance with the Contract terms. The JV shall nominate an authorized representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the Initial Selection process, RFP process (in the event the JV submits a Proposal) and during contract execution (in the event the JV is awarded the Contract). Unless specified **in the ISDS**, there is no limit on the number of members in a JV.

- 4.3 A firm is not permitted to participate for initial selection for the same contract both as an individual firm and as a part of a joint venture or as a subcontractor. However, a firm may participate as a subcontractor in more than one Application but only in the capacity of a subcontractor. Applications submitted in violation of this procedure will be rejected.
- 4.4 A firm and any of its affiliates (that directly or indirectly control, are controlled by or are under common control with that firm) are not permitted to submit more than one application for initial selection for the same contract, either individually, as joint venture or as a subcontractor among them. Applications submitted in violation of this procedure will be rejected.
- 4.5 An Applicant may have the nationality of any country, subject to the restrictions pursuant to ITA 5.1. An Applicant shall be deemed to have the nationality of a country if the Applicant is constituted, incorporated or registered in and operates in conformity with the provisions of the laws of that country, as evidenced by its articles of incorporation (or equivalent documents of constitution or association) and its registration documents, as the case may be. This criterion also shall apply to the determination of the nationality of proposed specialized sub-contractors or suppliers for any part of the Contract including related Services.

- 4.6 Applicants and proposed specialized sub-contractors or suppliers for any part of the Contract including related services (for the purpose of this ITA 4.6 referred to as “Applicants”) shall not have a conflict of interest. Applicants shall be considered to have a conflict of interest, if they, or any of their affiliates, participated as a consultant in the preparation of the Purchaser’s Requirement (other than design to be carried out as part of this Information System Design, Supply and Installation contract) or have been hired or proposed to be hired by the Purchaser or Borrower as Project Manager for contract implementation of the Information Systems Design, Supply and Installation that are the subject of this Initial Selection. In addition, Applicants may be considered to have a conflict of interest if they have a close business or family relationship with a professional staff of the Borrower (or of the project implementing agency, or of a recipient of a part of the loan) who: (i) are directly or indirectly involved in the preparation of the Initial Selection Document or Request for Proposals (RFP) Document or specifications of the Contract, and/or the Proposal evaluation process of such Contract; or (ii) would be involved in the implementation or supervision of such Contract, unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Bank throughout the procurement process and execution of the Contract.
- 4.7 An Applicant that has been sanctioned by the Bank, pursuant to the Bank’s Anti-Corruption Guidelines, and in accordance with its prevailing sanctions policies and procedures as set forth in the WBG’s Sanctions Framework, as described in Section VI, paragraph 2.2 d. shall be ineligible to be prequalified for, initially selected for, bid for, propose for, or be awarded a Bank-financed contract or benefit from a Bank-financed contract, financially or otherwise, during such period of time as the Bank shall have determined.
- 4.8 The list of debarred firms and individuals is available as specified **in the ISDS**.
- 4.9 Applicants that are state-owned enterprise or institutions in the Purchaser’s Country may be eligible to be initially selected, compete and be awarded a

Contract(s) only if they can establish, in a manner acceptable to the Bank, that they (i) are legally and financially autonomous (ii) operate under commercial law, and (iii) are not under supervision of the Purchaser.

4.10 An Applicant shall not be under suspension from bidding or submitting proposals by the Purchaser as the result of the execution of a Bid or Proposal–Securing Declaration.

4.11 An Applicant shall provide such documentary evidence of eligibility satisfactory to the Purchaser, as the Purchaser shall reasonably request.

4.12 A firm that is under a sanction of debarment by the Borrower from being awarded a contract is eligible to participate in this procurement, unless the Bank, at the Borrower’s request, is satisfied that the debarment:

(a) relates to fraud or corruption; and

(b) followed a judicial or administrative proceeding that afforded the firm adequate due process.

5. Eligibility

5.1 Firms and individuals may be ineligible if they are nationals of ineligible countries as indicated in Section V. The countries, persons or entities are ineligible if (a) as a matter of law or official regulations, the Borrower’s country prohibits commercial relations with that country, provided that the Bank is satisfied that such exclusion does not preclude effective competition for the supply of goods or the contracting of works or services required; or (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Borrower’s country prohibits any import of goods or contracting of works or services from that country, or any payments to any country, person, or entity in that country. When the Information Systems Design, Supply and Installation is implemented across jurisdictional boundaries (and more than one country is a Borrower, and is involved in the procurement), then exclusion of a firm or individual on the basis of ITA 5.1(a) above by any country may be applied to that procurement across

other countries involved, if the Bank and the Borrowers involved in the procurement agree.

B. Contents of the Initial Selection Document

- 6. Sections of Initial Selection Document**
- 6.1 This Initial Selection Document consists of parts 1 and 2 which comprise all the sections indicated below, and which should be read in conjunction with any Addendum issued in accordance with ITA 8.

PART 1 Initial Selection Procedures

- Section I - Instructions to Applicants (ITA)
- Section II - Initial Selection Data Sheet (ISDS)
- Section III - Initial Selection Criteria and Requirements
- Section IV - Application Forms
- Section V – Eligible Countries
- Section VI – Fraud and Corruption

PART 2 Purchaser's Requirements

- Section VII - Scope of Purchaser's Requirement

- 6.2 Unless obtained directly from the Purchaser, the Purchaser accepts no responsibility for the completeness of the document, responses to requests for clarification, the minutes of the pre-Application meeting (if any), or Addenda to the Initial Selection Document in accordance with ITA 8. In case of any discrepancies, documents issued directly by the Purchaser shall prevail.
- 6.3 The Applicant is expected to examine all instructions, forms, and terms in the Initial Selection Document and to furnish with its Application all information or documentation as is required by the Initial Selection Document.
- 7. Clarification of Initial Selection Document and Pre-Application Meeting**
- 7.1 An Applicant requiring any clarification of the Initial Selection Document shall contact the Purchaser in writing at the Purchaser's address indicated **in the ISDS**. The Purchaser will respond in writing to any request for clarification provided that such request is

received no later than fourteen (14) days prior to the deadline for submission of the applications. The Purchaser shall forward a copy of its response to all prospective Applicants who have obtained the Initial Selection Document directly from the Purchaser, including a description of the inquiry but without identifying its source. If so indicated **in the ISDS**, the Purchaser shall also promptly publish its response at the web page identified **in the ISDS**. Should the Purchaser deem it necessary to amend the Initial Selection Document as a result of a clarification, it shall do so following the procedure under ITA 8 and in accordance with the provisions of ITA 17.2.

7.2 If indicated **in the ISDS**, the Applicant's designated representative is invited at the Applicant's cost to attend a pre-Application meeting at the place, date and time mentioned **in the ISDS**. During this pre-Application meeting, prospective Applicants may request clarification of the project requirement, the criteria for qualifications or any other aspects of the Initial Selection Document.

7.3 Minutes of the pre-Application meeting, if applicable, including the text of the questions asked by Applicants, including those during the meeting (without identifying the source) and the responses given, together with any responses prepared after the meeting will be transmitted promptly to all prospective Applicants who have obtained the Initial Selection Document. Any modification to the Initial Selection Document that may become necessary as a result of the pre-Application meeting shall be made by the Purchaser exclusively through the use of an Addendum pursuant to ITA 8. Non-attendance at the pre-Application meeting will not be a cause for disqualification of an Applicant.

8. Amendment of Initial Selection Document

8.1 At any time prior to the deadline for submission of Applications, the Purchaser may amend the Initial Selection Document by issuing an Addendum.

8.2 Any Addendum issued shall be part of the Initial Selection Document and shall be communicated in writing to all Applicants who have obtained the Initial Selection Document from the Purchaser. The

Purchaser shall promptly publish the Addendum at the Purchaser's web page identified **in the ISDS**.

- 8.3 To give Applicants reasonable time to take an Addendum into account in preparing their Applications, the Purchaser may, at its discretion, extend the deadline for the submission of Applications in accordance with ITA 17.2.

C. Preparation of Applications

9. Cost of Applications

- 9.1 The Applicant shall bear all costs associated with the preparation and submission of its Application. The Purchaser will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Initial Selection process.

10. Language of Application

- 10.1 The Application as well as all correspondence and documents relating to the Initial Selection exchanged by the Applicant and the Purchaser, shall be written in the language specified **in the ISDS**. Supporting documents and printed literature that are part of the Application may be in another language, provided they are accompanied by an accurate translation of the relevant passages in the language specified **in the ISDS**, in which case, for purposes of interpretation of the Application, the translation shall govern.

11. Documents Comprising the Application

- 11.1 The Application shall comprise the following:
- (a) **Application Submission Letter**, in accordance with ITA 12.1;
 - (b) **Eligibility**: documentary evidence establishing the Applicant's eligibility, in accordance with ITA 13.1;
 - (c) **Qualifications**: documentary evidence establishing the Applicant's qualifications, in accordance with ITA 14; and
 - (d) any other document required as specified **in the ISDS**.
- 11.2 The Applicant shall furnish information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this Application

- 12. Application Submission Letter**
- 12.1 The Applicant shall complete an Application Submission Letter as provided in Section IV, Application Forms. This Letter must be completed without any alteration to its format.
- 13. Documents Establishing the Eligibility of the Applicant**
- 13.1 To establish its eligibility in accordance with ITA 4, the Applicant shall complete the eligibility declarations in the Application Submission Letter and Forms ELI (eligibility) 1.1 and 1.2, included in Section IV, Application Forms.
- 14. Documents Establishing the Qualifications of the Applicant**
- 14.1 To establish its qualifications to perform the contract(s) in accordance with Section III - Initial Selection Criteria and Requirements, the Applicant shall provide the information requested in the corresponding Information Sheets included in Section IV, Application Forms.
- 14.2** Wherever an Application Form requires an Applicant to state a monetary amount, Applicants should indicate the USD equivalent using the rate of exchange determined as follows:
- (a) For turnover or financial data required for each year - Exchange rate prevailing on the last day of the respective calendar year (in which the amounts for that year are to be converted).
 - (b) Value of single contract - Exchange rate prevailing on the date of the contract.
- Exchange rates shall be taken from the publicly available source identified **in the ISDS**. Any error in determining the exchange rates in the Application may be corrected by the Purchaser.
- 15. Signing of the Application and Number of Copies**
- 15.1 The Applicant shall prepare one original of the documents comprising the Application as described in ITA 11 and clearly mark it “ORIGINAL”. The original of the Application shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Applicant. In case the Applicant is a JV, the Application shall be signed by an authorized representative of the JV on behalf of the JV and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized signatories.

15.2 The Applicant shall submit copies of the signed original Application, in the number specified **in the ISDS**, and clearly mark them “COPY”. In the event of any discrepancy between the original and the copies, the original shall prevail.

D. Submission of Applications

16. Sealing and Marking of Applications

16.1 The Applicant shall enclose the original and the copies of the Application in a sealed envelope that shall:

- (a) bear the name and address of the Applicant;
- (b) be addressed to the Purchaser, in accordance with ITA 17.1; and
- (c) bear the specific identification of this Initial Selection process indicated **in the ISDS** 1.1.

16.2 The Purchaser will accept no responsibility for not processing any envelope that was not identified as required in ITA 16.1 above.

17. Deadline for Submission of Applications

17.1 Applicants may either submit their Applications by mail or by hand. Applications shall be received by the Purchaser at the address and no later than the deadline indicated **in the ISDS**. When so specified **in the ISDS**, Applicants have the option of submitting their Applications electronically, in accordance with electronic Application submission procedures specified **in the ISDS**.

17.2 The Purchaser may, at its discretion, extend the deadline for the submission of Applications by amending the Initial Selection Document in accordance with ITA 8, in which case all rights and obligations of the Purchaser and the Applicants subject to the previous deadline shall thereafter be subject to the deadline as extended.

18. Late Applications

18.1 The Purchaser reserves the right to accept applications received after the deadline for submission of applications, unless otherwise specified **in the ISDS**.

19. Opening of Applications

19.1 The Purchaser shall open all Applications at the date, time and place specified **in the ISDS**. Late

Applications shall be treated in accordance with ITA 18.1.

19.2 Applications submitted electronically (if permitted pursuant to ITA 17.1) shall be opened in accordance with the procedures specified in the **ISDS**.

19.3 The Purchaser shall prepare a record of the opening of Applications to include, as a minimum, the name of the Applicants. A copy of the record shall be distributed to all Applicants.

E. Procedures for Evaluation of Applications

20. Confidentiality

20.1 Information relating to the Applications, their evaluation and results of the Initial Selection shall not be disclosed to Applicants or any other persons not officially concerned with the Initial Selection process until the notification of Initial Selection results is made to all Applicants in accordance with ITA 28.

20.2 From the deadline for submission of Applications to the time of notification of the results of the Initial Selection in accordance with ITA 28, any Applicant that wishes to contact the Purchaser on any matter related to the Initial Selection process may do so only in writing.

21. Clarification of Applications

21.1 To assist in the evaluation of Applications, the Purchaser may, at its discretion, ask an Applicant for a clarification (including missing documents) of its Application, to be submitted within a stated reasonable period of time. Any request for clarification from the Purchaser and all clarifications from the Applicant shall be in writing.

21.2 If an Applicant does not provide clarifications and/or documents requested by the date and time set in the Purchaser's request for clarification, its Application shall be evaluated based on the information and documents available at the time of evaluation of the Application.

22. Responsiveness of Applications

22.1 The Purchaser may reject any Application which is not responsive to the requirements of the Initial Selection Document. In case the information furnished by the Applicant is incomplete or otherwise requires clarification as per ITA 21.1, and the Applicant fails to provide satisfactory clarification

and/or missing information, it may result in disqualification of the Applicant.

23. Margin of Preference

23.1 Margin of preference for domestic Proposers shall not apply in the RFP process resulting from this Initial Selection.

24. Subcontractors

24.1 Unless otherwise stated **in the ISDS**, the Purchaser does not intend to execute any specific elements of the Information Systems Design, Supply and Installation by sub-contractors selected in advance by the Purchaser (so-called “Nominated Subcontractors”).

24.2 The Applicant shall not propose to subcontract the whole of the contract. The Applicant may propose subcontractors for certain specialized parts of the contract. Applicants planning to use such specialized **subcontractors** shall specify, in the Application Submission Letter, the parts of the contract proposed to be subcontracted along with details of the proposed **subcontractors** including their qualification and experience.

F. Evaluation of Applications and Initial Selection of Applicants

25. Evaluation of Applications

25.1 The Purchaser shall use the factors, methods, criteria, and requirements defined in Section III, Initial Selection Criteria and Requirements and the ISDS, to evaluate the qualifications of the Applicants, and no other factors, methods, criteria, or requirements shall be used. The Purchaser reserves the right to waive minor deviations from the qualification criteria if they do not materially affect the technical capability and financial resources of an Applicant to perform the Contract.

25.2 Subcontractors proposed by the Applicant shall be fully qualified for their parts of the contract. The subcontractor’s qualifications shall not be used by the Applicant to qualify for the contract unless the applicant designates them as Specialized Subcontractors, in which case, the qualifications of the Specialized Subcontractor proposed by the Applicant may be added to the qualifications of the Applicant for the purpose of the evaluation, if specified in ISDS.

25.3 In case of multiple contracts, Applicants should indicate in their Applications the individual contract or combination of contracts in which they are interested. The Purchaser shall initially select each Applicant for the maximum combination of contracts for which the Applicant has thereby indicated its interest and for which the Applicant meets the appropriate aggregate requirements specified in Section III - Initial Selection Criteria and Requirements.

25.4 Only the qualifications of the Applicant shall be considered. The qualifications of other firms, including the Applicant's subsidiaries, parent entities, affiliates, subcontractors (other than specialized subcontractors in accordance with ITA 25.2 above) or any other firm(s) different from the Applicant shall not be considered.

26. Purchaser's Right to Accept or Reject Applicants

26.1 The Purchaser reserves the right to accept or reject any Application, and to annul the Initial Selection process and reject all Applicants at any time, without thereby incurring any liability to the Applicants.

27. Initial Selection of Applicants

27.1 The range of Applicants that the Purchaser may Initially Select (x = minimum number, y = maximum number) is specified in the ISDS.

27.2 The Selection of Applicants involves several steps, as follows:

- (a) **Step 1 - Table 1 Evaluation:** The first step of Initial Selection involves evaluation against the methods, criteria and requirements described in Section III, Table 1: Qualification Criteria and Requirements;
- (b) **Step 2 - Rejection:** Applicants that do not substantially meet the qualification criteria and requirements in Table 1: Qualification Criteria and Requirements will not be evaluated further, and will be eliminated from the Initial Selection process;
- (c) **Step 3 - Long List:** Applicants that substantially meet the qualification criteria and requirements in Table 1: Qualification Criteria

and Requirements are long listed, and will be evaluated further;

- (d) **Step 4** - Depending on the number of Applicants that are long listed, one of the following options will apply:

Option 1: All are Initially Selected: Where the number of long listed Applicants is $\leq x$, all long listed Applicants are Initially Selected. In this scenario, there is no requirement to evaluate these long listed Applicants against Table 2: Rated Criteria and Requirements;

Option 2: Applicants are evaluated using Table 2 Evaluation: Where the number of long listed Applicants is $> x$, the Purchaser shall evaluate all long listed Applicants against Table 2: Rated Criteria and Requirements. This evaluation method involves scoring each Application against rated criteria using the scoring methodology described;

- (e) **Step 5 - Rank Applicants:** The total scores, from this step of the Initial Selection evaluation, for each long-listed Applicant are compared, and the Applicants are ranked from the highest to the lowest total score;
- (f) **Step 6 - Initial Selection up to x:** In accordance with the values selected by the Purchaser for x and y , the Purchaser Initially Selects the Applicants that are ranked from the highest score, to the Application ranked as x ;
- (g) **Step 7 - Reject $y+1$ Applicants:** Where the number of long listed Applicants is $> y$, the Purchaser rejects all Applicants that are ranked greater than y , i.e. ranked as $y+1$, $y+2$, $y+3$, etc.;
- (h) **Step 8 - Optional, at the Purchaser's Discretion:** Ranked Applicants which are greater than x , up to, and including y , are not normally Initially Selected. However, the Purchaser may, at its sole discretion, if justified, Initially Selected or more additional Applicants(s) from those that are ranked $x+1$,

up to and including y. This Initial Selection will follow the order of ranking (i.e. the Purchaser cannot Initially Select x+2, without Initially Selecting x+1).

28. Notification of Initial Selection

28.1 The Purchaser shall notify all Applicants in writing of the names of those Applicants who have been initially selected. In addition, those Applicants who have been disqualified will be informed separately.

28.2 Applicants that have not been initially selected may write to the Purchaser to request, in writing, the grounds on which they were disqualified.

29. Request for Proposals

29.1 Promptly after the notification of the results of the Initial Selection, the Purchaser shall invite Proposals from all the Applicants that have been initially selected.

29.2 Proposers may be required to provide a Proposal Security or a Proposal-Securing Declaration acceptable to the Purchaser in the form and an amount to be specified in the RFP Document, and the successful Proposer shall be required to provide a Performance Security as specified in the RFP Document.

29.3 Proposers shall be required to provide a Code of Conduct which will apply to their and sub-contractors' personnel that includes the minimum requirements specified in the RFP Document.

29.4 If required in the RFP documents, the successful Proposer shall provide additional information about its beneficial ownership using the Beneficial Ownership Disclosure Form included in the RFP document.

29.5 Prior to Contract award, the Purchaser will verify that the successful Proposer (including each member of a JV) is not disqualified by the Bank due to noncompliance with contractual SEA/SH prevention and response obligations. The Purchaser will conduct the same verification for each subcontractor proposed by the successful Proposer. If any proposed subcontractor does not meet the requirement, the Purchaser will require the Proposer to propose a replacement subcontractor

30. Changes in Qualifications of Applicants

30.1 Any change in the structure or formation of an Applicant after being initially selected in accordance with ITA 27 and invited to submit Proposal (including, in the case of a JV, any change in the structure or formation of any member and also including any change in any specialized subcontractor) shall be subject to the written approval of the Purchaser prior to the deadline for submission of Proposals. Such approval shall be denied if (i) an initially selected applicant proposes to associate with a disqualified applicant or in case of a disqualified joint venture, any of its members; (ii) as a consequence of the change, the Applicant no longer substantially meets the qualification criteria set forth in Section III - Initial Selection Criteria and Requirements Table 1- Qualification Criteria, and Requirements; or (iii) no longer continues to be in the list of Initially Selected Applicants as a result of the Purchaser's re-evaluation of the Application in accordance with ITA 27; or (iv) in the opinion of the Purchaser, the change may result in a substantial reduction in competition. Any such change should be submitted to the Purchaser not later than fourteen (14) days after the date of the Request for Proposals.

31. Procurement Related Complaint

31.1 The procedures for making a Procurement-related Complaint are as specified in the ISDS.

Section II - Initial Selection Data Sheet (ISDS)

A. General	
ITA 1.1	<p>The identification of the Invitation for Initial Selection is: ACCESS/GovTech/GD-9</p> <p>The Purchaser is: GovTech Agency, Royal Government of Bhutan</p> <p>The list of contract/s is: Design, Development, Supply, Installation, Deployment and Implementation of Bhutan National Single Window System</p> <p>RFP name and number are: Design, Development, Supply, Installation, Deployment and Implementation of Bhutan National Single Window System; Package# ACCESS/GovTech/GD-9.</p>
ITA 2.1	<p>The Borrower is: Royal Government of Bhutan</p> <p>Loan or Financing Agreement amount: USD 300 million [USD 42 million for GovTech Agency]</p> <p>The name of the Project is: Accelerating Transport and Trade Connectivity in Eastern South Asia (ACCESS) – Bhutan Project [Component 1: Digital Systems for Trade]</p>
ITA 4.2	Maximum number of members in the JV shall be: Three (3)
ITA 4.8	A list of debarred firms and individuals is available on the Bank’s external website: http://www.worldbank.org/debarr .
B. Contents of the Initial Selection Document	
ITA 7.1	<p>For clarification purposes, the Purchaser's address is:</p> <p>Attention: Jamyang Dema, National Procurement & IT consultant</p> <p>Address: Dewa-Ri Building, Opposite to RUB Office</p> <p>City: Thimphu</p> <p>Post Code: 1101</p> <p>Country: Bhutan</p> <p>E-mail address: jamyangdema@tech.gov.bt and copy to pm_bns@tech.gov.bt</p>
ITA 7.1 & 8.2	Web page: www.tech.gov.bt
ITA 7.2	Pre-Application Meeting will be held: Yes

	<p>A Pre- application meeting <i>will</i> take place at the following date, time and place:</p> <p>Date: June 26, 2026 Time: 1500 hours (Bhutan Standard Time) (GMT+6 Hours)</p> <p>Those interested in participating should send an email stating their intention to participate to jamyangdema@tech.gov.bt and a web link to the online meeting will be shared with the interested parties.</p> <p>Address: Dewa-Ri Building, Opposite to RUB Office Level 3, Room: 3B City: Thimphu Post Code: 1101 Country: Bhutan</p>
C. Preparation of Applications	
ITA 10.1	<p>This Initial Selection document has been issued in the English language. All correspondence shall be in the English language. The Application as well as all correspondence shall be submitted in English.</p>
ITA 11.1 (d)	<p>The Applicant shall submit with its Application, the following additional documents: N/A</p>
ITA 14.2	<p>The source for determining exchange rates is Royal Monetary Authority of Bhutan.</p>
ITA 15.2	<p>In addition to the original, the number of copies to be submitted with the Application is: Two copies plus one soft copy with attachments. In case of discrepancy between soft copy and hard copy, hardcopy shall prevail.</p>
D. Submission of Applications	
ITA 17.	<p>The deadline for Application submission is: Date: July 15, 2026 Time: 1500 hours (Bhutan Standard Time) (GMT +6 hours) For Application submission purposes only, the Purchaser's address is:</p>

	<p>Project Director, ACCESS Project Thori Lam, Upper Chubachu, Thimphu, Bhutan. Tel: +975-02-323215 Fax: +975-02-328440 Post box: 482 Email: jamyangdema@tech.gov.bt</p> <p>Applicants shall not have the option of submitting their Applications electronically.</p>
ITA 18.1	Late Applications shall be returned unopened to the Applicants.
ITA 19.1	<p>The opening of the Applications shall take place at: Address: Office of the Project Director, ACCESS Project Thori Lam, Upper Chubachu, Thimphu, Bhutan. Post box: 482 Date: July 15, 2026 Time: 1530 hours (Bhutan Standard Time) (GMT +6 hours)</p>
ITA 19.2	The electronic Application opening procedures shall be: N/A
E. Procedures for Evaluation of Applications	
ITA 24.1	At this time the Purchaser <i>does not intend</i> to execute certain specific parts of the contract by sub-contractors selected in advance.
F. Evaluation of Applications and Initial Selection of Applicants	
ITA 25.2	The relevant qualifications of the proposed Specialized Subcontractors <i>will not be</i> added to the qualifications of the Applicant for the purpose of evaluation as indicated in Section III - Initial Selection Criteria and Requirements.
ITA 27.1	<p>Initial Selection – minimum number (x)</p> <p>The Purchaser intends to Initially Select the following number of long listed Applications: Three (3). This number is referred to as x and is the minimum number to be Initially Selected.</p> <p>Initial Selection – maximum number (y)</p>

	<p>The Purchaser may, at its sole discretion, Initially Select more than the minimum number of long listed Applications. The maximum number that may be Initially Selected is Six (6). This number is referred to as y.</p>
<p>ITA 31.1</p>	<p>The procedures for making a Procurement-related Complaint are detailed in the “Procurement Regulations for IPF Borrowers (Annex III).” If an Applicant wishes to make a Procurement-related Complaint, the Applicant should submit its complaint following these procedures, in writing (by the quickest means available, that is either by email or fax), to:</p> <p>For the attention: <i>Jamyang Dema</i></p> <p>Title/position: <i>National Procurement & IT Consultant</i></p> <p>Purchaser: <i>GovTech Agency</i></p> <p>Email address: <i>jamyangdema@tech.gov.bt</i></p> <p>In summary, at this stage, a Procurement-related Complaint may challenge any of the following:</p> <ol style="list-style-type: none"> 1. the terms of the Initial Selection Document; and 2. the Purchaser’s decision not to initially select an Applicant.

Section III - Initial Selection Criteria and Requirements

This section contains all the methods, criteria, and requirements that the Purchaser shall use to evaluate Applications. The information to be provided in relation to each requirement and the definitions of the corresponding terms are included in the respective Application Forms.

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Table 1 – Qualification Criteria and Requirements**1. Eligibility**

			Single Entity Requirements	Joint Venture Requirements			Documentation
No.	Subject	Requirement		All Members Combined	Each Member	One Member	Submission Requirements
1.1	Nationality	Nationality in accordance with ITA 4.5	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Forms ELI – 1.1 and 1.2, with attachments
1.2	Conflict of Interest	No conflicts of interest in accordance with ITA 4.6	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Application Submission Letter
1.3	Bank Eligibility	Not having been declared ineligible by the Bank, as described in ITA 4.7 and 5.1	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Application Submission Letter
1.4	United Nations resolution or Borrower's country law	Not having been excluded as a result of prohibition in the Borrower's country laws or official regulations against commercial relations with the Applicant's country, or by an act of compliance with UN Security Council resolution, both in accordance with ITA 5.1 and Section V.	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Forms ELI – 1.1 and 1.2, with attachments

2. Historical Contract Non-Performance

No.	Subject	Requirement	Single Entity Requirements	Joint Venture			Documentation
				All Members Combined	Each Member	One Member	Submission Requirements
2.1	History of Non-Performing Contracts	Non-performance of a contract ¹ did not occur as a result of Supplier's default since 1 st January 2020	Must meet requirement	Must meet requirement	Must meet requirement ²	N/A	Form CON-2
2.2	Suspension Based on Execution of a Bid or Proposal Securing Declaration by the Purchaser	Not under suspension based on execution of Bid or Proposal Securing Declaration pursuant to ITA 4.10.	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Application Submission Letter
2.3	Pending Litigation	Applicant's financial position and prospective long-term profitability still sounds according to criteria established in 3.1 below and assuming that all pending litigation will be resolved against the Applicant	Must meet requirement	N/A	Must meet requirement	N/A	Form CON – 2

¹ Nonperformance, as decided by the Purchaser, shall include all contracts where (a) nonperformance was not challenged by the Supplier, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the Supplier. Nonperformance shall not include contracts where Purchaser's decision was overruled by the dispute resolution mechanism. Nonperformance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the applicant have been exhausted.

² This requirement also applies to contracts executed by the Applicant as JV member.

2.4	Litigation History	No consistent history of court/arbitral award decisions against the Applicant ³ since 1 st January 2020	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Form CON – 2
2.5	Bank’s SEA and/or SH Disqualification	At the time of Contract Award, not subject to disqualification by the Bank for non-compliance with SEA/ SH obligations	Must meet requirement (including each subcontractor)	N/A	Must meet requirement (including each subcontractor)	N/A	Application Submission Letter, Form CON-3

3. Financial Situation and Performance

No.	Subject	Requirement	Single Entity Requirements	Joint Venture Requirements			Documentation
				All Members Combined	Each Member	One Member	Submission Requirements
3.1	Financial Capabilities	(i) The Applicant shall demonstrate that it 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 320,000 for the	Must meet requirement	Must meet requirement	N/A	N/A	Form FIN – 3.1, with attachments

³ The Applicant shall provide accurate information on the related Application Form about any litigation or arbitration resulting from contracts completed or ongoing under its execution over the last five years. A consistent history of awards against the Applicant or any member of a joint venture may result in rejection of the Application.

			Single Entity Requirements	Joint Venture Requirements			Documentatio n
No.	Subject	Requirement		All Members Combined	Each Member	One Member	Submission Requirements
3.2	Average Annual Turnover	Minimum average annual turnover in Information Systems Design, and/or Supply and/or Installation of USD 2,500,000 (Two million and five hundred thousand) , calculated as total certified payments received for contracts in progress and/or completed within the last 3 (three) years divided by 3 (three).	Must meet requirement	Must meet requirement	Must meet at least 25% of the requirement	Must meet at least 40% of the requirement	Form FIN – 3.2

4. Experience

No.	Subject	Requirement	Single Entity Requirements	Joint Venture Requirements			Documentation
				All Members Combined	Each Member	One Member	Submission Requirements
4.1	General Experience	Experience in Information Systems Design, and/or Supply and/or Installation contracts in the role of prime contractor, JV member, subcontractor, or management contractor for at least the last Five (5) years, starting 1 st January 2021 .	Must meet requirement	N/A	Must meet requirement	N/A	Form EXP – 4.1
4.2 (a)	Specific Experience	A minimum number of 2 (two) similar contracts specified below that have been satisfactorily and substantially ⁴ completed as a prime contractor, joint venture member ⁵ , management contractor or subcontractor between 1st January 2018 and Application submission deadline: Each of the contracts required above shall meet the following minimum key requirements:	Must meet requirement	Must meet requirement ⁶	N/A	N/A	Form EXP 4.2

4

5

⁶ In the case of JV, the value of contracts completed by its members shall not be aggregated to determine whether the requirement of the minimum value of a single contract has been met. Instead, each contract performed by each member shall satisfy the minimum value of a single contract as required for single entity. In determining whether the JV meets the requirement of total number of contracts, only the number of contracts completed by all members each of value equal or more than the minimum value required shall be aggregated.

			Single Entity Requirements	Joint Venture Requirements			Documentation
No.	Subject	Requirement		All Members Combined	Each Member	One Member	Submission Requirements
		<ul style="list-style-type: none"> i) Value of at least USD 4.0 million ii) Supply of a solution for a National Single Window for international trade in the context of UN/CEFACT Recommendation 33. iii) An architectural and source code framework that can be reused and customized for client’s specific purpose. iv) The solution addressed the specific requirements: <ul style="list-style-type: none"> a. Online (internet) lodgment of applications, certificates, licenses, permits and similar documents (CLPs) by traders b. Online processing of those CLP applications across several applicable agencies (government or private) c. Interoperation with other systems, in particular, Customs processing and existing and applicable agency systems d. Configuration and customization of its base 					

			Single Entity Requirements	Joint Venture Requirements			Documentation
No.	Subject	Requirement		All Members Combined	Each Member	One Member	Submission Requirements
		product to meet the specific circumstances of each CLP process e. Services for implementation including training and change management services f. Designed with cybersecurity considerations including alignment with relevant international standards.					

Table 2 – Rated Criteria and Requirements

1. Past Performance

Requirement	Scoring		Documentation												
	Maximum score	Remark	Submission Requirement												
<p>1.1 Number of similar contracts</p> <p>Number of satisfactorily and substantially completed Information System contracts that exceed the number specified in Table 1, Sub-Factor 4.2 (where this number is x) that are: <i>[for this purpose x is equal to 2 and in any additional contract to either of the three types will be considered]</i></p> <ul style="list-style-type: none"> • similar to the Requirements (<u>Reference Table 1, 4.2</u>); and • completed during the past 15 years. <p>Scoring methodology:</p> <table border="1"> <thead> <tr> <th>Number of contracts <i>[Number of satisfactorily and substantially completed similar contracts.]</i></th> <th>[>= x+4 contracts]</th> <th>[x+3] contracts]</th> <th>[x+2] contracts]</th> <th>[x+1] contracts]</th> <th>[x] contracts]</th> </tr> </thead> <tbody> <tr> <td>Weightage</td> <td>100</td> <td>80</td> <td>60</td> <td>40</td> <td>0</td> </tr> </tbody> </table>	Number of contracts <i>[Number of satisfactorily and substantially completed similar contracts.]</i>	[>= x+4 contracts]	[x+3] contracts]	[x+2] contracts]	[x+1] contracts]	[x] contracts]	Weightage	100	80	60	40	0	60	In case of JV, all members combined will be evaluated.	Form EXP 4.2
Number of contracts <i>[Number of satisfactorily and substantially completed similar contracts.]</i>	[>= x+4 contracts]	[x+3] contracts]	[x+2] contracts]	[x+1] contracts]	[x] contracts]										
Weightage	100	80	60	40	0										

2. Contract/Project Management Capability

Requirement	Scoring		Documentation										
	Maximum score	Remark	Submission Requirement										
<p>Contract/project management capability demonstrated via project management system/s and processes and how they were applied including the following key areas: (5 pages)</p> <ul style="list-style-type: none"> a. AGILE/SCRUM project management techniques b. Use of ASANA/JIRA or equivalent project management tools c. Status of accreditation with recognized international standards applicable to the industry (such as PMP certification or equivalent) <p>Scoring methodology:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Key areas: [Number and quality of performance in key areas demonstrated]</td> <td style="width: 15%; text-align: center;"><i>[all 3 key areas]</i></td> <td style="width: 15%; text-align: center;"><i>[any 2 key areas]</i></td> <td style="width: 15%; text-align: center;"><i>[any 1 key area]</i></td> <td style="width: 25%; text-align: center;"><i>[0]</i></td> </tr> <tr> <td style="text-align: center;">Weightage</td> <td style="text-align: center;">67-100</td> <td style="text-align: center;">34-66</td> <td style="text-align: center;">1-33</td> <td style="text-align: center;">0</td> </tr> </table>	Key areas: [Number and quality of performance in key areas demonstrated]	<i>[all 3 key areas]</i>	<i>[any 2 key areas]</i>	<i>[any 1 key area]</i>	<i>[0]</i>	Weightage	67-100	34-66	1-33	0	25	In case of JV, the capability of the lead member will be evaluated	Table 2-PM
Key areas: [Number and quality of performance in key areas demonstrated]	<i>[all 3 key areas]</i>	<i>[any 2 key areas]</i>	<i>[any 1 key area]</i>	<i>[0]</i>									
Weightage	67-100	34-66	1-33	0									

3. Cyber security

Requirement	Scoring		Documentation
	Maximum score	Remark	Submission Requirement
Cyber Security practice and track record shall be demonstrated through the following criteria as detailed in Section IV Table 2 CS (Cyber Security Requirements)	15	In case of JV, at least one	Table 2-CS

<ol style="list-style-type: none"> 1. Information Security Governance, Policy, and Certifications 2. Core Security Policies and Controls 3. High-Level Security Architecture and Design Approach 4. Operational Cybersecurity Approach in Previous NSW Implementations <p>Scoring methodology:</p> <table border="1" data-bbox="191 496 1360 690"> <tr> <td data-bbox="191 496 632 631">Key aspects: <i>[Number and extent of key areas demonstrated.]</i></td> <td data-bbox="632 496 779 631">[All 4]</td> <td data-bbox="779 496 921 631">[Any 3]</td> <td data-bbox="921 496 1066 631">[Any 2]</td> <td data-bbox="1066 496 1213 631">[Any 1]</td> <td data-bbox="1213 496 1360 631">[0]</td> </tr> <tr> <td data-bbox="191 631 632 690">Weightage</td> <td data-bbox="632 631 779 690">76-100</td> <td data-bbox="779 631 921 690">51-75</td> <td data-bbox="921 631 1066 690">26-50</td> <td data-bbox="1066 631 1213 690">1-25</td> <td data-bbox="1213 631 1360 690">[0%]</td> </tr> </table>	Key aspects: <i>[Number and extent of key areas demonstrated.]</i>	[All 4]	[Any 3]	[Any 2]	[Any 1]	[0]	Weightage	76-100	51-75	26-50	1-25	[0%]		member will be evaluated.	
Key aspects: <i>[Number and extent of key areas demonstrated.]</i>	[All 4]	[Any 3]	[Any 2]	[Any 1]	[0]										
Weightage	76-100	51-75	26-50	1-25	[0%]										

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Application Submission Letter

Date: *[insert day, month, and year]*
ISD No. and title: *[insert ISD number and title]*

To:
Project Director
ACCESS-Bhutan Project
GovTech Agency
Address: Chori Lam, Upper Chubachu,
Thimphu, Bhutan.
Email: jamyangdema@tech.gov.bt

We, the undersigned, apply to be initially selected for the referenced Request for Proposal (RFP) and declare that:

- (a) **No reservations:** We have examined and have no reservations to the Initial Selection Document, including Addendum(s) No(s), issued in accordance with ITA 8: *[insert the number and issuing date of each addendum]*.
- (b) **No conflict of interest:** *We* have no conflict of interest in accordance with ITA 4.6;
- (c) **Eligibility:** We (and our subcontractors) meet the eligibility requirements as stated in ITA 4, we have not been suspended by the Purchaser based on execution of a Bid-Securing Declaration or Proposal-Securing Declaration in accordance with ITA 4.10;
- (d) **Suspension and Debarment:** We, along with any of our subcontractors, suppliers, consultants, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by *any* entity or individual that is subject to, a temporary suspension or a debarment imposed by the World Bank Group or a debarment imposed by the World Bank Group in accordance with the Agreement for Mutual Enforcement of Debarment Decisions between the World Bank and other development banks. Further, we are not ineligible under the Purchaser’s country laws or official regulations or pursuant to a decision of the United Nations Security Council;
- (e) **Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment (SH):** *[select the appropriate option from (i) to (iii) below and delete the others]*.

We *[where JV, insert: “including any of our JV members”]*, and any of our subcontractors:

- (i) [have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.]
- (ii) [are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.]

- (iii) [had been subject to disqualification by the Bank for non-compliance with SEA/SH obligations. An arbitral award on the disqualification case has been made in our favor.]
- (f) **State-owned enterprise or institution:** *[select the appropriate option and delete the other] [We are not a state-owned enterprise or institution] / [We are a state-owned enterprise or institution but meet the requirements of ITA 4.9];*
- (g) **Subcontractors and Specialized Subcontractors:** We, in accordance with ITA 24.2 and 25.2, *plan* to subcontract the following parts of the contract:
- (h) **Commissions, gratuities, fees:** We declare that the following commissions, gratuities, or fees have been paid or are to be paid with respect to the Initial Selection process, the corresponding RFP process or execution of the Contract:

<u>Name of Recipient</u>	<u>Address</u>	<u>Reason</u>	<u>Amount</u>
<i>[insert full name for each occurrence]</i>	<i>[insert street/number/city/country]</i>	<i>[indicate reason]</i>	<i>[specify amount currency, value, exchange rate and US\$ equivalent]</i>
_____	_____	_____	_____
—	_____	_____	_____
_____	_____	_____	_____
—	_____	_____	_____
_____	_____	_____	_____
—	_____	_____	_____
_____	_____	_____	_____
—	_____	_____	_____
_____	_____	_____	_____
—	_____	_____	_____

[If no payments are made or promised, add the following statement: “No commissions or gratuities have been or are to be paid by us to agents or any third party relating to this Application”]

- (i) **Not bound to accept:** We understand that you may cancel the Initial Selection process at any time and that you are neither bound to accept any Application that you may receive nor to invite the initially *selected* Applicants to submit Proposal for the contract subject of this Initial selection process, without incurring any liability to the Applicants, in accordance with ITA 26.1.
- (j) **True and correct:** All information, statements and description contained in the Application are in all respect true, correct *and* complete to the best of our knowledge and belief.

Signed *[insert signature(s) of an authorized representative(s) of the Applicant]*

Name *[insert full name of person signing the Application]*

In the capacity of *[insert capacity of person signing the Application]*

Duly authorized to sign the Application for and on behalf of:
Applicant's Name *[insert full name of Applicant or the name of the JV]*

Address *[insert street number/town or city/country address]*

Dated on *[insert day number]* day of *[insert month]*, *[insert year]*

[For a joint venture, either all members shall sign or only the authorized representative, in which case the power of attorney to sign on behalf of all members shall be attached]

Form ELI -1.1
Applicant Information Form

Date: *[insert day, month, year]*

ISD No. and title: *[insert ISD number and title]*

Page *[insert page number]* of *[insert total number]* pages

Applicant's name <i>[insert full name]</i>
In case of Joint Venture (JV), name of each member: <i>[insert full name of each member in JV]</i>
Applicant's actual or intended country of registration: <i>[indicate country of Constitution]</i>
Applicant's actual or intended year of incorporation: <i>[indicate year of Constitution]</i>
Applicant's legal address [in country of registration]: <i>[insert street/ number/ town or city/ country]</i>
Applicant's authorized representative information Name: <i>[insert full name]</i> Address: <i>[insert street/ number/ town or city/ country]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers, including country and city codes]</i> E-mail address: <i>[indicate e-mail address]</i>
1. Attached are copies of original documents of <ul style="list-style-type: none"> <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above, in accordance with ITA 4.5. <input type="checkbox"/> In case of JV, letter of intent to form JV or JV agreement, in accordance with ITA 4.2. <input type="checkbox"/> In case of state-owned enterprise or institution, in accordance with ITA 4.9 documents establishing: <ul style="list-style-type: none"> ● Legal and financial autonomy ● Operation under commercial law ● Establishing that the Applicant is not under supervision of the Purchaser
2. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.

Form ELI -1.2
Applicant's JV Information Form

[The following form is additional to Form ELI – 1.1., and shall be completed to provide information relating to each JV member (in case the Applicant is a JV) as well as any Specialized Subcontractor proposed to be used by the Applicant for any part of the Contract resulting from this Initial Selection]

Date: *[insert day, month, year]*

ISD No. and title: *[insert ISD number and title]*

Page *[insert page number]* of *[insert total number]* pages

Applicant name: <i>[insert full name]</i>
Applicant's JV Member's name: <i>[insert full name of Applicant's JV Member]</i>
Applicant's JV Member's country of registration: <i>[indicate country of registration]</i>
Applicant JV Member's year of constitution: <i>[indicate year of constitution]</i>
Applicant JV Member's legal address in country of constitution: <i>[insert street/ number/ town or city/ country]</i>
Applicant JV Member's authorized representative information Name: <i>[insert full name]</i> Address: <i>[insert street/ number/ town or city/ country]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers, including country and city codes]</i> E-mail address: <i>[indicate e-mail address]</i>
1. Attached are copies of original documents of <ul style="list-style-type: none"> <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or registration documents of the legal entity named above, in accordance with ITA 4.5. <input type="checkbox"/> In case of a state-owned enterprise or institution, documents establishing legal and financial autonomy, operation in accordance with commercial law, and they are not under the supervision of the Purchaser, in accordance with ITA 4.9. 2. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.

Form CON – 2
Historical Contract Non-Performance, Pending Litigation and Litigation History

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member's Name: *[insert full name]*

ISD No. and title: *[insert ISD number and title]*

Page *[insert page number]* of *[insert total number]* pages

Non-Performed Contracts in accordance with Section III, Table 1 Qualification Criteria and Requirements			
<input type="checkbox"/> Contract non-performance did not occur since 1 st January <i>[insert year]</i> <input type="checkbox"/> Contract(s) not performed since 1 st January <i>[insert year]</i> .			
Year	Non-performed portion of contract	Contract Identification	Total Contract Amount (current value, currency, exchange rate and US\$ equivalent)
<i>[insert year]</i>	<i>[insert amount and percentage]</i>	Contract Identification: <i>[indicate complete contract name/ number, and any other identification]</i> Name of Purchaser: <i>[insert full name]</i> Address of Purchaser: <i>[insert street/city/country]</i> Reason(s) for nonperformance: <i>[indicate main reason(s)]</i>	<i>[insert amount]</i>
Pending Litigation, in accordance with Section III, Table 1 Qualification Criteria and Requirements			
<input type="checkbox"/> No pending litigation <input type="checkbox"/> Pending litigation			

Year of dispute	Amount in dispute (currency)	Contract Identification	Total Contract Amount (currency), USD Equivalent (exchange rate)
<i>[insert year]</i>	<i>[insert amount]</i>	Contract Identification: [indicate complete contract name, number, and any other identification] Name of Purchaser: <i>[insert full name]</i> Address of Purchaser: <i>[insert street/city/country]</i> Matter in dispute: <i>[indicate main issues in dispute]</i> Party who initiated the dispute: <i>[indicate "Purchaser" or "Contractor"]</i> Status of dispute:	<i>[insert amount]</i>
Litigation History in accordance with Section III, Table 1 Qualification Criteria and Requirements			
<input type="checkbox"/> No Litigation History <input type="checkbox"/> Litigation History			
Year of award	Outcome as percentage of Net Worth	Contract Identification	Total Contract Amount (currency), USD Equivalent (exchange rate)

<i>[insert year]</i>	<i>[insert percentage]</i>	Contract Identification: [indicate complete contract name, number, and any other identification] Name of Purchaser: <i>[insert full name]</i> Address of Purchaser: <i>[insert street/city/country]</i> Matter in dispute: <i>[indicate main issues in dispute]</i> Party who initiated the dispute: <i>[indicate "Purchaser" or "Contractor"]</i> Reason(s) for Litigation and award decision <i>[indicate main reason(s)]</i>	<i>[insert amount]</i>
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**Form CON – 3
Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment Performance
Declaration**

[The following table shall be filled in by the Applicant, each member of a Joint Venture and each subcontractor proposed by the Applicant]

Applicant’s Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member’s or Subcontractor’s Name: *[insert full name]*

ISD No. and title: *[insert ISD number and title]*

Page *[insert page number]* of *[insert total number]* pages

<p>SEA and/or SH Declaration in accordance with Section III, Qualification Criteria, and Requirements</p>
<p>We:</p> <ul style="list-style-type: none"> <input type="checkbox"/> (a) have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations <input type="checkbox"/> (b) are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations <input type="checkbox"/> (c) had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations. An arbitral award on the disqualification case has been made in our favor.
<p><i>[If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.]</i></p>
<p>Period of disqualification: From: _____ To: _____</p>

Form FIN – 3.1
Financial Situation and Performance

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member Name: *[insert full name]*

ISD No. and title: *[insert ISD number and title]*

Page *[insert page number]* of *[insert total number]* pages

1. Financial data

Type of Financial information in (currency)	Historic information for previous <i>[insert number]</i> years, <i>[insert in words]</i> (amount in currency, currency, exchange rate*, USD equivalent)				
	Year 1	Year 2	Year 3	Year4	Year 5
Statement of Financial Position (Information from Balance Sheet)					
Total Assets (TA)					
Total Liabilities (TL)					
Total Equity/Net Worth (NW)					
Current Assets (CA)					
Current Liabilities (CL)					
Working Capital (WC)					
Information from Income Statement					
Total Revenue (TR)					
Profits Before Taxes (PBT)					
Cash Flow Information					

Cash Flow from Operating Activities					
-------------------------------------	--	--	--	--	--

* Refer ITA 14 for the exchange rate

2. Sources of Finance

[The following table shall be filled in for the Applicant and all parties combined in case of a Joint Venture]

Specify sources of finance to meet the cash flow requirements on contracts currently in progress and for future contract commitments.

No.	Source of finance	Amount (US\$ equivalent)
1		
2		
3		

3. Financial documents

The Applicant and its parties shall provide copies of financial statements for *[number]* years pursuant Section III, Table 1 –Qualification Criteria, and Requirements Sub-factor 3.1. The financial statements shall:

- (a) reflect the financial situation of the Applicant or in case of JV member , and not an affiliated entity (such as parent company or group member).
 - (b) be independently audited or certified in accordance with local legislation.
 - (c) be complete, including all notes to the financial statements.
 - (d) correspond to accounting periods already completed and audited.
- Attached are copies of financial statements⁷ for the *[number]* years required above; and complying with the requirements

⁷ If the most recent set of financial statements is for a period earlier than 12 months from the date of Application, the reason for this should be justified.

Form FIN - 3.2
Average Annual Turnover in Information Systems Design and/or Supply and/or Installation

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member Name: *[insert full name]*

ISD No. and title: *[insert ISD number and title]*

Page *[insert page number]* of *[insert total number]* pages

Annual turnover data			
Year	Amount Currency	Exchange rate*	USD equivalent
<i>[indicate calendar year]</i>	<i>[insert amount and indicate currency]</i>		
		Average Annual Turnover **	

* Refer ITA 14 for date and source of exchange rate.

** Total USD equivalent for all years divided by the total number of years. See Section III, Table 1 Qualification Criteria, and Requirements, 3.2.

Form EXP - 4.1
General Experience in Information Systems Design and/or Supply and/or Installation

[The following table shall be filled in for the Applicant and in the case of a JV Applicant, each Member]

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member Name: *[insert full name]*

ISD No. and title: *[insert ISD number and title]*

Page *[insert page number]* of *[insert total number]* pages

[As per Section III, Table 1 Qualification Criteria, and Requirements, Sub-Factor 4.1. list contracts chronologically, according to their commencement (starting) dates.]

Starting Year	Ending Year	Contract Identification	Role of Applicant
<i>[indicate year]</i>	<i>[indicate year]</i>	Contract name: <i>[insert full name]</i> Brief Description of the Contracts performed by the Applicant: <i>[describe contracts performed briefly]</i> Amount of contract: <i>[insert amount in currency, mention currency used, exchange rate and US\$ equivalent*]</i> Name of Purchaser: <i>[indicate full name]</i> Address: <i>[indicate street/number/town or city/country]</i>	<i>[insert "Prime Contractor" or "JV Member" or "Sub-contractor" or "Management Contractor"]</i>
		Contract name: <i>[insert full name]</i> Brief Description of the Contracts performed by the Applicant: <i>[describe contracts performed briefly]</i> Amount of contract: <i>[insert amount in currency, mention currency used, exchange rate and US\$ equivalent*]</i> Name of Purchaser: <i>[indicate full name]</i> Address: <i>[indicate street/number/town or city/country]</i>	<i>[insert "Prime Contractor" or "JV Member" or "Sub-contractor" or "Management Contractor"]</i>
		Contract name: <i>[insert full name]</i> Brief Description of the Contracts performed by the Applicant: <i>[describe contracts performed briefly]</i> Amount of contract: <i>[insert amount in currency, mention currency used, exchange rate and US\$ equivalent*]</i> Name of Purchaser: <i>[indicate full name]</i> Address: <i>[indicate street/number/town or city/country]</i>	<i>[insert "Prime Contractor" or "JV Member" or "Sub-contractor" or "Management Contractor"]</i>

* Refer ITA 14 for date and source of exchange rate.

Form EXP - 4.2 (a)
Specific Experience

(Table 1, 4.2 and Table 2)

[The following table shall be filled in for contracts performed by the Applicant, each member of a Joint Venture, and Specialized Sub-contractors]

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member Name: *[insert full name]*

ISD No. and title: *[insert ISD number and title]*

Page *[insert page number]* of *[insert total number]* pages

Similar Contract No. <i>[insert number] of [insert number of similar contracts required]</i>	Information			
Contract Identification	<i>[insert contract name and number, if applicable]</i>			
Award date	<i>[insert day, month, year, i.e., 15 June, 2015]</i>			
Completion date	<i>[insert day, month, year, i.e., 03 October, 2017]</i>			
Role in Contract <i>[check the appropriate box]</i>	Prime Contractor <input type="checkbox"/>	Member in JV <input type="checkbox"/>	Management Contractor <input type="checkbox"/>	Sub-contractor <input type="checkbox"/>
Total Contract Amount	<i>[insert total contract amount in local currency]</i>		US\$ <i>[insert Exchange rate and total contract amount in US\$ equivalent]*</i>	
If member in a JV or sub-contractor, specify share in value in total Contract amount and roles and responsibilities	<i>[insert a percentage amount]</i>	<i>[insert total contract amount in local currency]</i>	<i>[insert exchange rate and total contract amount in US\$ equivalent]*</i>	
	<i>[insert roles and responsibilities]</i>			
Description of the similarity in accordance with Section III Table 1, 4.2				
Complexity	<i>[insert description of complexity]</i>			
Methods/Technology	<i>[insert specific aspects of the methods/technology involved in the contract]</i>			

Other Characteristics	<i>[insert other characteristics as described in Section VII, Scope of Purchaser's Requirements]</i>
Purchaser's Name:	<i>[insert full name]</i>
Address:	<i>[indicate street / number / town or city / country]</i>
Telephone/fax number	<i>[insert telephone/fax numbers, including country and city area codes]</i>
E-mail:	<i>[insert e-mail address, if available]</i>

* Refer ITA 14 for date and source of exchange rate.

**Table 2- PM
Contract / Project Management Capability**

The applicant shall demonstrate Contract / Project Management Capability in accordance with Table 2

Table 2 - CS Cyber security Requirement

The Applicant shall demonstrate capability in managing cyber security risks in accordance with Table 2.

The Applicant shall demonstrate proven capability to identify, manage, and mitigate cybersecurity risks. The Applicant's approach shall be commensurate with the development, deployment, and operation of a government-grade, mission-critical National Single Window (NSW) platform.

Applicants shall provide concise but credible evidence that they possess mature, fit-for-purpose cybersecurity capabilities covering governance, certifications, secure architecture, data protection, incident readiness, operational security, and a demonstrable track record in comparable implementations. Evidence shall be supported, where applicable, by current third-party certifications or attestations.

The cybersecurity submission shall be structured as a Structured Information Request, covering at a minimum the following areas:

1. Information Security Governance, Policy, and Certifications

Applicants shall provide evidence of a formal and effective Information Security (IS) governance framework, including:

1.1 Information Security Governance Model

- Description of the Applicant's information security governance structure, including an organizational chart showing security roles and responsibilities.
- Clear identification of the Chief Information Security Officer (CISO) or designated Security Lead, reporting lines, and decision-making authority.
- Description of security oversight mechanisms, risk ownership, and escalation procedures.

1.2 Certifications and Independent Attestations

Applicants shall submit valid and current certifications or attestations, including:

- ISO/IEC 27001 – Information Security Management Systems (*strongly preferred*)
- Where applicable and relevant to the proposed solution:
 - ISO/IEC 27701 (Privacy Information Management)
 - ISO/IEC 27017 and/or ISO/IEC 27018 (Cloud Security and Cloud Privacy)
 - SOC 2 Type II (for cloud-based or SaaS deployments)

2. Core Security Policies and Controls

Applicants shall submit a concise write-up describing core information security policies that have been implemented in previous NSW or comparable government systems, including:

- Acceptable Use Policy
- Identity and Access Control Policy
- Cryptography and Key Management Policy
- Secure Software Development Policy
- Vulnerability and Patch Management Policy
- Incident Response Policy
- Business Continuity and Disaster Recovery (BCP/DR) Policy

For each policy, Applicants shall indicate:

- Scope and applicability
- Date of last review or update
- Evidence of operational implementation in prior NSW or similar large-scale government systems

3. High-Level Security Architecture and Design Approach

Applicants shall describe the proposed security architecture and design principles for the BNSW solution, including:

3.1 Security Architecture Diagram

- A **one-page high-level architecture diagram** illustrating:
 - Network zoning and segmentation
 - Internet edge protections (e.g., firewalls, WAF)
 - API gateway and secure integration interfaces
 - Intrusion detection and prevention (IDS/IPS)
 - DDoS protection mechanisms
 - Endpoint protection
 - Data backup, recovery, and restoration mechanisms

3.2 Security-by-Design Principles

- Description of how security-by-design and zero-trust principles are applied throughout the solution lifecycle.
- Logical and physical isolation of environments (development, testing, staging, and production).

4. Operational Cybersecurity Approach in Previous NSW Implementations

Based on previously implemented NSWs or comparable mission-critical public sector platforms, Applicants shall describe their approach to:

1. Identity and Access Management (IAM)
2. Secure Software Development Life Cycle (SDLC) practices
3. Vulnerability management, patching, and secure configuration
4. Security monitoring, logging, and security operations
5. Incident detection, response, and operational resilience
6. Third-party and supply-chain security management
7. Security testing, penetration testing, and independent assurance

Descriptions shall be concise and reference **practical implementation experience** rather than theoretical frameworks.

Section V - Eligible Countries**Eligibility for the Provision of Goods, Works and Services in Bank-Financed Procurement**

In reference to ITA 5.1, for the information of the Applicants, at the present time firms and individuals, supply of goods, or contracting of works or services, from the following countries are excluded from this Initial Selection process:

Under ITA 5.1 (a) “*none*”

Under ITA 5.1 (b) “*none*”

Section VI – Fraud and Corruption

(The text in this Section VI shall not be modified)

1. Purpose

1.1 The Bank’s Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (applicants/proposers), consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

2.2 To this end, the Bank:

a. Defines, for the purposes of this provision, the terms set forth below as follows:

- i. “corrupt practice” is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- ii. “fraudulent practice” is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
- iii. “collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- iv. “coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- v. “obstructive practice” is:
 - (a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
 - (b) acts intended to materially impede the exercise of the Bank’s inspection and audit rights provided for under paragraph 2.2 e. below.

- b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
- c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;
- d. Pursuant to the Bank's Anti-Corruption Guidelines, and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such a firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;⁸ (ii) to be a nominated⁹ sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;
- e. Requires that a clause be included in request for bid/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (applicants/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents, personnel, permit the Bank to inspect¹⁰ all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

⁸ For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

⁹ A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification Application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

¹⁰ Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

PART 2 – PURCHASER’S REQUIREMENTS

Section VII - Scope of Purchaser’s Requirements

Contents

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1. Description of the Information Systems Design, Supply and Installation

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Purpose of this Section

The contents of this section are preliminary in nature and for reference purposes only. The applicants are requested to provide their views and suggestions to prepare the functional and technical requirements and develop a state-of-the art National Single Window. This section provides relevant information intended to help the Applicants in preparing and submitting their Applications for Initial Selection (“Applications”). Details regarding the functional and technical specifications would be provided in the next stage of the bidding process to facilitate the bidders to submit a comprehensive technical and financial proposal.

Structure of this Section**I -Project Background**

This sub-section provides relevant information to understand the National Single Window in context of the trade facilitation in Bhutan to help Applicants in preparing and submitting their Applications for Initial Selection.

II - Envisaged Benefits

This sub-section provides an overview of the benefits envisaged from the project.

III - Desired Objectives of BNSW

This sub-section specifies the key objectives for developing the BNSW

IV - Indicative Functional Overview and Scope of Work

This sub-section includes an indicative functional overview of BNSW which will give the applicants an idea about the indicative scope of work.

I -Project Background

Though Bhutan has undertaken efforts to modernize its trade environment, trade transactions continue to lack end-to-end digital solutions, relying on paper-based processes that add complexity, delays, and costs to border clearance procedures. Bhutan has implemented only 28 percent of the 31 key trade facilitation measures identified by UNESCAP, and full implementation of these measures, along with the WTO Trade Facilitation Agreement and paperless trade, could reduce trade costs by around 30 percent. A preliminary assessment indicates that there are several licenses, certificates, and permits to be obtained by traders, processed by different government agencies through varying degrees of paper-based or semi-manual services. Such fragmentation introduces layers of complexity and delay to border clearance procedures and acts as a costly impediment to the private sector, negatively influencing the trade and investment environment.

To improve its international trading performance, Bhutan has committed to develop and implement a National Single Window (NSW) for trade. The NSW, through the introduction of an electronic, online solution, will integrate existing certificate, license, and permit issuing services into a unified platform, facilitating faster and more transparent international trade procedures, reducing costs, enhancing inter-agency coordination, and decreasing the time required to clear goods. The NSW shall be interfaced with Bhutan's existing trade and border management ICT systems, providing an effective platform for the regulation of international trade. A blueprint for BNSW is already been drafted that outlines the governance structure, operational model, fee structure, integrated helpdesk mechanisms, and change management system for effective implementation.

II - Envisaged Benefits

The Bhutan National Single Window (BNSW) is designed to transform international trade processes by providing a comprehensive, user-friendly electronic platform that streamlines procedures for all stakeholders.

The BNSW will deliver fundamental improvements to trade processes through:

- **Streamlined government processes:** Automated front-office procedures across key government agencies, eliminating redundancies and reducing processing times
- **System interoperability:** Seamless interfacing with existing ICT systems across government departments and agencies
- **Improved transparency:** Removal of duplications and introduction of automation to make government-trade interactions more efficient and predictable

Benefits for Traders

Private sector stakeholders—including importers, exporters and clearing and forwarding agents, will benefit in the following ways:

- **Single data submission:** Information required by any government agency submitted only once using standardized, harmonized formats
- **Electronic document management:** Paperless submission and receipt of permits, licenses, certificates, manifests, and customs declarations
- **Real-time tracking:** Comprehensive track-and-trace capabilities for all transactions
- **Reduced compliance burden:** Minimal physical visits to government agencies, with most interactions conducted electronically

- **Time and cost savings:** Faster processing times, lower transaction costs, and reduced face-to-face requirements
- **Greater predictability:** Consistent application of rules and procedures, providing certainty for business planning

Benefits for Government Agencies

Government agencies will benefit due to:

- **Paperless processing:** Strengthened electronic declaration systems, potentially eliminating paper for most transactions
- **Process automation:** Simplified, harmonized procedures for administering permits and licenses
- **Inter-agency coordination:** Secure electronic information interchange between agencies to facilitate verification and reduce duplication

Benefits for Policymakers and Information Consumers

Government policy makers will benefit from:

- **Performance monitoring:** Real-time dashboards and analytics for tracking agency performance and identifying bottlenecks
- **Timely, accurate statistics:** Comprehensive trade-related data readily available for performance monitoring, policy analysis, and strategic planning
- **Improved data quality:** Standardized data collection ensuring accuracy and consistency
- **Enhanced administration:** Better information sources for the Royal Government of Bhutan to improve oversight and administration of international trade

While the specific benefits outlined above represent the direct, measurable impacts of the BNSW, the system will also generate broader economic benefits through indirect channels, including enhanced trade competitiveness, improved business environment, attraction of foreign investment, and strengthened regional integration. These systemic improvements, though difficult to quantify precisely at this stage, represent significant additional value that the BNSW will deliver to Bhutan's economy and its citizens.

III – Desired Objectives of BNSW

The Royal Government of Bhutan seeks to achieve the following objectives through the Bhutan National Single Window (BNSW):

- **Single submission of data and information:** Trade stakeholders submit required information only once through a unified platform, with data and documents reutilized for all subsequent trade transactions, including declaration processing undertaken on eCMS
- **Coordinated processing and decision-making:** Coordinated processing of data and information across all relevant government agencies, with unified decision-making that follows well-designed business logic accommodating key stakeholders for different processes
- **Streamlined regulatory authorization:** Assist traders in their application, tracking, and receipt of all regulatory authorizations (certificates, licenses, and permits - CLPs) required for international trade
- **Coordinated border release:** Facilitate a coordinated approach to border release and inspection of cargo by Customs and border inspection agencies, primarily the Royal Bhutan Police
- **Agency workflow automation:** Assist Government Agencies (GAs) in processing CLP applications through provision of an automated workflow management system tailored

for each CLP business process. For GAs with existing back-end systems, enable seamless exchange of CLP application information and messages, receiving in return issued CLPs for distribution to traders

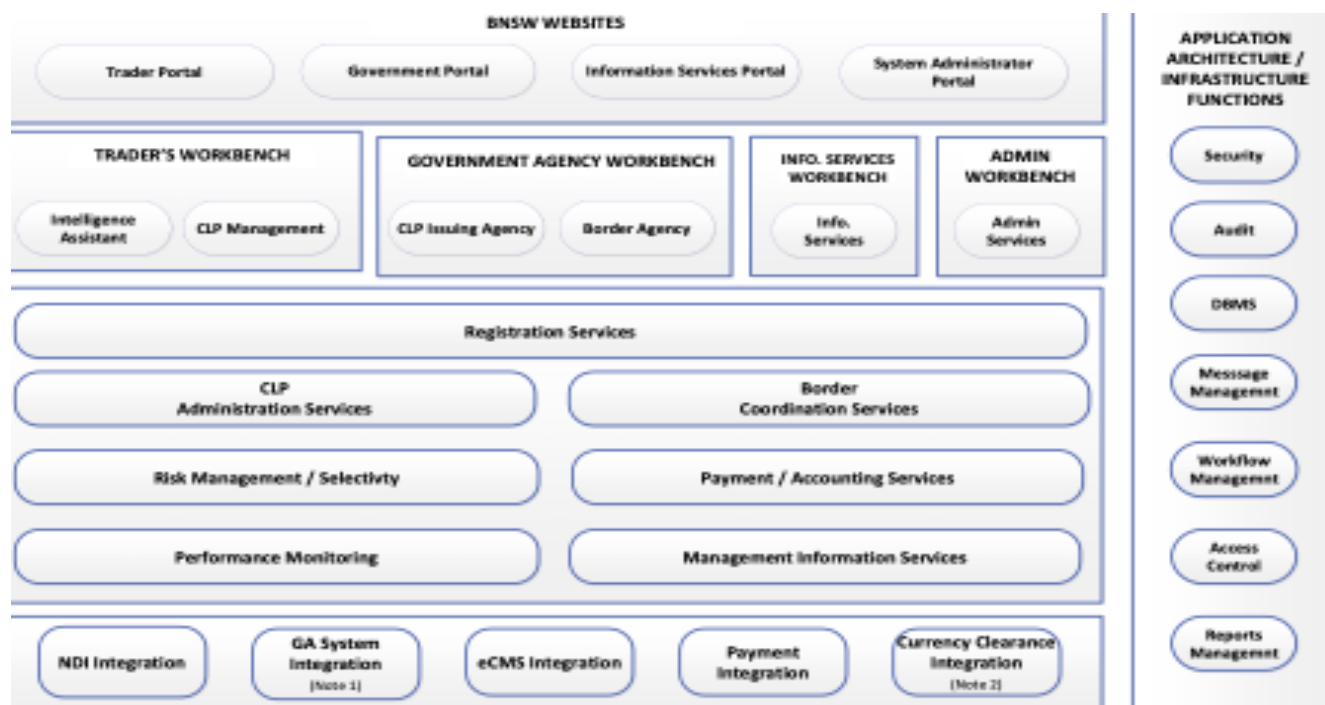
- **Integrated financial management:** Calculate and account for fees and charges raised by the BNSW Operator and/or participating GAs, and provide electronic payment capabilities via the DRC-managed BIRMS payment system
- **Digital identity integration:** Interface with the National Digital Identity (NDI) for secure identification and authentication of verifiable digital credentials (e.g., Trade License, Citizen's identifier) only on express sharing by the NDI holder
- **Risk management integration:** Interoperate with a new (to be developed) risk intelligence and information system to support coordinated risk management

To achieve these objectives, the Purchaser anticipates that the solution developed for the NSW will incorporate the following elements:

- **International standards compliance:** Design and implementation in accordance with international best practices and standards, including recommendations from the World Customs Organization (WCO), United Nations Centre for Trade Facilitation and Electronic Business (UN/CEFACT), and other relevant international bodies
- **Electronic document processing:** Comprehensive electronic application, processing, and issuance of CLPs for import, export and transit, eliminating paper-based workflows wherever legally permissible
- **Integrated customs operations:** Electronic lodgment of manifests, customs declarations, and related documents for the release of goods, leveraging the existing eCMS platform
- **GA systems integration:** Complete integration and interfacing with all appropriate stakeholder systems, including the DRC eCMS system and government agency systems
- **Inter-agency information sharing:** Seamless electronic interaction and information sharing among government agencies involved in trade processes, including border agencies, regulatory authorities, and other trade community stakeholders
- **Data security and confidentiality:** Robust mechanisms to ensure the security, confidentiality, and integrity of trade data while enabling appropriate access for authorized government agencies and private sector stakeholders
- **Phased implementation:** Staged deployment approach providing both transacting and information consumer stakeholders with access to the solution, to be completed in three phases as outlined in this document

IV - Indicative Functional Overview and Scope of Work

This provides a high-level description of the functional sets to be provided by the NSW to meet the Bhutan’s requirements. A functional set represents a collection of components that accomplish a specific function or set of functions within an electronic information system. The purpose of organizing an information system into functional sets is to minimize complexity by separating design into different areas of concern and purpose.



BNSW Functional Model

To achieve these functional sets, the Purchaser aims to adopt a **hybrid development methodology** structured across **three implementation phases** (Phase 1 → Phase 2 → Phase 3), each gated by formal acceptance.

The procurement of the NSW is not for a standalone system. The NSW is expected to operate within the Government’s emerging digital ecosystem and must use the Government payment stack, National Digital Identity, and National Data Exchange.

Additionally, GovTech envisions the progressive onboarding of the Government Technology Stacks onto the NSW platform in the future, which are currently at the conceptual stage. The solution shall demonstrate the capability to integrate with existing Government Agency Systems through a National Data Exchange platform and should be hosted on a Government Data Center.

The proposed solution shall implement a modular architecture that separates the core platform from the validation engine, ensuring the integrity, upgradeability, and maintainability of the core system while allowing configuration to meet specific business requirements and reducing Customization at the NSW Core level.

The selected Supplier shall provide a core **platform-based IT solution** as the foundational technology that meets the purchaser’s requirements.

On top of this platform, Purchaser’s functionalities, workflows, and integrations will be developed to meet the Purchaser’s regulatory, operational, and institutional requirements. For such customization, software development should be in compliance with the Purchaser’s

preferred enterprise architecture, technology stack and engineering standards to support long-term maintainability and sustainability. The Supplier will need to adhere to key architectural principles including modularity, interoperability, security, and future scalability.

All proprietary rights including source code, customized components, documentation, and IP developed specifically for the BNSW under this contract shall be transferred exclusively to the Purchaser upon project completion. This transfer excludes any pre-existing vendor IP (proprietary frameworks, tools, third-party components) unless explicitly agreed in writing. However, for any pre-existing platform or component to run the BNSW, the Purchaser shall be provided with rights to operate, maintain, modify, and extend the core system in the long term via suitable arrangements such as a perpetual, irrevocable, royalty-free right to use, configure, and deploy across Development, Staging, QA and production environments.

The Supplier will be required to provide a comprehensive inventory of all pre-existing and third-party components with applicable licenses, guaranteeing lawful usage, sustainability, maintainability, and the Purchaser’s ability to independently enhance the system post-handover. The Supplier shall provide the warranty that the deliverables will not infringe any other third-party IP. If third-party IP is found to have been infringed, the Supplier will be obligated to replace or remediate infringing components at the Supplier’s cost.

The following sections provide an indicative overview to enable prospective Suppliers to assess alignment and express initial interest. Detailed requirements, acceptance criteria, and service levels will be specified in the full Request for Proposals.

Functional Requirements

The BNSW will deliver the following functional sets:

Functional Set	Outcome
BNSW Websites	Secure, role-tailored portal (English default, optional Dzongkha) with help features, FAQs, and contact information for the different sets of users outlined in the section below.
Registration	NDI-based registration for all user classes with trader folders, subscription/renewal workflows, and account lifecycle controls.
Trader's Workbench	Unified CLP management interface with tariff code search, document reuse, draft saving, audit trails, eCMS integration, and accessibility fallbacks.
GA Workbench	CLP processing, border clearance tools, mandate-based data access, and back-office system integration
Workflow Management	Configurable CLP and border clearance workflows per GA, with knowledge transfer for future capacity building.
Border Coordination & Clearance	CLP validation, inter-agency clearance coordination, and configurable border workflows for GAs
Payment & Accounting	Fee collection with configurable payment models (flat-rate, transaction-based, hybrid) linked to CLP records.

Functional Set	Outcome
Information Services Workbench	Anonymized trade data access for authorized consumers with multi-format reporting and analytical tools.
Management Information	Dashboards, BI tools, data warehouse, SLA tracking, and ad-hoc reporting for the BNSW Operator and Gas, where possible leveraging on tools being developed under Gov-Stack

User Classes and Characteristics of Systems Interacting with the BNSW: This section articulates the entities that will interact with the system are categorized as the Users, i.e., the humans that log on to BNSW, and other ICT systems that exchange information with it, as well as their business requirements to be met by the BNSW:

Users:

1. **Traders:** This category of user will include the various economic operators that interact with the system for submission of CLP applications and who are external to the GAs. Traders may be represented by businesses, e.g., Clearing and Forwarding Agents, Importers and Exporters and the BNSW must cater for individual citizens who may occasionally have need to interact with the BNSW. Whereas Importers/Exports will prepare and submit their own applications, Clearing and Forwarding Agents will act on behalf of Importers/Exporters through their nomination from within the NDI and have access to all the information and applications of the Importer/Exporter. A designated ‘lead user’ of a BNSW-registered Trader or Customs Agent would use BNSW functions to allocate usernames and roles to their employees who use BNSW and will use BNSW functions to administer those allocations.
2. **Government Agency Officers:** This category will include the officers at the CLP issuing agencies who require access to the BNSW to both process registrations and CLP applications and retrieve management information. A lead-user for each GA would use BNSW functions to allocate usernames and roles to their officers who use BNSW and will use BNSW functions to administer those allocations. Each officer will be assigned an BNSW role with sufficient access and authorization to perform their duties.
3. **Border Agency Officers:** This category will include the GA officers stationed at border stations (primarily RBP officers that conduct inspection on behalf of all other GAs) that are involved with inspections and clearing goods for entry/exit in coordination with Customs. Border Agency officer will access BNSW to receive notification of goods of interest requiring clearance, validate CLP information, and use BNSW to provide clearance approval. A lead-user for each Border Agency would use BNSW functions to allocate roles to their border officers who use BNSW and will use BNSW functions to administer those allocations. Each officer will be assigned an BNSW role with sufficient access and authorization to perform their duties.
4. **Customs Officers:** Customs officers, charged with processing the clearance of goods, will receive through eCMS details of issued CLPs as necessary to undertake documentary checks for a particular consignment. The CLP information will be received as a data record exchanged from BNSW. Similarly, where border agency officers have issued their approval to release a consignment, customs officers will receive in eCMS through BNSW information of the utilization of the CLP and agency approval to release the

consignment. Likewise, a CLP-issuing GA will receive information pertaining to utilization of CLPs.

5. **System Administrators:** A team of technical users will provide administration services for system management and administration. It is envisaged that this team will be made up of staff located at the BNSW Operator but may also include officers of GAs with limited administration responsibilities, such as for user management/role assignment.

ICT Systems:

1. **National Digital Identity (NDI);** BNSW will aim to leverage the user authentication facilities of NDI for BNSW access, and to further allow the validation of the credentials: Citizen Id, Trade License and TPN provided by NDI at time of login to BNSW. Of the credentials (CLPs) generated through BNSW workflow or provided by GA systems, if these are thereafter solely used for downstream utilization in the overall trade process these will be stored in the BNSW trader folder or trader’s transaction folder without passing that credential to the NDI wallet.
2. **Government Agency (Back-Office Systems);** Interoperation involves the exchange of CLP applications from the BNSW to separate back-office CLP processing system of the GAs and return of issued CLPs once processing is complete. It will also include intermediate messages related to application queries and payment processing between the Traders and those systems, and also the return of information on utilization of CLPs and Customs clearance. The details of the systems and locations are in Supporting Document 1: Informational Materials
3. **eCMS;** Interoperation involves the exchange of CLPs and related information from BNSW to the eCMS for preparation of customs declarations to avoid repeated data-entry, and the return of information on utilization of CLPs and clearance approval from eCMS to the BNSW.
4. **Electronic Payment;** This facility will cater for electronic payment by traders to cover any and all fees and charges related to use of the BNSW and collected by BNSW on behalf of GAs making use of the BNSW.
5. **IPPC ePhyto Hub:** Interoperation involves exchange of electronic phytosanitary certificates (e-Phytos) with other countries, and to receive in return e-phytos of goods destined for Bhutan for use at time of customs declaration preparation. e-Phytos will thereafter be shared with eCMS as with other CLPs to facilitate import and export procedures.

Note: For BNSW interoperation, changes to the Services Portal, NDI, GA Back-Office Systems, eCMS, BIRMS, and ePhyto Hub will be facilitated by Purchaser and undertaken by each system owner is outside the scope of the BNSW Supplier obligations. However, the BNSW Supplier shall collaborate fully to settle the interoperation protocols and related testing and operationalization of such data exchange with each entity.

In addition to the functional requirements, the Supplier will comply with the following requirements as part of their scope of work:

Legal and Regulatory Requirements

The Bhutan National Single Window (BNSW) is a unified digital platform designed to streamline trade-related transactions, enhance trade competitiveness, and support Bhutan’s economic development. To ensure its effective implementation, the BNSW will operate within a robust legal and regulatory framework that supports electronic transactions, digital signatures, data sharing, system interoperability, and data privacy.

Two key legislations underpin this framework:

- **National Digital Identity (NDI) Act 2023:** Provides legal recognition for digital credentials and supports cross-border digital transactions. It also allows for the recognition of foreign electronic identification schemes.
- **Information, Communication and Media (ICM) Act 2018:** Aligns with UNCITRAL Model Laws on Electronic Commerce (1996) and Electronic Signatures (2001), enabling the legal use of electronic data and transactions.

These laws collectively empower government agencies to adopt digital processes and ensure that electronic transactions are legally valid and secure. While some sector-specific regulations may not explicitly address digital processes, their provisions are generally consistent with the overarching legal framework, allowing for the operationalization of the BNSW.

The BNSW will further comply with a comprehensive list of laws and regulations, encompassing:

- Digital identity, communication, and media laws
- Customs, taxation, and trade regulations
- Sectoral laws on food, agriculture, health, environment, transport, and public safety
- Financial and monetary regulations
- International trade agreements with India, Bangladesh, and regional blocs (e.g., SAFTA, BIMSTEC)

Implementation Services

The Supplier shall also be expected to deliver the following implementation services:

- **Project Management** — Planning, resource management, progress monitoring, and reporting.
- **Business Process Reengineering** — Cross-agency process redesign and SOP revision.
- **Organizational Change Management** — Change management planning, design, and implementation support.
- **Configuration & Customization** — Agile-based specification, development, and testing on the platform solution.
- **System Integration Engineering** — Integration with 11+ identified systems (see Section 4.2).
- **Training & Knowledge Transfer** — End-user, administrator, and system engineering training with supporting materials.
- **Documentation** — Comprehensive system and engineering documentation.

Warranty and Post-Warranty services

To ensure continuity and reliability of the BNSW system beyond deployment, the Supplier and any Local Partner(s) must provide comprehensive warranty and post-warranty support services. The warranty period shall begin at a time negotiated between the Purchaser and Supplier, and last a minimum of 12 months. During this time, the Supplier is required to deliver incident diagnosis and repair, performance monitoring with reports, technical support, program updates, and critical security patches. All support must be backed by qualified professionals, including from the original software manufacturer where applicable.

Following the warranty period, a 36-month post-warranty service must be offered under similar terms. This includes continued access to updates, diagnostics, and technical support, with the Purchaser retaining the ability to configure and customize the system using provided tools. The Local Partners (if any) must demonstrate readiness and capacity to deliver these services, including detailed procedures, communication channels, and knowledge transfer commitments. Both warranty and post-warranty phases are governed by clearly defined service levels to ensure timely and effective support across all components of the BNSW solution.

2. Implementation Period

[48 months]

The Implementation Plan will require delivery of the proposed components and the end-to-end, integrated solution including implementation and post-implementation services. It is anticipated that the implementation period for all project phases to Operational Acceptance will be **48 months from the contract commencement date**.

The project will be implemented in three phases as follows;

Phase I	Design, Development, Deployment and Implementation of the following requirement in addition to the BNSW platform; <ol style="list-style-type: none"> 1. Department of Trade 2. Department of Revenue and Customs 3. Department of Industry 4. Royal Monetary Authority
Phase II	Design, Development, Deployment and Implementation of the following requirement; <ol style="list-style-type: none"> 1. Bhutan Food and Drug Authority 2. Department of Geology and Mines 3. Department of Forest and Park Service 4. Department of Agriculture 5. Department of Livestock 6. National Biodiversity Center 7. Department of Agriculture Marketing Cooperatives
Phase III	<ol style="list-style-type: none"> 1. Bhutan Infocom and Media Authority 2. Bhutan Civil Aviation Authority 3. Department of Law and Order 4. Department of Environment and Climate Change 5. Department of Cultural and Dzongkhag Development 6. Royal Bhutan Police (Risk Management and release) 7. Department of Immigration

During **Phase I**, services for four (4) priority Government Agency (GA) stakeholders are envisaged to be implemented.

In Phase II, services for an additional Seven (7) GA stakeholders are envisaged to be implemented.

Phase III shall cover the implementation of a further Seven (7) GA stakeholders. Final Operational Acceptance shall be granted upon successful completion of Phase III. Following the signing of Full Operational Acceptance activities, the warranty period and associated maintenance and support obligations shall commence. The warranty will commence after the sign off of all the three phases.

These phases are indicative at the time of publication of this document, but will be finalized in the Request for Proposals.

3. Site and Other Data

- The indicative list of business transactions to be processed by the BNSW has been shown below. It is important to note here that this will be finalized at the next stage of the bidding process.

Table 1. Indicative broad business transactions, and proposed implementation approach and phasing

Phase I

<i>Sl No</i>	<i>Agency</i>	<i>Applications</i>	<i>No of Applications</i>
1	Department of Trade (DOT)	Import License (used goods, vehicles, Personal TCI goods, Dealer imported goods)	1
		Import Registration	1
		Export Registration	1
		Temporary Import	1
2	Department of Revenue and Customs (DRC)	Exemption Certificate	1
		Duty Free Quota	1
		Customs Declaration (Imports)	1
		Customs Declaration (Exports)	1
		Customs Declaration (International Transit)	1
		Customs Declaration (Transit)	1
		Customs Declaration (Temporary Import)	1
		Customs Declaration (Warehouse)	1
3	Department of Industry (DOI)	DOI Recommendation for import license (via BTFN)	1
		Recommendation Letter for Tax Incentives	1
		Recommendation for temporary import (manual)	1
		Recommendation for Second-hand HDPE bags import (manual)	1
4	Royal Monetary Authority (RMA)	CC Clearance (Raw Materials)	1
		CC Clearance (Capital Goods)	1
		CC Clearance of Gold and Silver ²	1
		Banking Application	1
<i>TOTAL</i>			21

Phase II

<i>SI No</i>	<i>Agency</i>	<i>Applications</i>	<i>No of Applications</i>
1	Bhutan Food and Drug Authority (BFDA)		
	Controlled Substances and Medical Device Division (CSMDD)	Import Permit (narcotic substances under schedule III & IV)	1
		Import License (narcotic substances under schedule V)	1
		Import of Tobacco	1
	Bhutan Agriculture and Food Regulatory Authority (BAFRA)	Import of food and food ingredients	1
		Import of Milk	1
		Import of Seaweed	1
		Import of Raw Milk, GMO, Product derived from GMO	1
		Export Certificate for Food and Food ingredients	1
		Export Certificate for GMO, Products Derived from GMO	1
		Export of plants and plants products (Phytosanitary Certificate, Health Certificate, Non Radio Active, Gap Certificate)	1
		Import of Plant and Plant Products	1
		Import of released hybrid Seed	1
		Import of Non released forestry and ornamental plant	1
		Import of non-release hybrid seeds	1
		Import of Chemical fertilizers	1
		Import of Bio Inputs	1
		Import of Pesticides`	1
		Export of Animals (Zoo sanitary Certificate, Health Certificate)	1
		Export of Plant Products	1
		Import of Animals products	1
		Import of Animal Feeds	1
		Import of Live Animals, including fingerlings and poultry	1
		Medical Product Division	Import Authorization for Medicines and Medical Devices
	Import Authorization for import of supplements		1
	Export Authorization for Medical Products		1
	Certificate of Pharmaceutical Product (for export)		1

		Free Sale Certificate (for export)	1
		One time export of named patient	1
2	Department of Forest and Park Services	Export Certificate for Cordyceps	1
		Export of Non-Wood Forest Products	1
		Export of Timber	1
		Export of CITES regulated goods	1
		Import of CITES regulated goods	1
		Import of Non-Wood Forest Products	1
		Import of Timber	1
		3	Department of Geology and Mines (DGM)
Transport Permit for minerals and mineral products	1		
National Transit Permit	1		
4	Department of Livestock	Technical Clearance for import and Export of live Animals (table eggs/semen/embryos)	1
5	Department of Agriculture	Technical Clearance for import and Export of non-released hybrid seeds	5
6	Department of Agriculture Marketing Cooperatives	TBD	1
7	National Biodiversity Center	Technical Clearance for import and Export of seed.	1
		TOTAL	46

Phase III

<i>Sl No</i>	<i>Agency</i>	<i>Applications</i>	<i>No of Applications</i>
1	Bhutan Civil Aviation Authority (BCCA)	Import permit for UAS/Drones	1
2	Bhutan Information, Communication and Media Authority (BICMA)	Type Approval	1
		Technical Clearance	1
3	Department of Culture and Dzongkhag Development	Export Permit for Non-Antique	1
		Transit Permit for Non-Antique	1
4	Department of Environment and Climate Change	Import permit for HFC and HCFC Products	1
5	Department of Immigration	People/cargo/Vehicle Registration	1
6	Department of Law and Order	Issuance of Import for import of explosives	1

7	Royal Bhutan Police	Inspection Report/Demurrage Charges/Development Fees	1
TOTAL			7

- The indicative list of locations and agencies where the BNSW system is anticipated to be used:

<i>Serial</i>	<i>Location</i>	<i>Number of Staff</i>	<i>Office Sizing</i>	
			<i>Standard</i>	<i>Small</i>
Thimphu Head Office Locations				
1	Bhutan Civil Aviation Authority (BCCA)	-	1	
2	Bhutan Food and Drug Authority (BFDA)*	-	1	
2.1	• Controlled Substances and Medical Device Division (CSMDD)	-	1	
2.2	• Bhutan Agriculture and Food Regulatory Authority (BAFRA)	-	1	
2.3	• Drug Regulatory Authority (DRA)	-	1	
3	Bhutan Information, Communication and Media Authority (BICMA)	-	1	
4	Department of Culture and Dzongkhag Development	-	1	
5	Department of Environment and Climate Change	-	1	
6	Department of Forest and Park Services*	-	1	
7	Department of Geology and Mines (DGM)*	-	1	
8	Department of Industry (DOI)*	-	1	
9	Department of Law and Order (DLO)	-	1	
10	Department of Revenue and Customs (DRC)*	-	1	
11	Department of Tourism	-	1	
12	Department of Trade (DOT)*	-	1	
13	Royal Monetary Authority (RMA)*	-	1	
	Total		15	
Regional and District Location				
Department of Revenue and Customs (DRC)				
	Chukha	57		

<i>Serial</i>	<i>Location</i>	<i>Number of Staff</i>	<i>Office Sizing</i>	
			<i>Standard</i>	<i>Small</i>
14	● Regional Revenue & Customs Office (RRCO), Phuentsholing	17	1	
15	● MDP, Phuentsholing	15	1	
16	● Alay	5		1
17	● Lhamoizingkha	5		1
18	● Compliance & Enforcement	15	1	
	Samtse	30		
19	● RRCO, Samtse	3		1
20	● Samtse Main Gate	12	1	
21	● Gomtu	5		1
22	● Pugli	6		1
23	● Bhimtar	2		1
24	● Jitty	2		1
	Paro	29		
25	● Paro International Airport	29	1	
	Sarpang	23		
26	● RRCO, Gelephu	4		1
27	● Gelephu Main Gate	19	1	
	Samdrup Jongkhar	32		
28	● RRCO, Samdrup Jongkhar	2		1
29	● Main Gate	15	1	
30	● Nganglam	8		1
31	● Jomotsangkha	2		1
32	● Phunstho Rabtenling	5		1
	Thimphu	7		
33	● RRCO, Thimphu	3		1
34	● Foreign Post Parcel Office	2		1
35	● DHL Transit Office	2		1
	Mongar	1		
36	● RRCO, Mongar	1		1
	Bumthang	1		
37	● RRCO, Bumthang	1		1

<i>Serial</i>	<i>Location</i>	<i>Number of Staff</i>	<i>Office Sizing</i>	
			<i>Standard</i>	<i>Small</i>
	Liaison and Transit Office (LTO)	13		
38	● LTO, Kolkatta	13	1	
	Total	193	8	17
Department of Forest & Park Services				
	Sarpang Divisional Forest Office			
39	● Gelephu Range Office	Not specified		1
40	● Sarpang Range Office	Not specified		1
41	● Lhamoizingkha Range Office	Not specified		1
	Samtse Divisional Office			
42	● Chukha	Not specified		1
43	● Gedu Territorial Forest Division	Not specified		1
44	● Gedu Range Office	Not specified		1
45	● Phuntsholing Range Office	Not specified		1
46	● Pasakha Beet Office	Not specified		1
	Samdrupjongkhar Divisional Forest Office			
47	● Jomotsnagkha Range Office	Not specified		1
48	● Nganglam Range Office	Not specified		1
	Total	-	0	10*
Department of Geology & Mines (DGM)				
49	Phuentsholing	16	1	
50	Samtse	12	1	
51	Gomtu	13	1	
52	Gelephu	9		1
53	Samdrup Jongkhar	14	1	
54	Nganglam	4		1
	Total	68	4	2
Bhutan Food and Drug Authority (BFDA)				
	Phuentsholing	30		
55	● Chukha		1	
56	● Samtse		1	
57	● Lhamoizingkha		1	
	Samdrup Jongkhar	20		

<i>Serial</i>	<i>Location</i>	<i>Number of Staff</i>	<i>Office Sizing</i>	
			<i>Standard</i>	<i>Small</i>
58	● Jomotshangkha			1
59	● Pemagatshel			1
60	● Nganglam			1
61	● Samdrupcholing			1
	Gelephu	35		
62	● Zhemgang			1
63	● Tsirang			1
64	● Dagana			1
65	● Trongsa			1
66	● Sarpang			1
	Paro	40		
67	● Haa			1
68	● Thimphu			1
69	● Wangdue			1
70	● Punakha			1
71	● Gasa			1
	Total	125	3	14
Department of Industries (DOI)				
72	● Chukha	1		1
73	● Sarpang	1		1
74	● Samdrup Jingkhar	1		1
75	● Thimphu	2		1
	Total	5	0	4
Royal Bhutan Police (RBP)				
	Chukha	10		
76	● Point of entry, Phuentsholing	2		1
77	● MDP, Phuentsholing	4		1
78	● Alay	2		1
79	● Lhamoizingkha	2		1
	Samtse	11		
80	● Samtse Main Gate	4		1
81	● Gomtu	2		1

<i>Serial</i>	<i>Location</i>	<i>Number of Staff</i>	<i>Office Sizing</i>	
			<i>Standard</i>	<i>Small</i>
82	● Pugli	2		1
83	● Bhimtar	1		1
84	● Jitty	2		1
	Sarpang	5		
85	● Gelephu Main Gate	5		1
	Samdrup Jongkhar	11		
86	● Main Gate	4		1
87	● Nganglam	4		1
88	● Jomotsangkha	1		1
89	● Phunstho Rabtenling	2		1
	Total	37	0	14
	Grand Total Regional and District Location	-	15	61

* For sizing purposes, offices with less than 10 staff are categorized as small, for offices with over 10 staff but below 30 are categorized as standard.

* For the Department of Forest and Park Services, the information on staff numbers could not be obtained as a formal request is required. In absence of further information, all offices will be considered ‘small’ for sizing purposes.

4. Environmental and Social (ES) Requirement

The Employer has certain policy to meet the environmental, social, health and safety requirements for the project. The policy has the commitments to:

1. apply good international industry practice to protect and conserve the natural environment and to minimize unavoidable impacts;
2. provide and maintain a healthy and safe work environment and safe systems of work;
3. protect the health and safety of local communities and users, with particular concern for those who are disabled, elderly, or otherwise vulnerable;
4. ensure that terms of employment and working conditions of all workers engaged in the Works meet the requirements of the ILO Labour Conventions to which the Employer’s country is a signatory;
5. be zero tolerant of, and enforce disciplinary measures for illegal activities; and be intolerant of, and enforce disciplinary measures for GBV, inhumane treatment, sexual activity with children, and sexual harassment;

6. incorporate a gender perspective and provide an enabling environment where women and men have equal opportunities to participate in, and benefit from, planning and development of the Works;
7. work co-operatively, including with end users of the Works, relevant authorities, contractors and local communities;
8. engage with and listen to affected persons and organizations and be responsive to their concerns, with special regard for vulnerable, disabled, and elderly people;
9. provide an environment that fosters the exchange of information, views, and ideas that is free of any fear of retaliation, and protects whistleblowers;
10. minimize the risk of HIV transmission and to mitigate the effects of HIV/AIDS associated with the execution of the Works;
11. World Bank Group EHS Guidelines;
12. Relevant international conventions or treaties etc., national legal and/or regulatory requirements and standards (where these represent higher standards than the WBG EHS Guidelines);
13. Relevant international standards e.g. WHO Guidelines for Safe Use of Pesticides; and
14. GBV/SEA prevention and management.

NB: The texts of the Employer’s Requirements described above are very preliminary and at draft stage. These Employer’s Requirements will be described more elaborately during the Request for Proposal (RFP) stage.