

Expression of Interest (EOI) Information format for Consulting Firms

1. Project Data & Consulting Firm

Contract Name: Development of Web Based Call management System for Technology Helpline (1966)
Contract Number: MTR/3/22/14-18
Name of Consulting Firm:

2. Eligibility

Declaration

We hereby declare that:

- (i) we have read the advertisement, and the Terms of Reference (TOR), for this assignment;
- (ii) we have not been engaged to prepare such TOR as a firm, sub consultancy, or joint venture; and
- (iii) no full-time or part-time or contracted expert employed by our firm, sub consultancy, or joint venture has been engaged to prepare such TOR.
- (iv) business registration of the firm, JV party or sub consultancy;

We further confirm that, if any of one or more of our experts is engaged to prepare TOR for any resulting assignment as part of our work product under the assignment to which this advertisement relates, our firm and any such expert(s) will be disqualified from short – listing and / or participation in such follow – on assignment.

Lead Firm	
Signed by :	
Position :	

3. Management Competence (Please answer each question in one paragraph of 1-5 sentences)

- 1. If you are proposing a association such as subconsultancy or a joint venture (J/V), outline the rationale for and benefits of the “association.” Outline proposed management coordination of the “association,” including the role of each firm.

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2. Does your firm/sub consultancy/joint-venture(J/V) have standard policies, procedures or practices in place that promote quality in: the workplace, your interaction with clients, and the outputs you produce? If yes, describe briefly.

3. Does your firm/sub consultancy/joint-venture have a dedicated unit or staff solely responsible for quality assurance? If yes, describe briefly.

4. How will you ensure the quality of your firm's/sub consultancy's/ joint-venture's performance over the life of this assignment?

5. How will your firm/sub consultancy/ joint-venture deal with any complaints concerning the performance of the staff or the quality of the reports submitted for this consulting assignment? What internal controls are in place to address and resolve complaints?

4. Technical Qualifications Including Experience

Based on the attached reference project sheets and the firm's performance, highlight the technical qualifications including experience of your firms/sub consultancy/ joint-venture (maximum of 4 pages). When the firm submitting the information special attention should be given to the following areas; Technical Qualification of the firm with respect to development tools and platforms.

4.2. Experience of the firm with project of similar nature

4.2.1. Please provide details explaining your past project (a) implementation and (b) deployment

4.2.2. Provide following additional information in relation with the project(s) referred in the above answer.(4.2.1.)

4.2.2.1. Brief explanation of experience implementing solutions in a cloud environments

4.2.2.2. Elaborate how you have ensured high availability of the implemented solution

4.2.2.3. Elaborate the security consideration in this scenario and how you ensured proper security

4.2.2.4. Describe the high level architecture of the middleware elaborating the SOA concepts and enterprise software architecture best practices used.

4.2.2.5. Elaborate how you ensured the enterprise interoperability aspects

- 4.3. Experience of the firm in the project country or in the region
- 4.4. Experience with similar project authorities
- 4.5. Past experience with GOSL projects
- 4.6. Nature of the firm (small/ specialized/ large)
- 4.7. Core business of the firm (provide supporting documents including business registration certificate)
- 4.8. Financial and administrative strength certified by the audited financial reports for last three Years (provide supporting document such as financial statement)
- 4.9. Firm's history – number of years in business
- 4.10. Degree of in-house quality control with respect to the development process
- 4.11. Technical & managerial organization of the firm, staff strengths and capabilities and appropriate skills of firm's staff
- 4.12. Any other relevant information.