



Electronic Governance Agency

**REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES – FIRMS SELECTION)**

Consulting services for design, development and deployment of the information system of National House of Social Insurance (NHSI) of the Republic of Moldova

REPUBLIC OF MOLDOVA

Modernization of Government Services Project

Project ID No.: P148537

Credit No.: 6126-MD

Reference No.: MD-EGA-268046-CS-QCBS

The Republic of Moldova has received financing from the World Bank toward the cost of the Modernization of Government Services Project and intends to apply part of the proceeds for consulting services.

The e-Governance Agency is looking for an ICT consulting company to develop the National House of Social Insurance (NHSI) Information System with demonstrated experience in the design and implementation of similar complexity projects to perform key client-facing activities, and to provide on-going maintenance and technical support.

The e-Governance Agency now invites eligible **consulting firms** (“Consultants”) to indicate their interest in providing the Services. Interested Firms shall provide information demonstrating that they have the required qualifications and relevant experience to perform the Services (required qualifications and experience of the firm, but not individual experts’ bio data).

The Consultant shall furnish documentary evidence (including information about the completed contracts and contact information of clients from whom the references could be taken or whom the Client may, when necessary, visit to familiarize themselves with the systems put into operation by the Consultant) to demonstrate that it meets the shortlisting requirements.

The shortlisting criteria are:

1. At least five (5) years in development of ICT solutions/systems.
2. Minimum three (3) ICT projects of similar complexity successfully implemented during the last five (5) years. *For completed and ongoing projects, copies of acceptance documents of the entire software solution shall be provided.*
3. Experience developing ICT solutions/systems for State/Public Institutions (Central and/or Local) *will constitute a strong advantage.*

4. Experience developing ICT solutions/systems for company/corporate registries *will constitute a strong advantage.*
5. Experience in software development using agile software development principles (as described in the scope of work and development approach section of the ToR) *would be an advantage.*
6. Demonstrated experience using recommended technology stack *would be an asset.*

The Expression of Interest shall clearly state the name of the Consultant (*individual Firm, Joint Venture or sub-consultancy*). The Consultant shall provide relevant references (*assignment name, Client, time frame, the role of the firm (main Consultant/Partner in JV/sub-consultant), contract amount, tasks performed etc.*) to confirm its experience and qualifications.

The attention of interested Consultants is drawn to paragraph 1.9 of the [World Bank's Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits and Grants by World Bank Borrowers, dated January 2011, revised July 2014](#) ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest.

Consultants may associate with other firms in the form of a joint venture or a sub-consultancy to enhance their qualifications. *In case of JV association, the first two experience requirements must be met by each JV member, while the other requirements shall be met cumulatively by all JV members.*

A Consultant will be selected in accordance with the *QCBS method (Quality and Cost based Selection)* set out in the Consultant Guidelines.

Further information can be obtained at the address below during office hours, i.e. 0900 to 1700 hours.

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by e-mail) by **March 9, 2022**.

E-Governance Agency, the Republic of Moldova
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The Terms of Reference can be found here.