

NATIONAL AGENCY FOR FISCAL ADMINISTRATION, ROMANIA

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

Country: ROMANIA

Name of the Project: Revenue Administration Modernization Project (RAMP)

Project ID: P130202

Loan No: 8261 - RO

Assignment Title: Develop and Implement New Taxpayer Service Concept

Reference No. (as per Procurement Plan): RAMP/CS/15

The Government of Romania has received a loan from the World Bank toward the cost of the Revenue Administration Modernization Project (RAMP) and intends to apply part of the proceeds for consulting services aiming to develop and implement new taxpayer service concept and promote increased taxpayer compliance.

The consulting services (“the Services”) include:

1. Develop a modern comprehensive organization structure for taxpayer services.
2. Review existing taxpayer services and develop NAFA’s taxpayer services program.
3. Develop mechanisms to ensure transparency and accountability in taxpayer service.
4. Develop and promote a taxpayer charter of rights.
5. Training of the staff involved into taxpayers services.

The indicative duration of subcomponent RAMP/CS/15 – Develop and Implement New Taxpayer Service Concept is of 4 years, starting with September 2014.

The National Agency for Fiscal Administration (NAFA) now invites eligible consulting firms (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The short listing criteria are as follows:

- International experience with a central tax administration related to the development of taxpayer services concept (at least one project) - 40 points;
- Experience in developing strategies / programs for improving the services provided to taxpayers (at least one project) – 40 points;
- Experience in the transfer of knowledge and skills (at least 5 years of proven experience) – 20 points.

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 & Grant by World Bank Borrowers*, from January 2011 ("Consultants 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, association or consortium that may or may not be a new legal entity between members who would be jointly and severally liable for the performance of the contract. The Consultants should indicate whether the EoI is being submitted as a Joint Venture or otherwise. The experience and references of sub-consultants shall not be taken into account in the evaluation of Expressions of Interest (EoI).

A Consultant will be selected in accordance with the Quality and Cost-Based Selection method (QCBS) set out in the World Bank's Consultant Guidelines.

Consultants must provide all information indicating that they are qualified to perform the services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.).

Further information can be obtained at the address below during office hours 8.30 to 17.00 Monday to Thursday and 8.30 to 14.30 on Friday.

Expressions of Interest must be delivered by email to ramp.anaf@mfinante.ro or in a written form to the address below, with the subject: "***Expression of Interest for RAMP/CS/15 - Develop and Implement New Taxpayer Service Concept***" due by 17.00 hrs on April 23, 2014.

National Agency for Fiscal Administration
RAMP Project Management Unit
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