

Expression of Interest (EOI) - Information form

1. Project Data & Consulting Firm

Contract Name :	Support and Maintenance of the CRM of e-Samurdhi System
Contract Number :	ICTA/GOSL/CON/CQS/2016/84
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 :	
Associate/Partner 1	
Signed by:	
Position :	
Associate/Partner 2	
Signed by:	
Position :	
Associate/Partner 3	
Signed by:	
Position :	

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

- a. If you are proposing an association such as sub-consultancy 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.

- b. 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.

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

- d. How will you ensure the quality of your firm’s/sub-consultancy’s/join venture’s performance over the life of this assignment?

- e. 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 [Annex (1)] and the firm's performance, highlight the technical qualifications including experience of your firm/sub consultancy/joint venture (maximum of 4 pages). When the firm submitting the information special attention should be given to the following areas;

- 4.1. Technical Qualification of the firm
- 4.2. Experience of the firm with projects of similar nature
 - 4.2.1. Please provide details explaining your experiences and implementation of the Support and Maintenance of software Projects.
 - 4.2.2. Provide following additional information in relation with the assignment(s) referred in the above answer (4.2.1) such as experience on CRM related projects , maintaining portlet applications, experience on LDAP integration with CRM systems and experience and web services.
- 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 the development organization and the Government.
- 4.6. Nature of the Firm (small/specialized/large)
- 4.7. Core business of the firm
- 4.8. financial and administrative strength certified by the audited financial reports for last three years
- 4.9. Firm's history-number of years in business
- 4.10. Degree of in-house quality control
- 4.11. Technical & managerial organization of the firm, staff strengths and capabilities & appropriate skills of firm's staff
- 4.12. Any other relevant information

Annex (1)

Project Sheets

Indicate up to 6 reference projects that the firm/sub-consultancy/joint venture experiences are relevant.

Project 1 of

• Project Name			
• Name of Client			
• Country		Project location within	
• Participation	<input type="checkbox"/> As lead firm <input type="checkbox"/> As associate firm		
• Value of Services		LKR	
• Source of Financing			
• Consultancy Services (should specifically indicate associate firm's staff allocations)			
(i) No. of staff			
(ii) No. of person months			
• Length of Consultancy Assignment			
• Start Date		(dd/mm/yyyy)	
• Completion Date		(dd/mm/yyyy)	
• Name of Associate Firms (if any)			
• No. of Person-Months of Professional Staff Provided by Associated Firm(s)			
• Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed (should specifically indicate associate firm's staff involvement)			
• Detailed Description of the Project			
• Detailed Description of the Actual Services Provided by your Firm			