

## **REQUEST FOR EXPRESSIONS OF INTEREST (Consulting Company)**

### **ALBANIA**

*CITIZEN – CENTRIC SERVICE DELIVERY PROJECT*

Loan Agreement

Project ID No. 8521

**Assignment Title: The Preparation of Detailed Design and Supervision for Integrated Service Delivery Center Shkoder**

**Posted: April 19, 2018**

**Ref. No. AL-8521-CS/CQ/2.05.07**

Under the Innovative Good Governance priority, launched in April 2014, the Program “Innovation against Corruption: Building a Citizen Centric Service Delivery Model in Albania” (ISDA), entails a multilayered reform that focuses on key administrative central government public services to reduce the time and burden for citizens and businesses and improve service delivery quality, transparency and efficiency by using innovative solutions and ICT. Its key pillars are i) the establishment and management of an integrated nationwide model of service delivery whereby, new/enhanced front office is focused on the provision of services and relations with the public through separately managed front and back office functions of various public institutions, integrated with the one-stop-shop and in-one-place approach of the Citizen Service Center; (ii) service provision standardization, simplification through business process re-engineering and digitization, with a focus on online services; iii) citizen feedback and performance monitoring on service delivery for ongoing improvement.

Project Implementation aims the refurbishment and reconstruction of the selected premise, which is expected to improve the quality of services for citizens by being closer to the public with the offered services. The building is positioned in one of the main arteries of the city of Shkodra, has easy access by the citizens and serves as a convenient environment for the establishment of the Integrated Public Services Delivery Center

The scope of work consists in preparation of the design and environmental checklist of the following activities:

Task 1: Preparation of the Designs for OSS Shkoder

Task 2: Preparation of Bidding Documents and Cost Estimates of the envisaged Works.

Task 3: Supervision of works

The Consultant shall have the following qualifications, experience, skills and competencies:

- The consultant must have at least 7 (seven) years in design and supervision of the similar projects.
- The consultant must have at least two similar contract including the design and the supervision of works.

The consultant (its staff) should be licensed in design, implementation and supervision works and

in carrying out environmental studies.

### **Project Manager**

#### **Senior Architect / Designer**

*Licensed architect, with more than 12 years of experience who has a design or technical focus and is responsible for significant parts of the project and worked in at least in 2 similar projects*

- *Good command of English language*

*Architect / Structural Engineer Licensed architect with 8–10 years of experience who shall be responsible for significant aspects of projects.*

- *Good command of English language*

*Civil Engineer (s) consultants with at least 10 years of general experience and worked in at least 2 similar projects and shall focus on design work and on the physical aspects of the design.*

- *Good command of English language*

#### **Mechanical Engineer graduate degree in field related with mechanical installations**

- *At least 5 years of general experience at the position of mechanical Engineer of design and/or supervision teams*

#### **Electrical Engineer**

- *electrical Engineer with graduate degree in field related with electrical installations*
- *At least 5 years of general experience at the position of electrical Engineer of design and/or supervision teams*

#### **Quantity Surveyor**

- *Quantity Surveyor Engineer, or technician able to check and measure the work quantities*
- *At least 5 years of general experience at the position of quantity surveyor of design and/or supervision teams*

#### **Environmental Specialist**

- *Environmental Specialist with graduate degree in environment*
- *At least 5 years of experience in environmental issues*

The Project Management Unit now invite eligible “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 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 & Grants by World Bank Borrowers (January 2011 edition, revised July 2014)* (“Consultant Guidelines”), setting forth the World Bank’s policy on conflict of interest.

The Consultant will be selected in accordance with Consultant Qualification (CQ) Method set out in the Consultant Guidelines.

Further information can be obtained at the address below during office hours from 08:00 to 16:00, Mondays to Thursdays, and from 08:00 to 14:00 on Fridays

The REOI is posted on the website of the Agency for the Delivery of Integrated Services in Albania (ADISA): [www.adisa.gov.al](http://www.adisa.gov.al).

Expressions of interest (Company Profile, CVs, Letter of Interest and documentary evidence for fulfilling the qualifications) must be delivered in a written form to the address below in person, or by mail, or by e-mail by **May 04, 2018, at 12.00 local time**

**Project Management Unit**  
**Blvd: Zhan d'Ark,**  
**Ish shtepia e oficerave, Kati V-te**  
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