**Request for Proposals: Technical Response Form**

**Project name:** RFP25-050-Support to improve the effectiveness and efficiency of MISTI public services including Business Licensing in Manufacturing and Handicraft Sector

All potential consulting firms are required to respond to the RFP using the response form below.

1. **Applicant’s details**

Please provide the following details:

|  |  |
| --- | --- |
| Full legal and trade names of company/organisation/ institution |  |
| Business office address (google map link if available) |  |
| Certificate of Incorporation registration number with MOC and Certificate of Tax Registration number with General Department of Taxation if registered in Cambodia. If registered outside Cambodia equivalent business registration documents |  |
| VAT (TIN) Number or Tax File number |  |
| Postal and email address; and website (if applicable) |  |
| Contact details of the Respondent’s contract person |  |
| Full name |  |
| Position title |  |
| Email address |  |
| Phone number |  |

1. **Technical Response**

**B1 Organisational capacity**

B1.1 Provide comments about the ability, resources and capacity of your organisation(s) to carry out the project.

B1.2. Provide examples of other similar projects/ assignments that you or your company has undertaken.

**B2. Team capacity**

B2.1 Provide names, position, gender qualifications and experience of relevant team members who will undertake this project using the table format below.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| N | NAME | POSITION/ROLE | GENDER | QUALIFICATIONS & EXPERIENCE | ROLE & RESPONSIBILITY FOR THIS ASSIGNMENT |
| *1* |  |  |  |  |  |
| *2* |  |  |  |  |  |
| *3* |  |  |  |  |  |

*You may illustrate the team members as per each tasks/activity that corresponds to Section 3 of the RFP.*

B2.2. Attach CV/resumes with referees of key personnel who will carry out the work.

**B.3 Methodology**

Explain your proposed workflow, methodology, expected timeline, and technical specification to complete key tasks and activities and produce deliverables. Please provide one to two paragraphs to demonstrate your understanding of the scope of work and methodology as described in terms of reference.

You may illustrate the team members as per each task/activity that corresponds to Section 3 of the RFP.

***Additional Notes to Applicants***

**Gaining below understanding will provide valuable insight into how to effectively plan key implementation tasks, establish project timelines, and allocate the budget for this RFP.**

As mentioned in the RFP that the scope of work is divided into two different stages as below:

1. **Stage 1: Assess Customer Satisfaction**

CAPRED has supported MISTI in developing an online licensing portal for business licensing process in the manufacturing and handicraft sectors. This digital platform is designed to facilitate the establishment and operation of SMEs and handicraft businesses, as well as the establishment of Industries. It can be accessed through the following link: <https://services.misti.gov.kh/>.

It is important to emphasise that this URL provides access solely to the front-end interface, where applicants can log in, select the desired services offered by each general department of MISTI, and complete the online form and online payment process. Each respective general department operates its own dedicated back-office review system for reviewing the online submitted applications. Technically, the back-office systems utilise the same authentication mechanism as the front-end platform. The existing digital services inside the developed platform now consist of the services for the establishment of industry, SMEs & handicraft, and the operation licenses for SMEs & handicrafts, under the **General Department of SME and Handicraft**, and the **General Department of Industry**.

The consulting firm will assess the customer satisfaction of this digital platform. The result of this assessment will provide possible technical improvements of the existing digital service system including an improvement plan.

1. **Stage 2: Digitisation of an additional 386 public services**

MISTI has identified an additional 386 public services under its mandate, as priority for streamlining and digital transformation. This stage will focus on two phases:

**Phase 1:** Assessment on customer satisfaction and define the improved workflow of the traditional 386-public services to be transformed to digital platform. Findings from this assessment will inform the efficient, high-quality, and user-centered platform to streamline the application process of 386 public services.

The complexity of the 386 public services is determined by the required application forms associated with each service, as well as the corresponding back-office review procedures. The term “**Application Forms**” denotes the application document that must be completed by the applicant in order to request the service.

“**Back-Office Review Flow**” refers to the internal evaluation process carried out by MISTI officials. From a technical standpoint, a large number of services does not necessarily mean there are just as many different applications forms. In fact, many services use the same form, and only a few require their own unique ones. In some rare cases, a single service may even require different forms depending on the situation. The distribution of application forms across the services under each general department will be given in the subsequent sections. A thorough understanding of this application forms complexity is essential for accurately estimating key implementation activities, project timelines, and budget planning for the front-end development.

On the other hand, the review process also involves its own level of complexity, which can be categorised into the following types:

* **Application Review**: This process involves MISTI officials and senior leadership reviewing the submitted application documents. Based on this review, the leadership decides whether to approve or reject the application, and the license is issued accordingly.
* **Physical Inspection**: In this process, a MISTI official must visit the applicant’s company to perform an on-site inspection. After the visit, the official is required to submit a report detailing the enterprise’s status along with technical comments. These are then reviewed by the leadership, who make the final decision to approve or reject the application.
* **Product Sample Testing**: This process requires the applicant to submit a sample of the product they wish to test (e.g., for calibration or chemical analysis) along with the application form. MISTI officials conduct the necessary tests and prepare a technical evaluation report. This report is submitted to the leadership for review and final approval or rejection of the application.

**Phase 2:** Develop the digital platform of the public services according to the streamlined workflows defined in phase 1. The system development is both back-end and front-end components of the review process. The system development is required to design and develop (Web application) of the remaining services of each general department according to the improved workflows and endorsement by the minister of MISTI and the Mobile application development will be included for the development of back-office review for each General Department.

The details of a dashboard to track and monitor progress, and report to MISTI minister and shows which General Department is not progressing, will be developed by CAPRED with inputs from the consulting firm.