

State Tax Service is seeking the services of an experienced survey company

**Request for expressions of interest
(Consultant services)**

Republic of Moldova
Tax Administration Modernization Project
Project ID Number: P127734
Loan No./Credit No./ Grant No.: 5829-MD, 8625-MD
Reference No.: TAMP/2/CQS-3

Title of Assignment: “Taxpayer Satisfaction Survey: Development, Administration, and Analysis of Results”

Background

The Government of the Republic of Moldova is implementing a comprehensive Tax Administration Modernization Project (TAMP), aimed at reform of the Moldovan State Tax Service (STS). The Republic of Moldova has received financing from the International Development Association and the International Bank for Reconstruction and Development for TAMP implementation. STS is the Project Implementing Agency, which has overall responsibility for the project management and implementation, as well as tracking, monitoring, and reporting project results and impact.

The Project Development Objective of the TAMP is to strengthen STS capacity through increased efficiency and effectiveness. Additional TAMP objectives are to reduce taxpayer burden, improve both taxpayer compliance and satisfaction, and improve the professionalism and integrity of the STS workforce. TAMP includes five main components as follows:

- Component 1: Tax policy and analysis**
- Component 2: Institutional development**
- Component 3: Operational development**
- Component 4: IT infrastructure and system modernization**
- Component 5: Project Management and Change Management**

The project will finance the implementation of surveys to assess the level of taxpayer satisfaction with STS. The level of taxpayer satisfaction is an intermediate measure intended to assist the STS in reducing taxpayer burden, improving compliance, and improving public confidence in the professionalism and integrity of the STS workforce. The first survey will be completed in the first year of implementation of the project and will be used to establish a baseline against which to measure changes in taxpayer satisfaction. The survey will be implemented at the national level and will cover both natural persons and legal entities.

STS is seeking the services of an experienced survey company that will design and develop a taxpayer survey, pilot the survey, administer the survey, accumulate survey results, analyze survey findings, and make recommendations based on the findings.

STS now invites eligible firms to indicate their interest in providing the services. Interested companies must provide information indicating that they are qualified to perform the services (description of similar assignments, references to developed and administered surveys, experience in

similar conditions, availability of appropriate skills among staff, CVs of the key staff to be involved in the assignment, etc.). Companies may associate to enhance their qualifications. This Request for Expression of Interest will lead to the preparation of a Short List of companies. For evaluation of the expressions of interest for this assignment the following criteria and points will be applied:

#	Criteria	Points
1.	Demonstrable experience of successful conduct of such surveys in Moldova. The Company must demonstrate substantial knowledge/expertise including at least 5 years' relevant experience of conduct of public opinion surveys and analysis of results, able to provide the required geographical coverage, and experience conducting quantitative surveys with 1,000 or more respondents. The experience should include survey design, development, administration, and analysis.	50
2.	Possess a portfolio of works that would prove professional excellence and professional capacity with at least two successfully implemented surveys within the last 3 years involving large samples and representative at the national level.	35
3.	Capacity to undertake the assignment, <i>inter alia</i> , appropriate staff with experience in the field of survey design and development, administration, and analysis of results, etc.	15

The assignment is expected to begin in October 2017 and should be implemented in a period lasting approximately 20 weeks.

The Company will be selected on the basis of its qualifications for the assignment (Selection based on Consultants Qualifications) in accordance with the procedures set out in the World Bank's *Guidelines: Selection and Employment of Consultants by World Bank Borrowers, published in January 2011, revised July 2014*. The attention of interested Companies is drawn to paragraph 1.9 of these guidelines setting forth the World Bank's policy on conflicts of interest.

Interested parties may obtain further information at the address below during office hours from 09:00 to 17:00 hours (Chisinau time).

Expressions of interest must be delivered electronically or on paper to the address below by 16:00 hours (Chisinau time) on **September 12, 2017**.

State Tax Service

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