

# REQUEST FOR EXPRESSIONS OF INTEREST

Russian Federation  
Registration Project  
CONSULTING SERVICES  
Loan No. 4826RU

Project ID No.P093050

Expressions of interest

Contract RP/CQS-36 “Analysis of applied technologies and automated systems for handling calls of Rosreestr’s applicants. Design of unified departmental call handling center (DCHC) of the Rosreestr (at the federal level) and standard designs of DCHC at the regional level”

This REOI modifies the REOI posted on-line on 14 of May, 2010 and on 23 of June, 2010 and published in UNDB Print Edition issue No.775 of 31 of May, 2010.

The Russian Federation has received financing from the World Bank toward the cost of the Registration Project, and intends to apply part of the proceeds for consultant services.

The services include:

1. Preparation of a comprehensive concept of the DCHC development.
2. Development of the requirements for the DCHC hardware and software, custom terms of reference and specialized software components
3. DCHC management
4. DCHC post-launch support

The services are to be implemented from October, 2010 to December, 2010.

The Non-commercial Foundation for Enterprise Restructuring and Financial Institutions Development now invites eligible consultants to indicate their interest in providing the services. Interested consultants must provide information indicating that they are qualified to perform the services, in particular that they possess (1) experience in development of corporation/region/government-wide geographically distributed IS (at least five projects); (2) experience in development of comprehensive concepts of call handling centers for companies and organizations nationwide (at least eight projects); (3) experience in developing the terms of reference for the SW implementation and integration for contact centers nationwide; (4) successful track record in automating the process of registration of rights in immovable property and cadastre recording of real property. In order to confirm its qualification consultants may submit brochures, description of similar assignments, experience in similar conditions. Consultants shall confirm availability appropriate staff, in particular, availability of at least 2 specialists familiar with the Russian legislation in the area of registration of rights in immovable property, land relations, cadastre recording with at least 5-year work experience, availability of staff with higher education and experience in development and establishment of contact centers, availability of specialists who speak Russian fluently and have work experience in the Russian Federation

Consultants may associate to enhance their qualifications.

A consultant will be selected in accordance with the procedures set out in Section 3.7 of the World Bank’s [\*Guidelines: Selection and Employment of Consultants by World Bank Borrowers\*](#) dated May 2004.

Interested consultants may obtain further information at the address below during office hours from 10:00am to 18:00pm Moscow time Monday through Friday.

Expressions of interest must be delivered to the address below by August 30, 2010.

Non-commercial Foundation for Enterprise Restructuring  
And Financial Institutions Development

Attn: Ms. Kira Orekhova, Deputy Head Contract Department

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