

**REPUBLIC OF CROATIA
MINISTRY OF HEALTH**

Development of Emergency Medical Services and Investment Planning Project, IBRD 7598 HR

Consulting services for the Business process reengineering in Croatian Institute for Health Insurance

**REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES – FIRMS SELECTION)**

The Republic of Croatia received Loan No. 7598 HR from the International Bank for Reconstruction and Development (The World Bank) for the support of Development of Emergency Medical Services and Investment Planning Project (DEMSIPP) objectives and intends to apply part of loan proceeds for acceptable payments under consultants contract „**Business process reengineering in Croatian Institute for Health Insurance**”, Ref.No: DEMSIPP-B1-G-20.

The Project **main objective** of conducting thorough business process reengineering (hereafter referred to as: BPR) is radical redesign and modernization of all business processes at CIHI, with the purpose of raising the business efficiency and effectiveness at all levels across the organization.

The task comprises of a ground-breaking restructuring of the whole CIHI business system, with a final goal of significant and measurable improvement and optimization of the CIHI business system.

It is crucial to make the following paradigm shifts resulting in effective governance, efficient performance, and targeted development outcomes for citizens and transparent accountability mechanisms:

- Shift from a government agency / public body centric approach to a citizen centric approach;
- Shift from a function-oriented work performance to a service-oriented performance;
- Shift from output-based assessment to well defined outcome-based assessments;
- Shift from an ad-hoc piecemeal view of performance and information to an integrated data-driven view.

Expected results and activities

In order to meet the high expectations regarding the harmonization of business practices and reduction of transaction costs, CIHI decided to seek the expertise of a consulting company (hereafter referred to as: the Consultant), who will provide the following:

1. Thorough as-is analysis
2. Thorough to-be analysis
3. Action plan draft
4. Change management support

Key tasks and activities

The key tasks and main activities of the project are the following (but not limited to):

Phase 1: Assessment – During the first 8 weeks of the project, the team of consultants will carry out the following activities:

- Project Kick-off Presentations
- Discovery Workshops
- As-Is Study

Phase 2: Strategy Building – During the second 20 weeks of the project, the team of consultants will carry out the following activities:

- To-Be Study
- Gap analysis
- BPR Recommendations
- Action plan

- Change Management and Capacity Building
- Wrap-up Event

The assignment is expected to require a total of 8 months covering the period between 31 April 2013 and 31 December 2013.

The Terms of Reference (TOR) with complete details about the assignment has been posted on the website of the Ministry of Health at www.miz.hr.

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, from May 2004, revised October 2006 & May 2010, setting forth the World Bank's policy on conflict of interest.

Consultants may associate with other firms in the form of a joint venture or a sub consultancy to enhance their qualifications.

The "association" may take the form of a Joint Venture or a sub consultancy. In case of a Joint Venture (JV), all members of the JV will be evaluated jointly for the purpose of short listing and shall be jointly and severally liable for the assignment and shall sign the contract in case of award is made to that JV group. Interested consultants should clearly indicate the structure of their "association" and the duties of the partners and sub consultants in their application. Unclear expression of interests in terms of "in association with" and/or "in affiliation with" and etc. may not be considered for short listing. Keeping one expression of interest per firm as principle, a consultant firm may decide whether it wishes to participate as a sub consultant or as an individual consultant or as a partner in a joint venture. Please note that a firm shall submit only one expression of interests in the same selection process either individually as a consultant or as a partner in a joint venture. No firm can be a sub consultant while submitting an expression of interests individually or as a partner of a joint venture in the same selection process. A firm, if acting in the capacity of sub consultant in any consultant or JV, may participate in more than one consultant, but only in the capacity of a sub consultant.

Consultant will be selected in accordance with World Bank's guidelines: *Selection and Employment of Consultants by World Bank Borrowers*) from May 2004, revised October 2006 & May 2010.

Selection process will be under QCBS method (Quality and Cost based Selection) in accordance with World Bank's guidelines published on web:

<http://siteresources.worldbank.org/INTPROCUREMENT/Resources/ProcGuid-10-06-RevMay10-ev2.pdf>

Ministry of Health invites all eligible Consulting firms to express their interest.

Having in mind the scope and complexity of the project it is expected that Consultant would have group of consultants on the project and that one of them will be promoted as team leader who will cooperate with the MoH's technical committee.

Requirements for professional expertise

This is a full time consultancy project. It is expected that the core team of key experts and the desired number of suitable consultants (named here as other experts) shall be available on-site as needed during the entire duration of the project. This core team will be duly supported by off-site teams of senior consultants, subject matter and/or domain experts, etc. An indicative profile of such consultants is given below.

Project Team

The Consultant shall provide the consultancy of the following staff (consisted of key experts and other experts) and expertise (but not limited to):

- A project manager / team leader
- Process expert/s

- A business process designer
- Other expert/s
- Key experts

Further information can be obtained from 9:00-16:00 at the address below. Letters of expression of interest with requested documentation must be delivered at the following address at latest **15 February 2013**.

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