

Expression of Interest (EOI)

for

Selection of Consultancy Firm(s) for undertaking Change Management, Communication and Capacity Building, for the Trade National Single Window System (TNSWS) Project

Consultancy Service

2026

TRADE NATIONAL SINGLE WINDOW SYSTEM PROJECT

DEPARTMENT OF TRADE AND INVESTMENT POLICY

MINISTRY OF FINANCE, PLANNING AND ECONOMIC DEVELOPMENT

1. Application

To:
Chairman,
Ministry Consultants Procurement Committee,
Trade National Single Window Project.
219A, Second Floor, Block 2, BMICH
Baudhaloka Mawatha
Colombo 07

**Expression of Interest (EOI) for the
Selection of Consultancy Firm(s) for undertaking Change Management, Communication and
Capacity Building, for the Trade National Single Window System (TNSWS) Project**

Dear Sir,

This is in response to your public notice published on 26th July 2026 inviting expression of interest for Selection of Consultancy Firm(s) for undertaking Change Management, Communication and Capacity Building, for the Trade National Single Window System (TNSWS) Project.

We hereby submit our expression of interest. We have attached necessary information according to the standard form. The information furnished by us in this expression of interest is correct to the best of our knowledge. Based on this information, we understand you would be able to evaluate our proposal in order to pre-qualify for the above-mentioned assignment.

Sincerely yours,

On behalf of the firm:

.....

Signature:

Name of Signatory:

Designation:

Company Seal

2. Firm/ individuals Information

2.1 Name and address

- I. Name of the firm:
- II. Address:
- III. Telephone No:
- IV. Email:

2.2 Business Registration No.

2.3 Date of Establishment:

Attach copies of:

- I. Certificate of Business Registration
- II. Company Incorporation Documents
- III. Tax Registration Certificates
- IV. Any other relevant statutory registrations

2.4 Core Area of Expertise and competencies of the firm:

2.5 Nature of Business

2.6 Contact Person:

- I. Name:
- II. Designation:
- III. Telephone No:
- IV. Email:

2.7 Staff of the firm:

- I. No of Regular Staff:
- II. Total Staff:
- III. Key Personnel with required technical background:
- IV. Professional Staff with other backgrounds:
- V. Administrative/Support staff

3. Supporting Documents

3.1 Company Profile, if any

3.2 Legal documents

- I. Provide a certified copy of the legal registration,
 - II. VAT registration certificates of the firm,
- Above to be submitted with the latest renewals where applicable.

4. Experience of the Firm

4.1 Relevant experience of the firm that fits best with proposed assignment

List of relevant experiences the firm carries during the last Ten (10) years pertaining to the below mentioned areas related to this assignment in Table 1. You may refer the TOR to understand in detail the background required.

Appropriate areas

- I. Change Management recruitment assessment and Process Streamlining:**
 - a. Developing a strategic implementation plan and its delivery to support stakeholders transition to a new digital system, focusing on behavioral and functional requirement assessment, process streamlining, and customer centricity.
- II. Capacity Building and Skill Development**
 - a. Designing comprehensive institutional capacity development projects and delivering structured training programs with specific development plans. This includes equipping public sector officials with the technical and soft skills necessary for sustainable system operation and empowerment of private sector users for self-service.
- III. Strategic Communications and Awareness**
 - a. Designing stakeholder engagement strategies and executing national-level awareness campaigns. This focuses on creating a unified brand voice, positioning the system as a single digital trade gateway, and establishing a recognition framework to celebrate early adopters.
- IV. Digital Transformation and Modernization**
 - a. Managing the human dynamics of public sector reform and digital modernization initiatives. The consultancy firm must have specialized competencies in implementing large-scale, multi-agency digital transformations to address legacy silos and transition users away from fragmented, paper-based workflows, including establishment of Help desk and insuring its self-sustenance with monitoring mechanisms.

4.2 Relevant experience of Firm's key personnel in reference to the proposed assignment

State the experience of following key personnel relevant to the proposed assignment in Table 2,

- I. Team Leader / Change Management Specialist
- II. Capacity Building and Training Expert
- III. Branding and Communication Expert
- IV. Organizational Development Specialist
- V. Documentation Specialist
- VI. Monitoring & Evaluation Specialist
- VII. Audit and Governance Specialist
- VIII. Operational Support Team

4.3 Pool of external facilitators available to the firm with relevant experience to the proposed assignment (Refer TOR for the required program areas)

State the experience of external facilitators relevant to the proposed assignment in Table 3

4.4 Financial Strength of the firm

Financial Strength of the firm to have an Annual Turnover of Sri Lankan Rupees 100 million, during the recent / last consecutive 3 years. Please submit the last three (3) years audited financial statements.

4.5 Similar Assignments

Documentary evidence for minimum of three (03) references of having undertaken projects and assignments of a similar nature and complexity in the recent five (05) years with a cumulative value of Sri Lankan Rupees 30 million.

Table 1: Relevant Experience of the Firm during the Last ten (10) Years

Pertaining to the areas mentioned in 4.1 and as per the requirement prescribed in the TOR for this assignment.

S. N	Name of the Assignment	Name and Address of the Client	Brief description and the scope of the assignment (including completion/ongoing status)	Duration of the assignment			Total Cost of the assignment (Rs)
				From (Date)	To (Date)	Total months	

Table 2: Relevant Experience of the Firm's Proposed Key Personnel (Refer TOR for this assignment for required attributes, background and experience for the specific roles.

S. No	Name of the staff	Qualification	Total years of experience	Relevant Experience					
				Name with brief description of the scope of the roles and assignments handled (including completion / ongoing status)	Client	Position/s handled in the respective assignment	Duration		
							From (Date)	To (date)	Total month

Table 3: Relevant Experience of the External Program facilitators available to the Firm (Refer TOR for this assignment for the required program areas)

S. No	Name of the Staff	Qualification	Total Years of Experience	Relevant Experience					
				Name with brief description of the scope of the roles and assignment handled (including completion / ongoing status)	Client	Position/s handled in the respective assignment	Duration		
							From (Date)	To (Date)	Total Month

5. Understanding of the Assignment

We understand that the objective of the consultancy is to support the successful adoption and sustainability of the Trade National Single Window System by:

- I. Developing and implementing a context-specific comprehensive change management framework.
 - II. Designing and delivering stakeholder-focused capacity-building and skill development programs.
 - III. Supporting behavioral and institutional change required for system adoption and ease of usage.
 - IV. Conducting communication and awareness campaigns targeting public and private sector stakeholders.
 - V. Establishing recognition and engagement mechanisms to encourage participation, early adoption and ownership.
 - VI. Strengthening long-term sustainability and operational readiness of participating agencies.
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6. Declaration

We certify that the information provided in this Expression of Interest is true and correct to the best of our knowledge. We understand that submission of this EOI does not constitute a contractual commitment and that only shortlisted firms will be invited to submit a detailed technical and financial proposal.

Authorized Signature: _____

Name: _____

Designation: _____

Company: _____

Date: _____