

**KINGDOM OF CAMBODIA  
NATION RELIGION KING**

**SKILLS FOR BETTER JOBS PROJECT (SBJ)  
IDA CREDIT No. 75480-KH**

**REQUEST FOR EXPRESSION OF INTEREST (REOI)**

**CONSULTING SERVICES (FIRM)  
FOR  
FUNCTIONAL REVIEW OF NEA  
(MLVT-CS-24)**

**Cambodia  
Ministry of Labour and Vocational Training (MLVT)  
Skills for Better Job Project (SBJ)  
World Bank: IDA Credit No. 75480-KH**

**Request for Expression of Interest  
Date: 10 April 2025**

**Procurement Title:** Consulting Services for Functional Review of NEA  
**Procurement No.:** MLVT-CS-24

1. The Royal Government of Cambodia has received financing from the World Bank toward the cost of the Skills for Better Jobs Project (SBJ) and intends to apply part of the proceeds for consulting services.
2. The consulting services (“the Services”) is to support all phases of sub-component C2.1 focuses on strengthening the Cambodia Labour Market Information System (LMIS) by developing a roadmap, supporting data collection and analysis, improving job matching, and modernizing LMIS tools and infrastructure. The Consultancy will have four primary tasks: 1) assessing the effectiveness the current functions 2) mapping existing NEA’s key functions; 3) identifying gaps and providing recommendations on the new operational model; and 4) coordinating and overseeing an assessment of the IT systems underlying the NEA's services that will be undertaken in a parallel consultancy. The Services will be contracted for a period of 36 months with the functional review taking place in the first 10 months, followed by periodic reviews and monitoring in years 2 and 3, subject to the timely completion of the tasks and the deliverables mentioned under the Term of Reference (ToR). For in depth understanding of the required services under this assignment, please referred to the ToR of this consultancy for your reference.
3. The SBJ Project is now invites eligible consulting firms’ “consultants” to conduct a Functional Review of the NEA to evaluate the performance of its core functions, effectiveness, and organizational structure to implement its core functions. The review aims to identify areas for improvement and provide actionable recommendations to enhance NEA’s service delivery and the use of technology throughout its operation. The shortlisting criteria are:
  - The consultancy firm should have at least 10 years of experience in conducting organizational reviews, business process mapping, and strategic planning, particularly in the public sector and employment services.
  - Proven track record in developing and implementing “as-is” and “to-be” operational models for public institutions or agencies, focusing on improving service delivery and client satisfaction.

- At least 5 completed projects involving the assessment of public employment services or similar institutions, focusing on service delivery improvements, operational efficiency, IT usage, and strategic realignment.
  - Experience in reviewing LMIS and their IT requirements, including job matching and counseling services is an advantage.
  - Demonstrated ability to benchmark services against international best practices and provide actionable recommendations for process improvements.
  - Experience in coordinating IT assessments related to service delivery systems and aligning IT solutions with business process needs; given that this consultancy will be guiding a parallel consultancy with an IT assessment.
  - Understanding of the local labour market dynamics and the challenges facing job seekers, employers, and training providers in the region.
4. Key Experts will not be evaluated at the shortlisting stage.
5. The detailed Terms of Reference (ToR) for the assignment can be found at the link: [https://drive.google.com/file/d/1w\\_jpx6zEr3wFhK61sxEq9rXsSqfnyMz-/view?usp=sharing](https://drive.google.com/file/d/1w_jpx6zEr3wFhK61sxEq9rXsSqfnyMz-/view?usp=sharing)

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" July 2016, latest revised September 2023 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.

Consultants may associate with other firms to enhance their qualifications, but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.

A consulting firm will be selected in accordance with the procedures of Consultants Qualification Selection (CQS) method set out in the World Bank's Procurement Regulations.

Further information can be obtained at the address below during office hours from 7:30AM to 17:30PM at Directorate General of Technical Vocational Education and Training (DGTJET) under Ministry of Labour and Vocational Training, Building 3, Russian Federation Blvd., Toek Laak I, Toul Kork, Phnom Penh, Cambodia, Tel: (855) 17 864 934, Email: [moeungjolita@gmail.com](mailto:moeungjolita@gmail.com)

Expressions of interest must be delivered in a written form to the address below (in person, or by e-mail) by **10 April 2025 at 17:00 Local time**.

To: Directorate General of Technical Vocational Education and Training (DGTJET) under Ministry of Labour and Vocational Training

Attn: **Mr. Thorng Samon**

Project Manager, SBJ

Deputy Director General of DGTJET

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