

**TWINNING CALL FOR PROPOSALS
issued by the European Commission**

1. Publication reference: 137-263

2. Programme and Financing source

Title of Twinning project: "Support to the Ministry of Taxes of the Republic of Azerbaijan in optimal use of resources and quality service to taxpayers " (Twinning ref. AZ/15/ENP/FI/39)

Title of Programme/Financing source: ENPI National Annual Action Programme 2012 for the Republic of Azerbaijan

3. Nature of activities, geographical area and project duration

(a) Nature of activities

The overall objective of this Twinning project is to increase efficiency of taxpayers-focused and in general citizen-focused service delivery by the Ministry of Taxes of the Republic of Azerbaijan.

The following Mandatory Results are to be achieved by the end of the project:

- MR 1 Continuous improvement programme covering the methodological approach, relevant tools, techniques and appropriate governance arrangements developed for streamlining taxpayer service processes
- MR 2 Pilot project is conducted in accordance with the adopted continuous improvement methodology and appropriate tools
- MR 3 Framework for managing taxpayer service demand developed to optimise resource allocation, meet taxpayers' expectations of good service delivery and reduce compliance costs
- MR 4 An integrated set of taxpayer service performance measures developed to consistently monitor measure, analyse and report on the effectiveness of all service channels (service centres, call centre, web, mobile, social media and other service channels), as well as to evaluate the usage of the service channels
- MR 5 Technical requirements prepared for developing data analytics support tools that will use the existing databases and information systems to monitor the direct effects of the service actions on the taxpayers' compliance behaviour

(b) Geographical area: Republic of Azerbaijan

Beneficiary institution: Ministry of Taxes of the Republic of Azerbaijan

(c) Maximum project duration: 27 months (+ 3 months for the start-up and closure of the project)

4. Overall amount available for this Call for Proposals Euro 1,300,000.

5. Eligibility: Who may apply

Only public administrations and mandated bodies of EU Member States may apply through EU Member State's National Contact Points. Please refer to section 3.3. "Public Administrations and Mandated Bodies" of the Twinning manual of the European Commission (Revision 2012) for further detail.

PROVISIONAL TIMETABLE

6. Provisional notification date of results of the award process

24 September 2015

AWARD CRITERIA

7. Award criteria

Selection and award criteria are mentioned in the evaluation grids annexed to the Twinning Manual 2012 – Update 2013-2014 and annexes (valid for projects circulated from 1st January 2013). See administrative compliance and eligibility grid (annex C6) and evaluation grid (annex C8): <http://ec.europa.eu/enlargement/tenders/twinning/>

APPLICATION FORMALITIES

8. Twinning proposal and details to be provided

Twinning proposals must be submitted to the EU Member States **National Contact Points for Twinning** following the instructions of the **Twinning Manual 2012 – Update 2013-2014 and annexes (valid for projects circulated from 1st January 2013)** which must be strictly observed (including the use of the template).

National Contact Points for Twinning will then select one Twinning proposal and submit it to the Contracting Authority within the deadline for applications.

For each application, **one copy** is sent by the e-mail of the National Contact Point.

9. Deadline for applications

Deadline for submission of Twinning proposals by the National Contact Points to the Contracting Authority, Delegation of the European Union to the Republic of Azerbaijan:

24 August 2015, 2 pm (Azerbaijan Standard Time – CET+3)

The deadline for submission of Twinning proposals by the EU Member State Public Administrations to the corresponding National Contact Point is decided by the latter.

Any application received by the Contracting Authority after this deadline will not be considered.

10. Detailed information

Detailed information on this Call for Proposals is contained in the Twinning manual and the specific project fiches, which are available at the European Union Member States **National Contact Points for Twinning**.

The dates envisaged for the evaluation committee meetings are: **17-18 September 2015** (to be finalised upon receipt of technical proposals). Location: *Baku, Azerbaijan*.
