



Government of Nepal
Ministry of Physical Infrastructure and Transport

Department of Roads

Planning and Design Branch

HIGHWAY MANAGEMENT INFORMATION SYSTEM -
INFORMATION AND COMMUNICATION TECHNOLOGY
(HMIS-ICT) UNIT

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Ref. No: 138

Date: 25th April, 2017

To
M/S YCO (Pvt.) Ltd, Manbawan, Lalitpur

Subject: RFP for Providing Support Services including Operation and Maintenance of Various Software Applications and ICT System of DoR; C.N.DORHMISICT/3370123/073/74/02

As per notice or invitations for EOI Published in Kathmandu Post English National daily dated on 13th Chaitra, 2073 for the purpose of short listing of consultants as qualified eligible and experienced firms for Consultancy Services for Providing Support Services including Operation and Maintenance of Various Software Applications and ICT System of DoR; C.N.DORHMISICT/3370123/073/74/02, We kindly inform you that EOI submitted by your firm have been selected for short listing as per clause 30 sub clause 5 of PPA 2063. The RFP can be obtained from the office during normal office hours or can be downloaded from the Department's website: www.dor.gov.np/notice on or before 17:00 hours of the 30th day from the first date of issuance of this letter. The RFP and other documents in sealed envelopes must be delivered to the DoR, HMIS-ICT Unit on or before 12:00 hours of the 30th day from the first date of issuance of this letter. Documents received after this deadline shall not be accepted. The RFP Opening day will be the next day at 13:00 pm after the submission of the RFP Document. In case the last date of submission of the RFP happens to be a public holiday, the next working day will be the last date for submission.

Thanking you,

With best regards
Yours Sincerely

Dinesh Aryal
Unit Chief
HMIS-ICT Unit



Government of Nepal
Ministry of Physical Infrastructure and Transport
Department of Roads
Planning and Design Branch
**Highway Management Information System-Information and
Communication Technology (HMIS-ICT) Unit**

REQUEST FOR PROPOSALS

CONSULTING SERVICES

FOR

PROVIDING SUPPORT SERVICES INCLUDING OPERATION AND MAINTENANCE OF VARIOUS SOFTWARE APPLICATION AND ICT SYSTEM OF DOR

(CN: DORHMISICT/3370123/073/74-002)


UNIT CHIEF
HMIS/ ICT UNIT

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2017

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Department of Roads
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**Highway Management Information System-Information and
Communication Technology (HMIS-ICT) Unit**

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MAINTENANCE OF VARIOUS SOFTWARE APPLICATION AND ICT
SYSTEM OF DoR**
(CN: DORHMISICT/3370123/073/74-002)

2017

Introduction and Instructions

1. This Standard Request for Proposals (SRFP) has been prepared by Public Procurement Monitoring Office for use by Government of Nepal (GoN) and its implementing agencies in the selection of Consultants for value of services between Rupees 0.15 Million to Rupees 30 million. The SRFP can be used with the different selection methods under quality- and cost-based selection (QCBS). The SRFP is prepared to use in Selection of National Consultant.
2. Before preparing an RFP, the user must be familiar with the procedures for appointment of Consultants described in Public Procurement Act and Regulations.
3. The SRFP may be used with two standard forms of contract:
 - Time-Based Assignment
 - Lump-Sum Assignment
4. A RFP normally includes a Letter of Invitation, Information to Consultants, Data Sheet, Forms to be used in the Technical and Financial Proposals, Terms of Reference and the Form of Contract. The standard Information to Consultants and the standard General Conditions in the Form of Contract should not be modified. Any special conditions relating to the assignment should be described in the Data Sheet or Special Conditions of Contract.
5. Invitation of Expression of interest (EOI) is necessary for preparing short list of consultants for Value of services more than Rs.1.00 Million. The RFP should be issued to only short listed consultants,
6. If any provision of this document is inconsistent with Public Procurement Act (PPA). 2063 or Public Procurement Regulations (PPR), 2064, the provision of this document shall be void to the extent of such inconsistency and the provision of PPA and PPR shall prevail.

Request for Proposals

C.N.DORHMISICT/3370123/073/74-002

Country: Nepal

Title of Consulting Services: Providing Support Services including operation and Maintenance of Various Software Application and ICT System Of DoR

Office Name: Government of Nepal
Ministry of Physical Infrastructure & Transport
Department of Roads
Planning & Design Branch
Highway Management Information System – Information
communication Technology (HMIS-ICT) Unit

Office Address: Babarmahal, Kathmandu

Financing Agency: GoN

Section 1. Letter of Invitation

Babarmahal, kathamndu, 24th April 2017

Dear

1. Government of Nepal (GoN) had allocated funds towards the cost of **Providing Support Services including Operation and Maintenance of Various Software Application and ICT System Of DoR** and intends to apply a portion of this grant to eligible payments under this Contract.
2. The GoN, *Department of Roads, Planning and Design Branch, HMIS-ICT unit* now invites proposals to provide the following consulting services: **Providing support services during FMIS training to account officers of DoR**. More details on the services are provided in the attached Terms of Reference.
3. The Request for Proposal (RFP) has been addressed to the following shortlisted consultants:
 - (i) M/S YCO (P) Ltd., Manbawan, lalitpur
4. A consultant will be selected under **Quality and Cost-Based Selection (QCBS)** and procedures described in this RFP.
5. The RFP includes the following documents:
 - Section 1 - Letter of Invitation
 - Section 2 - Information to Consultants
 - Section 3 - Technical Proposal - Standard Forms
 - Section 4 - Financial Proposal - Standard Forms
 - Section 5 - Terms of Reference
 - Section 6 - Standard Forms of Contract.
6. Please inform us, upon receipt:
 - (a) that you received the letter of invitation; and
 - (b) whether you will submit a proposal alone or in association.

Yours sincerely,

Unit Chief
HMIS- ICT Unit
Planning and Design Branch
Department of Roads

Section 2. Information to Consultants

1. Introduction

- 1.1 The Client named in the Data Sheet will select a consultant among those listed in the Letter of Invitation, in accordance with the method of selection specified in the Data Sheet.
- 1.2 The consultants are invited to submit a Technical Proposal and a Financial Proposal, for services as specified in the Data Sheet. The proposal will be the basis for contract negotiations and ultimately for a signed contract with the selected consultant.
- 1.3 The consultants must familiarize themselves with local conditions and take them into account in preparing their proposals. To obtain first hand information on the assignment and on the local conditions, consultants are encouraged to visit the Client before submitting a proposal and are advised to attend a pre-proposal conference if one is specified in the Data Sheet.
- 1.4 The Client will provide the inputs specified in the Data Sheet, assist the consultant in obtaining licences and permits needed to carry out the services, and make available relevant project data and reports.
- 1.5 Please note that (i) the costs of preparing the proposal and of negotiating the contract, including a visit to the Client, are not reimbursable as a direct cost of the assignment; and (ii) the Client is not bound to accept any of the proposals submitted.
- 1.6 GoN (or Donor Agency) policy requires that consultants provide professional, objective, and impartial advice and at all times hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests. Consultants shall not be hired for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of not being able to carry out the assignment in the best interest of the Client.
 - 1.7.1 Without limitation on the generality of this rule, consultants shall not be hired under the circumstances set forth below:
 - a. A consultant, which has been engaged by the Client to provide goods or works for a project, and any of their affiliates, shall be disqualified from providing consulting services for the same project. Conversely, consultants hired to provide consulting services for the preparation or implementation of a project, and any of their affiliates, shall be disqualified from subsequently providing goods or works or services related to the initial assignment (other than a continuation of the consultant's earlier consulting services) for the same project.
 - b. Consultants or any of their affiliates shall not be hired for any assignment which, by its nature, may be in conflict with another assignment of the consultants.
 - 1.7.2 Any previous or ongoing participation in relation to the assignment by the consultant, its professional staff or affiliates or associates under a contract with the GoN may result in rejection of the proposal.

Consultants should clarify their situation in that respect with the Client before preparing the proposal.

1.8 It is the GoN's policy to require its implementing agencies, as well as consultants under GoN (or Donor Agency) financed contracts, to observe the highest standard of ethics during the selection and execution of such contracts. In pursuance of this policy, the GoN:

- a. defines, for the purposes of this provision, the terms set forth below as follows:
 - i. "corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and
 - ii. "fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the Client, and includes collusive practices among consultants (prior to or after submission of proposals) designed to establish prices at artificial, non-competitive levels and to deprive the borrower of the benefits of free and open competition.
- b. will reject a proposal for award if it determines that the consultant recommended for award has engaged in corrupt or fraudulent activities in competing for the contract in question;
- c. will cancel the consultant's contract if it at any time determines that corrupt or fraudulent practices were engaged in by representatives of the consultant or the Client during the selection process or the execution of that contract;
- d. will debar a consultant for a stated period of time, to be awarded a contract if it at any time determines that the consultant has engaged in corrupt or fraudulent practices in competing for, or in executing, a contract; and
- e. will have the right to require that, a provision be included requiring consultants to permit the Client inspect their accounts and records relating to the performance of the contract and to have them audited by auditors appointed by the Client.

1.9 Consultants shall not be under a debarment for corrupt and fraudulent practices issued by GoN accordance with the above sub para. 1.8 (d).

1.10 Consultants shall be aware of the provisions on fraud and corruption stated in the Standard Contract under the clauses indicated in the Data Sheet.

2. Clarification and Amendment of RFP Documents

2.1 Consultants may request a clarification of any of the RFP documents up to the number of days indicated in the Data Sheet before the proposal submission date. Any request for clarification must be sent in writing by paper mail, cable, telex, facsimile, or electronic mail to the Client's address indicated in the Data Sheet. The Client will respond by cable, telex, facsimile, or electronic mail to such requests and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all invited consultants who intend to submit proposals.

2.2 At any time before the submission of proposals, the Client may, for

any reason, whether at its own initiative or in response to a clarification requested by an invited consultant, amend the RFP. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail, cable, telex, facsimile, or electronic mail to all invited consultants and will be binding on them. The Client may at its discretion extend the deadline for the submission of proposals.

3. Preparation of Proposal

Technical Proposal

3.1 Consultants are requested to submit a proposal Sub - Clause 1.2 written in the language(s) specified in the Data Sheet.

3.2 In preparing the Technical Proposal (TP), consultants are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.

3.3 While preparing the Technical Proposal, consultants must give particular attention to the following:

i. If a consultant considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other consultants or entities in a joint venture or sub-consultancy, as appropriate. Consultants may associate with the other consultants invited for this assignment only with approval of the Client as indicated in the Data Sheet. Consultants must obtain the approval of the Client to enter into a joint venture with consultants not invited for this assignment.

ii. For assignments on a staff-time basis, the estimated number of professional staff-months is given in the Data Sheet. The proposal shall, however, be based on the number of professional staff-months estimated by the consultant. For fixed-budget-based assignments, the available budget is given in the Data Sheet, and the Financial Proposal shall not exceed this budget.

iii. It is desirable that the majority of the key professional staff proposed be permanent employees of the consultant or have an extended and stable working relationship with it.

iv. Proposed professional staff must, at a minimum, have the experience indicated in the Data Sheet, preferably working under conditions similar to those prevailing in Nepal.

v. Alternative professional staff shall not be proposed, and only one curriculum vitae (CV) may be submitted for each position.

vi. Reports to be issued by the consultants as part of this assignment must be in the language(s) as specified in the Data Sheet.

3.4 The Technical Proposal shall provide the following information using the attached Standard Forms (Section 3):

i. A brief description of the consultant's organization and an outline of recent experience on assignments (Section 3B) of a similar nature. For each assignment, the outline should indicate, *inter alia*, the client, location and duration of the assignment, contract amount, and consultant's involvement.

ii. Any comments or suggestions on the Terms of Reference and

on the data, a list of services, and facilities to be provided by the Client (Section 3C).

- iii. A description of the methodology and work plan for performing the assignment (Section 3D).
- iv. The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member, and their timing (Section 3E).
- v. CVs recently signed by the proposed professional staff and the authorised representative submitting the proposal (Section 3F). Key information should include number of years working for the consultant/entity and degree of responsibility held in various assignments during the last ten (10) years.
- vi. Estimates of the total staff input (professional and support staff; staff time) needed to carry out the assignment, supported by bar chart diagrams showing the time proposed for each professional staff team member (Sections 3E and 3G).
- vii. A detailed description of the proposed methodology, staffing, and monitoring of training, if the Data Sheet specifies training as a major component of the assignment.
- viii. Any additional information requested in the Data Sheet.

3.5 The Technical Proposal shall not include any financial information.

Financial Proposal

3.6 In preparing the Financial Proposal (FP), consultants are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms (Section 4). It lists all costs associated with the assignment, including (a) remuneration for staff (, in the field and at headquarters), and (b) reimbursable expenses such as subsistence (per diem, housing), transportation (mobilization and demobilization), services and equipment (vehicles, office equipment, furniture, and supplies), office rent, insurance, printing of documents, communication (Telephone, Fax etc.) surveys, and training, if it is a major component of the assignment. If appropriate, these costs should be broken down by activity.

3.7 The Financial Proposal should include all duties, taxes and other levies , and other charges imposed under the applicable law payable by the Consultant under the Contract or for any other cause.

3.8 Consultants shall express the price of their services in Nepalese Rupees.

3.9 The Data Sheet indicates the required validity period of the proposals. During this period, the consultant is expected to keep available the professional staff proposed for the assignment. The Client will make its best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the proposals, the consultants who do not agree have the right not to extend the validity of their proposals.

4. Submission, Receipt, and Opening of

4.1 The original proposal (TP and FP) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the consultant itself. Any such corrections

Proposals

must be initialled by the persons or person who sign(s) the proposals.

- 4.2 An authorized representative of the Consultants shall initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Proposal.
- 4.3 For each proposal, the consultants shall prepare the number of copies indicated in the Data Sheet. Each Technical Proposal and Financial Proposal shall be marked "**ORIGINAL**" or "**COPY**" as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original governs.
- 4.4 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "**Technical Proposal**," and the original and all copies of the Financial Proposal in a sealed envelope clearly marked "**FINANCIAL PROPOSAL**" and warning: "**DO NOT OPEN WITH THE TECHNICAL PROPOSAL.**" Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Data Sheet and be clearly marked, "**DO NOT OPEN, EXCEPT IN PRESENCE OF THE EVALUATION COMMITTEE.**"
- 4.5 The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the Data Sheet. Any proposal received after the closing time for submission of proposals shall be returned unopened.
- 4.6 After the deadline for submission of proposals, the Technical Proposal shall be opened immediately by the evaluation committee. The Financial Proposal shall remain sealed and deposited with the Client's Procurement Unit until all submitted proposals are opened publicly.

5. Proposal Evaluation

General

- 5.1 From the time the bids are opened to the time the contract is awarded, if any consultant wishes to contact the Client on any matter related to its proposal, it should do so in writing at the address indicated in the Data Sheet. Any effort by the consultant to influence the Client in the Client's proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the consultant's proposal.
- 5.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation, is concluded.

Evaluation of Technical Proposals (QCBS,QBS,FBS, LCBS))

- 5.3 The evaluation committee, appointed by the Client as a whole, and each of its members individually, evaluates the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria and point system specified in the Data Sheet. The evaluation committee shall compute the score obtained by each proposal by taking the average of the scores given by each member to the particular proposal. Each responsive proposal will be given a technical score (St). A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.
- 5.4 In the case of Quality-Based Selection, the highest ranked consultant is

invited to negotiate its proposal and the contract on the basis of the Technical Proposal and the Financial Proposal submitted in accordance with the instructions given in para. 1.2 and the Data Sheet.

Public Opening and Evaluation of Financial Proposals (CBS Only)

5.5. The Financial Proposals shall be opened publicly in the presence of the consultants' representatives who choose to attend. The name of the consultant and the proposed prices shall be read aloud and recorded. The Client shall prepare minutes of the public opening.

Public Opening and Evaluation of Financial Proposals (QCBS, FBS, LCBS)

5.6 After the evaluation of quality is completed, the Client shall notify those consultants whose proposals did not meet the minimum qualifying mark or were considered non-responsive to the RFP and Terms of Reference, indicating that their Financial Proposals will be returned unopened after completing the selection process. The Client shall simultaneously notify the consultants that have secured the minimum qualifying mark, indicating the date and time set for opening the Financial Proposals. The opening date shall be 7 after the notification date. The notification may be sent by registered letter, cable, telex, facsimile, or electronic mail.

5.7 The Financial Proposals shall be opened publicly in the presence of the consultants' representatives who choose to attend. The name of the consultant, the technical scores, and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. The Client shall prepare minutes of the public opening.

5.8 The evaluation committee will determine whether the Financial Proposals are complete (i.e., whether they have costed all items of the corresponding Technical Proposals; if not, the Client will cost them and add their cost to the initial price), correct any computational errors.

5.9 In case of Fixed Budget Selection (FBS), the consultant's Financial Proposals with cost more than the specified fixed budget ceiling by the Client in Data Sheet shall be rejected.

5.10 In case of Least Cost Based Selection (LCBS), the consultant's proposal which has scored the minimum pass mark in the Technical proposal and is of the least cost in the financial proposal shall be invited for negotiation.

5.11 In case of QCBS and FBS with financial proposal within specified fixed budget ceiling, the lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; $T + P = 1$) indicated in the Data Sheet: $S = St \times T\% + Sf \times P\%$. The consultant achieving the highest combined technical and financial score will be invited for negotiations.

6. Negotiations

6.1 Negotiations will be held at the address indicated in the Data Sheet. The aim is to reach agreement on all points and sign a contract.

6.2 Negotiations will include a discussion of the Technical Proposal, the proposed methodology (work plan), staffing and any suggestions made by the consultant to improve the Terms of Reference. The

Client and consultant will then work out final Terms of Reference, staffing, and bar charts indicating activities, staff, periods in the field and in the home office, staff-months, logistics, and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the "Description of Services" and form part of the contract. Special attention will be paid to getting the most the consultant can offer within the available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the assignment.

- 6.3 Unless there are exceptional reasons, the financial negotiations will involve neither the remuneration rates for staff (no breakdown of fees) nor other proposed unit rates in the cases of QCBS methods. For QBS, the consultant should provide the information on remuneration rates described in the Appendix to this information.
- 6.4 Having selected the consultant on the basis of, among other things, an evaluation of proposed key professional staff, the Client expects to negotiate a contract on the basis of the experts named in the proposal. Before contract negotiations, the Client will require assurances that the experts will be actually available. The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or that such changes are critical to meet the objectives of the assignment. If substitution is considered then the proposed alternative candidate shall be evaluated as per the original criteria. The qualification and experience of the substitute candidate shall equal to or higher than the originally proposed candidate. If this is not the case and if it is established that key staff were offered in the proposal without confirming their availability, the consultant may be disqualified.
- 6.5 The negotiations will conclude with a review of the draft form of the contract. . If negotiations fail, the Client will invite the consultant whose proposal received the second highest score to negotiate a Contract.

7. Award of Contract

- 7.1 Pursuant to Sub-Clause 6.5, the consultant, with whom agreement is reached following negotiation, shall be selected for approval of his proposal and the Client shall notify it's intention to accept the proposal to the selected consultant and other short-listed consultants within 7 days of selection of the winning proposal.
- 7.2 Any consultant, who has submitted a proposal and is not satisfied with the procurement process or Client's decision provided as per Sub - Clause 7.1 and believes that the Client has committed an error or breach of duty which has or will result in loss to him then the consultant may give an application for review of the decision to the Client with reference to the error or breach of duty committed by the Client. The review application should be given within 7 days of receipt of information regarding the issue of letter by the Client notifying it's intention to accept the winning proposal pursuant to Sub Clause 7.1.
- 7.3 If the review application is not received by the Client pursuant to Sub-Clause 7.2 then the proposal of the Consultant, selected as per Sub-Clause 7.1 shall be accepted and the successful consultant shall be notified to come for signing the Agreement within 15 days.

- 7.4 If the Consultant fails to sign an agreement pursuant to Sub-Clause 7.3 then the Client will invite the consultant whose proposal received the next highest score to negotiate a contract.
- 7.5 If a review application is received by the Client pursuant to Clause 7.1 then the Client will clarify and respond within 5 days of receiving such application
- 7.6 If the applicant is not satisfied with the decision given by the procuring entity and/ or the decision is not given by the Procuring Entity Chief within 5 days then the applicant can file a complaint to the Review committee within 7 days.
- 7.7 The Client shall return the unopened Financial Proposals of those consultants who did not pass the technical evaluation.
- 7.8 The consultant is expected to commence the assignment on the date and at the location specified in the Data Sheet.

8. Confidentiality

- 8.1 Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the consultants who submitted the proposals or to other persons not officially concerned with the process, until the letter of intention to accept the proposal is not issued to the selected consultant pursuant to Sub- Clause 7.1.

9. Conduct of Consultants

- 9.1 The Consultant shall be responsible to fulfill his obligations as per the requirement of the Contract Agreement, RFP documents and GoN's Public Procurement Act and Regulations.
- 9.2 The consultant shall not carry out or cause to carryout the following acts with an intention to influence the implementation of the procurement process or the procurement agreement :
 - a. give or propose improper inducement directly or indirectly,
 - b. distortion or misrepresentation of facts
 - c. engaging or being involved in corrupt or fraudulent practice
 - d. interference in participation of other prospective bidders.
 - e. coercion or threatening directly or indirectly to impair or harm, any party or the property of the party involved in the procurement proceedings,
 - f. collusive practice among consultants before or after submission of proposals for distribution of works among consultants or fixing artificial/uncompetitive proposal price with an intention to deprive the Client the benefit of open competitive proposal price.
 - g. contacting the Client with an intention to influence the Client with regards to the proposals or interference of any kind in examination and evaluation of the proposals during the period after opening of proposals up to the notification of award of contract

10. Blacklisting Consultant

- 10.1 Without prejudice to any other rights of the Employer under this Contract , the Public Procurement Monitoring Office may blacklist a Consultant for his conduct up to three years on the following grounds and seriousness of the act committed by the consultant:
 - a) if it is proved that the bidder committed acts pursuant to the Information to Consultants clause 9.2,

- b) if the bidder fails to sign an agreement pursuant to Information to Consultants clause 7.3,
 - c) if it is proved later that the bidder/contractor has committed substantial defect in implementation of the contract or has not substantially fulfilled his obligations under the contract or the completed work is not of the specified quality as per the contract
 - d) if convicted by a court of law in a criminal offence which disqualifies the consultant from participating in the contract.
 - e) if it is proved that the contract agreement signed by the consultant was based on false or misrepresentation of consultant's qualification information,
 - f) other acts mentioned in the Data Sheet or SCC
- 10.2 A Consultant declared blacklisted and ineligible by the Non-Public procurement Office and or concerned Donor Agency in case of donor funded project shall be ineligible to bid for a contract during the period of time determined by the GON and or the concerned donor agency.

11. Insurance

11.1 The Consultant shall provide Professional Liability Insurance in the joint names of Consultant and Employer within the 30 days from agreement date to maintain continuous coverage of all risk in effect from the commencement of services to one (1) years beyond the termination or completion of services required by agreement.

11.2 The policy shall provide coverage for all services to be performed in connection with the agreement by the selected consultant. No contract shall relieve the consultant of the responsibility for providing Errors & Omissions or Professional Liability Coverage for all work performed by the consultant on the project.

11.3 Policies and certificates for insurance shall be delivered by the Consultant to the Project Director for approval before the start date. All such insurance shall provide for compensation to be payable in the proportions of Nepalese Rupees required to rectify Errors & Omissions incurred.

11.4 Alterations to the terms of insurance shall not be made without the approval of the Project Director.

11.5 Both parties shall comply with any conditions of the insurance policies

Information to Consultants

DATA SHEET

Clause Reference

1.1	The name of the Client is: Government of Nepal, Ministry of Physical Infrastructure and Transport, Department of Roads, Planning and Design Branch, HMIS/ICT Unit The method of selection is: Quality and Cost Based Selection (QCBS)
1.2	The name, objectives, and description of the assignment are: Name : Providing Support Services including Operation and Maintenance of Various Software Application and ICT System of DoR Objectives: Providing Support Services including Operation and Maintenance of Various Software Application like FMIS, CMS and others for smooth operation of the applications.
1.3	A pre-proposal conference will be held: No The name(s), address(es), and telephone numbers of the Client's official(s) are: Name: Dinesh Aryal Unit Chief, HMIS-ICT unit Address: Department of Roads, Planning and Design Branch, HMIS-ICT Unit Telephone No.: +977-01-4258154
1.4	The Client will provide the following inputs: As mentioned in Terms of Reference (ToR)
1.10	The clauses on fraud and corruption in the Contract are: 1.8
2.1	Clarifications may be requested 7 (seven) days before the submission date The address for requesting clarifications is: Department of Roads, Planning and Design Branch, HMIS- ICT Unit, Babar Mahal Kathmandu Facsimile: +977-01-4258154 Email: mis@dor.gov.np
3.1	Proposals should be submitted in the following language(s): English

3.3	(i) Short listed consultants/entity may associate with other short listed consultants: No (ii) The estimated number of professional staff-months required for the assignment is: as per in ToR (iii) Available Budget for Fixed Budget Assignment : NA (iv) The minimum required experience of proposed professional staff is: As indicated in the ToR (v) Reports that are part of the assignment must be written in the following language(s): English																														
3.4	(vii) Training is a specific component of this assignment: No (viii) Additional information in the Technical Proposal includes: Refer terms of Reference																														
3.9	Proposals must remain valid 90 days after the submission date.																														
4.3	Consultants must submit one original and 1 (one) additional copies of each proposal.																														
4.4	The proposal submission address: Same as in 2.1 Information on the outer envelope should also include: Contract ID, Name of Work, Name and Address of Consultant																														
4.5	Proposals must be submitted no later than: as per letter of invitation.																														
5.1	The address to send information to the Client is: same as 2.1																														
5.3	The number of points to be given under each of the evaluation criteria are: <table border="1"><thead><tr><th>S.N.</th><th>Particulars</th><th>Maximum points</th></tr></thead><tbody><tr><td>1</td><td>Relevant experience of the firm</td><td>20</td></tr><tr><td>2</td><td>Methodology of Service Delivery</td><td>30</td></tr><tr><td>3</td><td>Technology Transfer</td><td>5</td></tr><tr><td>4</td><td>Professional Key Personnels</td><td>45</td></tr><tr><td></td><td>Total</td><td>100</td></tr></tbody></table> Relevant Experience of the firm <table border="1"><thead><tr><th>S. N</th><th>Work Experience</th><th>As consultant</th></tr></thead><tbody><tr><td>1)</td><td>1)General Experience in development of Web based software application related projects within last Seven Years.</td><td>2.0 points for each job not exceeding 10 marks</td></tr><tr><td>2)</td><td>2) Experience in Providing Support Services including Operation and Maintenance of Web based Accounting Software or Web based Contract Management System in Government Offices.</td><td>2.5 points for each job not exceeding 10 marks</td></tr><tr><td>3)</td><td>3) Experience in Providing Support Services including Operation and Maintenance of Centralized Web based Software Applications developed using php and oracle in large organization having at least 15 (fifteen) Branches / Offices in each project.</td><td>2.5 points for each job not exceeding 10 marks</td></tr></tbody></table>	S.N.	Particulars	Maximum points	1	Relevant experience of the firm	20	2	Methodology of Service Delivery	30	3	Technology Transfer	5	4	Professional Key Personnels	45		Total	100	S. N	Work Experience	As consultant	1)	1)General Experience in development of Web based software application related projects within last Seven Years.	2.0 points for each job not exceeding 10 marks	2)	2) Experience in Providing Support Services including Operation and Maintenance of Web based Accounting Software or Web based Contract Management System in Government Offices.	2.5 points for each job not exceeding 10 marks	3)	3) Experience in Providing Support Services including Operation and Maintenance of Centralized Web based Software Applications developed using php and oracle in large organization having at least 15 (fifteen) Branches / Offices in each project.	2.5 points for each job not exceeding 10 marks
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Methodology of Service Delivery					
SN	Particulars	Evaluation Remarks	Total Marks	Marks	
Desk Study	Comments or suggestions on ToR and services	Not Significant	7.0	0.0	
		General Comments or Suggestion		2.1	
		Slightly Specific Comments or Suggestion		4.2	
		Significantly Specific Comments or Suggestion		7.0	
	Description and review of any relevant documents	Not Significant	5.0	0.0	
		General Review		1.5	
		Slightly Critical Review		3.0	
		Critical review		5.0	
	Proposed Methodology	Methodology for detailed step by step description of methods to be adopted for software maintenance	Not Significant	4.0	0.0
			General Methodology		1.2
			Clear Methodology without flow charts		2.4
			Clear Methodology with flow charts		4.0
Methodology to carry out the assignment substantially exceeds the requirements of scope of works indicated in ToR.		Not Significant	8.0	0.0	
		General Methodology		2.4	
		Clear Methodology without flow charts		4.8	
		Clear Methodology with flow charts		8.0	
Proposed Schedule	Work schedule with description for the providing support and maintenance in most innovative way.	Not Significant	3.0	0.0	
		Fairly justify the proposed methodology		0.9	
		Moderately Justify the proposed methodology		1.8	
		Relevant to proposed methodology		3.0	
	Manning schedule as per Work Schedule	Not Significant	3.0	0.0	
		Fairly justify the proposed Work Schedule		0.9	
		Moderately Justify the proposed Work Schedule		1.8	
		Relevant to proposed Work Schedule		3.0	
Total Marks			30.0		
Technology Transfer					
Particulars		Evaluation Remarks	Marks	Marks	

The idea of sharing know-how of the works highlights on dissemination of knowledge and training proposed by the consultant.	Not Significant	5.0	0.0
	General		1.5
	Moderate with standard method of description		3.0
	Significant description with charts		5.0
	Total marks		5.0

Professional Key Personnels

4.1 Marks for Key Personnel:- **Maximum 10 Marks**

Professional Key Personnel	Maximum Marks for year of experience	Minimum experience after Bachelor Degree	Education required	Marks for each year
Team Leader (Senior Programmer)	3.2	6	Minimum Master Degree in Engineering in Computer or IT or Electronics or Equivalent	0.40 marks each year
IT Expert Engineer (Developer/Software Programmer)	2	4	Minimum Bachelor Degree in Engineering in Computer or IT or Electronics or Equivalent	0.4 marks each year
IT Expert Engineer (Database Engineer)	2	4	Minimum Bachelor Degree in Engineering in Computer or IT or Electronics or Equivalent	0.4 marks each year
IT Expert Engineer (Software Debugger)	2	4	Minimum Bachelor Degree in Engineering in Computer or IT or Electronics or Equivalent	0.4 marks each year
IT Technician (Software Support Engineer)	0.8	2	Minimum Bachelor Degree in Engineering in Computer or IT or Electronics or Equivalent	0.4 marks each year
Total Marks=	10			

4.2 Marks for CV of Key Personnel:- **Maximum 35 Marks**

Professional Key Personnel	Maximum Marks	Minimum experience after Bachelor Degree	Education required	Marks for Specific Job Experience
Team Leader (Senior Programmer)	12	6	Minimum Master Degree in Engineering in Computer or IT or Electronics or Equivalent	3.0 marks for each job
IT Expert Engineer (Developer/Software Programmer)	6	4	Minimum Bachelor Degree in Engineering in Computer or IT or Electronics or Equivalent	2.0 marks for each job
IT Expert Engineer (Database Engineer)	6	4	Minimum Bachelor Degree in Engineering in Computer or IT or Electronics or Equivalent	2.0 marks for each job
IT Expert Engineer (Software Debugger)	6	4	Minimum Bachelor Degree in Engineering in Computer or IT or Electronics or Equivalent	2.0 marks for each job
IT Technician (Software Support Engineer)	5	2	Minimum Bachelor Degree in Engineering in Computer or IT or Electronics or Equivalent	2.5 marks for each job
Total Marks=	35			
Total points 100				
2. EVALUATION OF FINANCIAL PROPOSALS				
The financial proposal of any firm shall be evaluated based on the amount quoted by the firm for the execution of the Feasibility study works. The score for the financial proposal of a firm shall be determined using the following formula. $F = (\text{Alowest}/A) \times 100$ Where, F -score for the financial proposal of the firm, whose financial proposal is being evaluated Alowest -lowest of the financial proposal amounts quoted by the firms, which have been selected after evaluation of their technical proposals A -amount quoted by the firm, whose financial proposal is being evaluated				
3. OVERALL EVALUATION OF PROPOSALS				

	After the evaluation of the technical and financial proposals of the firms the overall score obtained by any firm is calculated by assigning a weightage of 85% to the score obtained in technical proposal and 15% to the score obtained in the financial proposal. The overall score is calculated by the following formula: Overall score = $0.85 \times T + 0.15 \times F$ Where, T -score for the technical proposal of the firm, whose proposal is being evaluated F - score for the financial proposal of the firm, whose proposal is being evaluated Note 1:-The firm and/or JV shall have to submit Notary Public attested Experience Certificates. No marks shall be given for the experience of the firm if the certificate of completion is not attached. If the firm has completed more than one job in a single package each job shall be considered. Note 2: The services for Govt of Nepal (GoN) organizations (Fully or Semi/Partially Owned) shall only be evaluated as firm/JV experiences for the Proposal. The Specific experiences as JV partners shall be provided full marks and any experience by firm as "In association with" shall not get any marks. Note 3: Any sublated Service for Govt of Nepal (GoN) organizations (Fully or Semi/Partially Owned) by a firm or JV from another private firm/JV shall not be evaluated as firm/JV experience for the Proposal. Note 4: Any service experience older than 7 year (counted from the last date of submission of EOI) shall not be evaluated as firm/JV experience for the Proposal Note 5: CV of each professional key professionals shall be submitted with signature of professional and authorized representative of the firm/JV. Note 6: Proposed professional key personnel shall not be repeated by the same firm/JV and/or another firm/JV. In case of repetition of professional key personnel, the Unit shall ask via email the person for physical presence within three days to declare him/herself the firm/JV to whom he/she shall want to be associated. Note 7: CV of personnels shall clearly mention him/her e-mail address and mobile no. Note 8: The firm/JV shall have to submit the NEC registration certificate for engineer professionals (except Economist/Sociologist and Enviornmentalists) Note 9: The firm/JV shall also have to submit the any certificate as evidence of his/her education(degree, including bachelor and master) as required above with Notarized Academic certificate of manpower resources. Note 10 :Anything not mentioned in the above paragraphs shall be as per the Public Procurement Act-2063 and Public Procurement Regulation-2064. Note 11: If the CV of proposed personnel found in 'work in hand' of any firm and sechedule of work of such personnel overlaps, the CV shall be rejected. The firm/jv needs to score minimum of 70 % marks in aggregate to pass in the technical proposal.
5.8	The fixed Budget Ceiling for the assignment is : [N/A]
5.10	The formula for determining the financial scores is the following: $S_f = 100 \times F_m / F$ where S_f is the financial score, F_m is the lowest price and F the price of the proposal under consideration The weights given to the technical and Financial Proposals are: T (Technical Proposal) = 0.85 and P (Financial Proposal) = 0.15
6.1	The address for negotiations is: same as in 2.1

7.6	The assignment is expected to commence on or before 7 days from the date of signing of the contract.
11	The minimum insurance coverage shall be : The Professional Liability Insurance for minimum cover for consulting services required by agreement is : [100%] of the contract Amount



 UNIT CHIEF-
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[[Nepal]
[Project Name: Loan #]
[Title of Consulting Services]
STANDARD REQUEST FOR PROPOSALS
RFP #
INFORMATION TO CONSULTANTS
BREAKDOWN OF AGREED FIXED RATES¹

(Not Applicable)

Consultants		1	2	3	4	5	6	7
Name	Position	Basic Rate ²	Social Charge (__% of 1)	Overhead (__% of 1)	Subtotal	Fee (__% of 4)	Away from Headquarters Allowance (__% of 1)	Total Agreed Fixed Rate
Field Assignment								
Home Office								

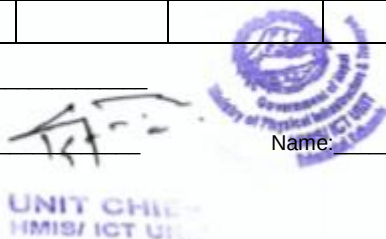
Signature of Consultant: _____

Date: _____

Authorized Representative: _____

Name: _____

Title: _____



Section 3. Technical Proposal - Standard Forms

- 3A. Technical Proposal submission form.
- 3B. Consultant's references.
- 3C. Comments and suggestions of consultants on the Terms of Reference and on data, services, and facilities to be provided by the Client.
- 3D. Description of the methodology and work plan for performing the assignment.
- 3E. Team composition and task assignments.
- 3F. Format of curriculum vitae (CV) for proposed professional staff.
- 3G. Time schedule for professional personnel.
- 3H. Activity (work) schedule.



3A. TECHNICAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: Department of Roads,
Planning and Design Branch,
HMIS-ICT Unit

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for [Title of consulting services] in accordance with your Request for Proposal dated [Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

If negotiations are held during the period of validity of the Proposal, i.e., before [Date] we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Name of Consultant:
Address:



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3B. CONSULTANT'S REFERENCES

Relevant Services Carried Out in the Last Five Years That Best Illustrate Qualifications

Using the format below, provide information on each assignment for which your Consultant/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Assignment Name:		Country:
Location within Country:		Professional Staff Provided by Your Consultant/Entity(profiles):
Name of Client:		No.of Staff:
Address:		No.of Staff-Months; Duration of Assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services NRs
Name of Associated Consultants, If Any:		No.of Months of Professional Staff Provided by Associated Consultants:
Name of Senior Staff, Designation (Project Director/Coordinator, Team Leader etc.) Involved and Functions Performed:		
Narrative Description of Project: :(Actual assignment, nature of activities performed and location)		
Description of Actual Services Provided by Your Staff:		

Consultant's Name: _____

3C. COMMENTS AND SUGGESTIONS OF CONSULTANTS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES, AND FACILITIES TO BE PROVIDED BY THE CLIENT

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

On the data, services, and facilities to be provided by the Client:

- 1.
- 2.
- 3.
- 4.
- 5.



3D. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT



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3E. TEAM COMPOSITION AND TASK ASSIGNMENTS

1. Technical/Managerial Staff		
Name	Position	Task

2. Support Staff		
Name	Position	Task



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3F. FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

Proposed Position: _____

Name of Consultant: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____

Years with Consultant/Entity: _____ Nationality: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Key Qualifications:

[Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page.]

Education:

[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.]

Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.]

Languages:

[For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.]

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

[Signature of staff member and authorized representative of the consultant]

Date: _____
Day/Month/Year

Full name of staff member: _____

Full name of authorized representative: _____

3G. TIME SCHEDULE FOR PROFESSIONAL PERSONNEL

			Months (in the Form of a Bar Chart)												
Name	Position	Reports Due/Activities	1	2	3	4	5	6	7	8	9	10	11	12	Number of Months
															Subtotal (1)
															Subtotal (2)
															Subtotal (3)
															Subtotal (4)

Full-time: _____
 Reports Due: _____
 Activities Duration: _____

Part-time: _____

Signature: _____
 (Authorized representative)

Full Name: _____

Title: _____

Address: _____

3H. ACTIVITY (WORK) SCHEDULE

A. Field Investigation and Study Items

	<i>[1st, 2nd, etc. are months from the start of assignment.]</i>												
	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	
Activity (Work)													

B. Completion and Submission of Reports

Reports	Date
Final Report	

Section 4. Financial Proposal - Standard Forms

- 4A. Financial Proposal submission form.
- 4B. Summary of costs.
- 4C. Breakdown of price per activity.
- 4D. Breakdown of remuneration per activity.
- 4E. Reimbursables per activity.
- 4F. Miscellaneous expenses.



4A. FINANCIAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: Department of Roads,
Planning and Design Branch,
HMIS-ICT Unit

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for [Title of consulting services] in accordance with your Request for Proposal dated [Date] and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of [Amount in words and figures]. This amount is inclusive of the local taxes except Value Added Tax(VAT), which we have estimated at [Amount(s) in words and figures].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,



UNIT CHIEF
HMIS/ ICT UNIT

Authorized Signature:

Name and Title of Signatory:

Name of Consultant:

Address:

4B. SUMMARY OF COSTS

Costs	Amount(s)
Subtotal	
Total without VAT	
Value Added Tax	
Total Amount of Financial Proposal	


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4C. BREAKDOWN OF PRICE PER ACTIVITY (NA)

Activity No.: _____	Description: _____
Price Component	Amount(s)
Remuneration	
Reimbursables	
Miscellaneous Expenses	
Subtotal	_____


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4D. BREAKDOWN OF REMUNERATION PER ACTIVITY (NA)

Activity No. _____			Name: _____	
Names	Position	Input	Remuneration Rate (Rs.)	Amount
Regular staff				
Local staff				
Consultants				
Grand Total				_____


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4E. REIMBURSABLE PER ACTIVITY (NA)

Activity No: _____

Name: _____

No.	Description	Unit	Quantity	Unit Price In Rs.	Total Amount In Rs.
1.	Air flights _____	Trip			
2.	Miscellaneous travel expenses	Trip			
3.	Subsistence allowance	Day			
4.	Local transportation costs ³				
5.	Office rent/accommodation/ clerical assistance				
	Grand Total				_____


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³ Local transportation costs are not included if local transportation is being made available by the Client. Similarly, in the project site, office rent/accommodations/clerical assistance costs are not to be included if being made available by the Client.

4F. MISCELLANEOUS EXPENSES (NA)

Activity No. _____

Activity Name: _____

No.	Description	Unit	Quantity	Unit Rate	Total Amount
1	Communication cost between _____ and _____ (telephone, telegram, telex, email)				
2	Drafting, reproduction of reports				
3	Equipment: vehicles, computers, etc.				
4	Software				
	Grand Total				


UNIT CHIEF
HMIS/ ICT UNIT

Government of Nepal
Ministry of Physical Infrastructure and Transport
 Department of Roads
 Planning and Design Branch
HMIS-ICT Unit

BILL OF QUANTITY

Name of Assignment: Providing Support Services including Operation and Maintenance of Various Software Applications and ICT System of DoR

Contract No. -DORHMISICT/3370123/073/74/002

FY:-073/74

S.No.	Name of Work	Unit	Quantity	Rate (Rs)	Amount (Rs)	Remarks
1	Providing support services including operation and maintenance of Financial Management and Information System (FMIS) and Contract Monitoring System (CMS) in DoR					
1.1	Manpower					
1.1 a	Team Leader/Supervisor	md	24			
1.1b	IT Engineer I (Developer / software Programmer)	md	24			
1.1c	IT Engineer II (Software Debugger)	md	48			
1.1d	IT Engineer III (Database Engineer))	md	313			
1.1 e	IT Technician (Support)	md	313			
2	Miscellaneous (report, stationary e.t.c)	LS	-			
subtotal 1						
FY: 074/75						
1	Providing support services including operation and maintenance of Financial Management and Information System (FMIS) and Contract Monitoring System (CMS) in DoR					
1.1	Manpower					
1.1 a	Team Leader/Supervisor	md	24			
1.1b	IT Engineer I (Developer / software Programmer)	md	24			
1.1c	IT Engineer II (Software Debugger)	md	48			
1.1d	IT Engineer III (Database Engineer))	md	313			
1.1 e	IT Technician (Support)	md	313			
2	Miscellaneous (report, stationary e.t.c)	LS	-			
subtotal 2						
Sub Total(1+2)						
VAT @ 13%						
Grand Total						

In words:.....

Seal of the firm:.....

Signature :

Section 5. Terms of Reference

Terms of Reference and Scope of Services for Providing Support Services Including Operation and Maintenance of Various Software Applications and ICT System of DoR

1.0 Introduction

The Department of Roads (DoR) has been using E-Procurement System after it was trialed in early 2008 using selected World Bank(WB) funded national Competitive Bidding contracts in the Road sector Development Project (RSDP). To date DoR is only using the functionality and technology of the system up to the bid submission stage. The system is being used in the DoR head office in Kathmandu and All the Divisional Road Offices, and Projects. Currently DoR Organization is composed of 5 Branch(s), 5 Regional Directorates (RD), 34 Division Road Offices (DROs) and Projects.

DoR has also developed various software applications for the efficient management of the different operations under DoR. The different Software applications are financial management Information System (FMIS), Contract Monitoring System (CMS) , Employee Personal Information system (PIS), Spare parts Inventory, Online Beruju and Grievance Redress Management System (GRMS).

FMIS application is used to perform all works related to finance and account and was online from FY 070/71. From FY 070/71, DoR has also implemented Contract Monitoring System (CMS) to keep track of procurement plan, contract, agreement and other contract details of the project undertaken by the DoR concerned offices.

DoR has designed and implemented Financial Information Management Software (FMIS) and Contract Monitoring System (CMS) applications for the efficient and effective management of the organization. Currently these software has been implemented in about 200 offices where FMIS has been running and implementing successfully.

2.0 Objectives

The objective of this assignment are:

- i) To solicit providing Support services for continuous and smooth running and operation of FMIS and CMS applications of DoR.
- ii) To support and maintain the application in Data center (DC) site located at Ministry of Physical Infrastructure and Transport, Singhadurbar and Data Recovery (Site) located at NITC (National Integrated Data Center), Singhadurbar.
- iii) To provide continuous support and maintenance at all offices under DoR.

3.0 DoR ICT Applications and Corresponding Databases

At Present DoR has centralized web based applications and systems for all FMIS and CMS applications under DoR. The applications under DoR with the databases are as follows:

S.N	Name of the Software Application	Purpose	Programming language used for application and database
1	Financial Management Information System (FMIS)	To maintain record of the finance and account of DoR	PHP, Oracle 10g
2	Contract Monitoring Management System (CMS)	To maintain record of all the contract of DoR	PHP, Oracle 10g

The list of the RDBMS used for the software applications are as follows:

- 1) Mysql
- 2) Oracle 10g

4.0 Scope of Work

- a. The Service Provider shall be responsible for creating and managing user accounts in terms of Budget Headings / sub headings, projects so that whenever a new user is required this new user can log into the system and work in FMIS, CMS, Spare parts Inventory System, Beruju System, GRMS System, Website.
- b. The Service Provider shall make minor modification in the software coding as per the need of the Clients so as to prepare the required report.
- c. The Service Provider shall provide the upgraded source code with necessary modifications made during maintenance of software as and when required by the client.
- d. The Service Provider shall provide the training to the officials of HMIS-ICT unit as per need and asked by the HMIS-ICT unit.
- e. The Service Provider shall be responsible for basic data entry as needed by the client.
- f. The Service Provider shall prompt response the client to debug any problems raised in the application within an hour.
- g. The Service Provider shall deploy support personnel as per required in DoR's server setup location or any other location as per required for the support. The support personnel should be available within an hour to the office if required.
- h. The Service Provider shall deploy one full time support staff to DoR who can debug the software problem conveniently. The minimum qualification of the staff shall be of bachelor level.**
- i. The Service Provider shall be responsible for full-fledged support in managing the FMIS, CMS, GRMS and Spare Parts Inventory and other small applications for a period of 24 months.
- j. The Service Provider shall assist and support to HMIS-ICT unit in the operation and maintenance of the software that will be in use in Department for smooth operation of different day to day activities.

- k. The Service Provider shall provide the details of the work flow of source code, database and the software applications.
- l. The Service Provider shall provide installation, maintenance and operation support of the various software application with databases.
- m. The Service Provider shall provide services for the availability and smooth running of various software applications in all offices under DoR.
- n. The Service Provider shall make the necessary changes to the databases to incorporate the possible future changes made by the government in related acts, rules.
- o. The Service Provider shall design and implement both application and database level security for all the application under DoR.
- p. The Service Provider shall monitor all the software applications and their related databases, data integrity and data discipline and trace our data discrepancies, abnormal data, their cause etc. and report to the Unit Chief of the HMIS-ICT Unit.
- q. The Service Provider, within the same budget, shall be responsible for the installation and maintenance of additional applications and databases under DoR during the contract Period.
- r. The Service Provider, in necessary, shall make emergency visit to the offices under DoR for the solutions of the problems.
- s. The Service Provider shall be responsible for the maintenance of various software applications and related database in Data Center (DC) site and Data Recovery (DR) Site.
- t. The Service Provider shall be responsible for the design, Development and implementation of various software application and related database replication mechanism between Data Center (DC) site and Data Recovery (DR) Site.
- u. The Service Provider shall set the stand-by database to service, rectify problem by maintaining the database in operation and set the database to operation during the crash of live system.
- v. The Service Provider shall set DR database operational at the time of disaster in DC and resume databases in DC after rectification of problem.
- w. The Service Provider shall be responsible for installation and administration of the various software applications and related database and storage Area Network (SAN) management.
- x. The Service Provider shall maintain the log of the system access and shall provide the log report of the system access as per requirement by DoR.
- y. The Service Provider shall maintain and manage the eprocurement offline data backup and retrieve as per requirement by DoR.

***Note:**

The following modification shall be considered as major modifications:

- Any modification required for complete overhaul of existing software.
- If any modification requires creation/integration of new module into existing software.

5.0 Responsibilities of CLIENT:

The responsibilities of CLIENT will be as follows:

- CLIENT shall make payment to SERVICE PROVIDER as per payment schedule probably on monthly basis. The deduction on the payment will be

made upon the delay of the responses are made on ratio basis. The consultancy firm is fully responsible for all taxes imposed by the relevant laws of GoN.

- CLIENT shall be responsible for any administrative and managerial help required for the SERVICE PROVIDER.
- CLIENT shall provide access to servers as per required to SERVICE PROVIDER.
- CLIENT shall provide office space to the SERVICE Provider's deployed staff to DoR.

6.0 Confidentiality

The Service Provider firm shall not disclose the information collected in this assignment during the term of this assignment and thereafter to anyone who is not authorized by DoR to access the same information. The Service Provider shall envisages the use of the software with proper authentication system. The consultant shall assist in creation and operation of the authentication system for the software.

7.0 Obligations of the Contracting Agent

- Meet all costs as per contract.
- Ensure the Service Provider's compliance with the delivery schedule and other provisions of the contract.
- Provide technical and quality control support in software problems.
- Provide comments and feedback on deliverables.

8.0 Reporting Requirement and Performance Requirement

S.N.	Activities	Reports & Deliveries
1	The Service Provider shall provide the detail design of the software running under DoR. The detail design includes the flow chart of the source code, Database design (Data Flow Diagram (DFD) including possible all level that describes the data design and Entity Relationship Diagram (ERD)).	3 (Three) copies of Inception Reports and Formats including soft copies by end of 1 st Month 3 (Three) copies of System Analysis Report by end of 2 nd month. 3 (Three) copies of System Analysis draft and final report by end of current month.
2	The Service provider shall provide the clients, the details of the work activities performed monthly. The Service Provider shall provide the detail manual of the work activities describing the process he/she follows for the solution applied.	3 (Three) copies interim report of monthly reports by starting of each month. 3 (Three) copies draft and final report of monthly reports by starting of each month.
3	The Service Provider shall perform the monthly presentation regarding the status, achievements, work progress, remaining works, solutions.	The presentation must be scheduled on the last Friday of the Nepali Month Calendar.
4	The Service Provider shall submit the daily attendance sheet and the daily log report describing the work activities performed	The report must be submitted monthly for payment.

9.0 Consulting Services and Staffing Inputs

- a) The Consulting firm shall have experience in the field of similar software development. Further the consultant should also have experience in development of procedural guidelines, manuals and providing training for use of the software, data collection and processing the data.
- b) The total minimum estimated key staff inputs is 51.5 person-months as detailed below in the table for key personnel .It is expected that the consultants will propose their required person-months to carry out the task as per the Terms of Reference. The consultant should include in their proposal the cost of all facilities and services required by them for the execution of their services including vehicles, miscellaneous transportation, offices, equipment and accommodation etc.

The breakdown of estimated staff input is given below.

S.N	Key Personnel	Inputs for the Assignment excluding Supervision, Maintenance and Support Total Person Month (PM) For 1 st Year	Inputs for the Assignment excluding Supervision, Maintenance and Support Total Person Month (PM) For 2 nd Year
1	<i>Software Support and Maintenance</i>		
1.1	Team Leader/ Senior Programmer	1 PM	1 PM
1.2	Web System Programmer -1	1 PM	1 PM
1.3	Database Programmer -1	12 PM	12 PM
1.4	Software Debugger -1	2 PM	2 PM
1.5	IT Technician-1	12 PM	12 PM
	Total	28 PM	28 PM

10.0 Qualification and Responsibilities of Consultant's Key Personnel

The qualification and job responsibilities of consultant's key personnel will include, but not necessarily be limited to the following:

1.	Team Leader/Senior Programmer	
	i. Educational Qualification	
	Minimum	Masters Degree in Engineering in Computer or IT or Software or equivalent in related field
	ii. Specific Experience	
	Experience in Related Field	Minimum 6 (Six) years and preferably 10 (Ten) years in database programming with web interface using PHP and oracle (more preferable) PostgreSQL, MySQL or MsSQL.
	Experience in the Proposed Field of Expertise	Completed at least 3(three) projects related to internet based Financial Management Application, Contract management Application, Management information system as senior programmer or Senior Manager.
	iii. Job Description	 - Supervise and coordinate the activities of the team members. - Review running FMIS and CMS systems in DoR and prepare system analysis report. - Liaison with client and report progress on the work. - Supervise the software development (if necessary) and software maintenance and support works. - Prepare operating manual and software architecture document. - Prepare draft & final reports and make presentation to client

2. Database Programmers-1 Nos.		
	i. Educational Qualification	
	Minimum	Bachelor Degree in Engineering in Computer or IT or Software or equivalent in related field
	ii. Specific Experience	
	Experience in Related Field	Minimum 4(Four) years and preferably Five years in database programming with web interface using PHP and Oracle (more preferable), PostgreSQL, MySQL or MsSQL.
	Experience in the Proposed Field of Expertise	Completed at least 2(two) projects related to internet based database system (oracle (more preferred) , Postgresql, MySQL, MsSQL) as programmer.
	iii. Job Description	- Review running FMIS and CMS system database. - Design database structures of data of running Database system . - Prepare program and modules for web services for database interface. - Prepare detailed documentation for the database system. - Assist team leader in preparation of various documents.

3. Web System Programmer – 1 Nos		
	i. Educational Qualification	
	Minimum	Bachelor Degree in Engineering in Computer or IT or Software or equivalent in related field
	ii. Specific Experience	
	Experience in Related Field	Minimum 4 (Four) years in web based programming using PHP, Java script, AJAX, CSS.
	Experience in the Proposed Field of Expertise	Completed at least 2 (two) projects related to internet based software application system and client interface using javascript and PHP as a programmer.
	iii. Job Description	- Review running FMIS and CMS system database. - Design and program required minor changes if required and requested by the dor officials. - Prepare detailed documentation for the web based system. - Assist team leader in preparation of various documents.

4. Software Debugger – 1 Nos		
	i. Educational Qualification	
	Minimum	Graduate in software engineering/computer science or equivalent related field

	ii. Specific Experience	
	Experience in Related Field	Minimum 4 (Four) years and preferably Five years in software testing and quality assurance of the online web based applications built using scripting languages.
	Experience in the Proposed Field of Expertise	Completed at least 2 (two) projects (Preferably Five projects) related to online web based applications system built using javascript and PHP as a debugger.
	iii. Job Description	- Review running FMIS and CMS system database. - Debug programs by testing for and fixing errors. sign and program required minor changes if required and requested by the dor officials. - Prepare detailed documentation for the software testing and ensure quality assurance. - Assist team leader in preparation of various documents.

5. IT Technician – 1 Nos		
	i. Educational Qualification	
	Minimum	Bachelor Degree in Engineering in Computer or IT or Software or equivalent in related field.
	ii. Specific Experience	
	Experience in Related Field	Minimum One years and preferably Two years in web based programming using PHP, Java script, AJAX, CSS.
	Experience in the Proposed Field of Expertise	Completed at least one projects (Preferably three projects) related to internet based software application system and client interface using javascript and PHP.
	iii. Job Description	- Provide technical assistance and first level support to the Offices under DoR. - Must be deployed in DoR within office hours as full time staff. - Must stay Solve and fix the problem immediately at the first level support. - Prepare detailed documentation of daily carried tasks. - Shall assist and support to HMIS-ICT unit in the operation and maintenance of the software that will be in use in Department for smooth operation of different day to day activities. - Assist team leader in preparation of various documents.

11.0 Duration:

The duration of service shall be from, and shall provide the service for 2 years (Twenty four Months) and is extendable as per the requirements of the DoR on mutual understanding. The SERVICE PROVIDER shall provide the Services within one week from award of the contract and continue till the end of or any other period as may be subsequently agreed by the parties in writing. The Client shall believe high level of service from the Service Provider regarding the smooth operation of various software application of DoR. The client in its sole discretion may terminate any or all of the services mentioned in the contract by not less than fourteen (14) days written notice of termination at any time, without giving any reason if found service unsatisfactory to the SERVICE PROVIDER .

12.0 Mode of Payment and Deliverables

The mode of the payment for job will be as follows:
The Payment shall be made monthly to the Service Provider on the basis of submission of the monthly report (must include attendance of the IT technician). The details of the modes of the payment is and after the Service Provider has reported their findings and suggestions to HMIS-ICT Unit, Department of Roads.



UNIT CHIEF
HMIS/ ICT UNIT

Section 6. Standard Form of Contract

The consultant may refer to Standard form of Contract [*Standard Form of Contract value between 0.15 million and 30.00 Million-Lump Sum*] available at Website of Public Procurement Monitoring Office (PPMO) [www.ppmo.gov.np/request_of_proposals]

