

Government of Nepal
Ministry of Physical Infrastructure and Transport
Department of Roads
Plannign and Design Branch
HMIS-ICT Unit
Babarmahal, kathmandu

Providing Support Services Including Operation and Maintenance of Various Software Applications and ICT System of DOR

FY:- 073-74

ELIGIBILITY AND QUALIFING CRITERIA

Eligibility Criteria:

S.N.	Eligibility Criteria	Compliance	Status
1	Corporate Registration	Yes/No	Pass/Fail
2	Tax Clearance for upto last fiscal year	Yes/No	Pass/Fail
3	VAT/PAN Registration	Yes/No	Pass/Fail
4	Year of Standing min. 7 year (At least one firm in case of JV)	Yes/No	Pass/Fail
5	JV Agreement in case of Firms in JV	Yes/No	Pass/Fail
6	Adherence to code of Ethics and Anti Corruption Policy	Yes/No	Pass/Fail

Note 1 : Consulting Firms can form a Joint Venture (JV). The EOI of Short List must clearly mention the name of the leading firm with financial liabilities.

Note 2: Maximum no of JV Firms : Three

Note 3: The firm/jv shall have to submit separate sealed EOI for each package.

Note 4: The same firm shall not be allowed to submit EoI individually and in JV for same package. ("Example 1: EOI for Firm A and Firm A JV Firm B" - Not Allowed) ("Example 2: EOI for Firm A JV with Firm B and Firm B JV with Firm C" - Not Allowed)

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Details of Qualifying Criteria

Description of Criteria	Marks out of 100	Minimum Marks to be obtained under each criteria
A) Firm's Capacity	50	30
1) Financial Capacity of Firm	10	6
2) Resource of Firm	40	24
(a) Resource Personnel	35	
(b) Office Equipment and Facility	5	
B) Experience of Firm	50	30
1) General Experience of the Firm	10	
2) Specific Experience of the Firm	40	

A) Financial Capacity of Firm		<i>Maximum 50 Marks</i>
1) Financial Capacity of Firm		<i>Maximum 10 Marks</i>
Average Annual Turnover of best 3 year of last Seven fiscal year	Marks	A= Estimated Amount excluding VAT and Contingency
<NRs. 0.1A	1	
>NRs. 1.5A	10	
For Value in between, points will be awarded in prorata basis.		

Note 6: In case of JV business, the firm and/or JV shall have to submit Notary Public attested Tax Clearance Certificate of each fiscal year along with the JV agreement of that business, supposed to be counted for EOI evaluation.

Note 7: In case of JV, average annual turnover of the JV shall be evaluated taking account the % of Financial liability as stated in the JV Agreement for the EOI. If the JV agreement shall not clear about % of Financial liability, the marks for Financial Capacity shall be evaluated to Zero.

Note 8: For the evaluation of Financial capacity, Inflation Adjustment Factor (wholesale price index: overall index of NRB) shall be considered.



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2) Resource of Firm(s)

Maximum 40 Marks

a) Resource Personnel

Maximum 35 Marks

Professional Key Personnel	Maximum Marks	Minimum experience after Bachelor Degree	Education required	Marks for Specific Job Experience
<i>Team Leader (Senior Programmer)</i>	12	6	Minimum Master Degree in Engineering in Computer or IT or Electronics or Equivalent	3.0 marks for each job
<i>IT Expert Engineer (Developer/Software Programmer)</i>	6	4	Minimum Bachelor Degree in Engineering in Computer or IT or Electronics or Equivalent	2.0 marks for each job
<i>IT Expert Engineer (Database Engineer)</i>	6	4	Minimum Bachelor Degree in Engineering in Computer or IT or Electronics or Equivalent	2.0 marks for each job
<i>IT Expert Engineer (Software Debugger)</i>	6	4	Minimum Bachelor Degree in Engineering in Computer or IT or Electronics or Equivalent	2.0 marks for each job
<i>IT Technician (Software Support Engineer)</i>	5	2	Minimum Bachelor Degree in Engineering in Computer or IT or Electronics or Equivalent	2.5 marks for each job
Total=	35			

- Note 9: CV of each professional key personnel shall be submitted with signature of professional and authorized representative of the firm/JV.
- Note 10: 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 letter/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 11: CV of personnels shall clearly mention his/her e-mail address and mobile number.
- Note 12: The firm/JV shall have to submit the NEC registration certificate for engineer professionals.
- Note 13: The firm/JV shall also have to submit any certificate as evidence of his/her education(degree) as required above with **Notarized Academic certificate of manpower.**

C) Office Equipment and Facility

Maximum 5 Marks

List of Space, Survey equipment and vehicles available with and owned by the firm(s). Lease or hire agreements/proposals are not accepted.

Equipment/Facilities	Maximum Marks	Marks Obtained	Remarks
1) Computer (Desktop) /laptop	1.5	0.30 Points for each	Must Submit Ownership evidence with Notary Public Attested.
2) Photocopier	1	0.50 marks for each	
3) Printer	1.5	0.30 marks for each	
4) Vehicle	1	0.50 marks for each	

Clarification 1 : For Key Personnel , minimum number of projects with the specific job shall be as Follows:-

For Team Leader 3 (three) projects and For Other Personnel 2 (two) Projects. The projects shall be online web based application system.

Clarification 2 : The Work Experience for all Personnel shall be mentioned in following formats:-

Name of Project	Name of Client	Start Date-Completion Date	Name of Firm involved in as (Single/JV)
Scope of Project			
Professional involved as (Position held)			
Description of Duties			

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B) Experience of Firm/JV

Maximum 50 Marks

B1) General Experience of the Firm

Maximum 10 Marks

Work Experience	As consultant
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

B2) Specific Experience

Maximum 40 Marks

Work Experience	As consultant
Experience in Development of Web based software application using php in web development languages and oracle in database management systems.	3.0 points for each job not exceeding 15 marks
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.	5.0 points for each job not exceeding 15 marks
Experience in Providing Support Services including Operation and Maintenance of Web based Accounting Software or Web based Contract Management System in Government Offices.	5.0 points for each job not exceeding 10 marks

Note 5:-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 6: 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 Consultants Specific experience as JV partners shall be provided full marks and any specific experiences by the firm as "In association with" shall not get any marks.**

Note 7: 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 experienec for the EoI .

Note 8: 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 EoI. Each experience certificate shall clearly indicate the description of service, service amount (in/excluding VAT) and date of completion.



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

The scope of work for the Service Provider whose support is being sought by DoR is thus to work for DoR for FMIS, CMS and others application's support service. The major works responsibility of the Service Provider shall be as follows:

a) Creation of User Accounts and data entry:

- 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 and CMS.
- The Service Provider shall be responsible for basic data entry as needed by the client.

b) Modification in system:

- 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.
- The Service Provider shall provide the upgraded source code with necessary modifications made during maintenance of software as and when required by the client.
- 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.

c) Training:

- The Service Provider shall provide the training to the officials of HMIS-ICT unit and Account Section as per need and asked by the HMIS-ICT unit.



d) System analysis, System debugging, System Security:

- The Service Provider shall prompt response the client to debug any problems raised in the application within an hour.
- The Service Provider shall provide the details of the work flow of source code, database and the software applications.
- The Service Provider shall design and implement both application and database level security in the software for FMIS and CMS running under DoR.
- The Service Provider shall monitor 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.

e) Provide support for the smooth operation and maintenance of the FMIS and CMS:

- **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.**
- **In unavoidable situation, the Service Provider shall replace the personnel with one having similar or higher CV otherwise the payment shall be deducted on the daily basis.**
- 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.
- The Service Provider shall be responsible for full-fledged support in managing the FMIS and CMS applications for a period of 24 months.
- The Service Provider shall provide installation, maintenance and operation support of the application with databases.
- 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.
- The Service Provider, in necessary, shall make emergency visit to the offices under DoR for the solutions of the problems.

f) Maintenance of Data, Data Security , Data Replication and Data integrity:

- The Service Provider shall be responsible for the maintenance of software with database in Data Center (DC) site and Data Recovery (DR) Site.
- 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.
- 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.
- The Service Provider shall set DR database operational at the time of disaster in DC and resume databases in DC after rectification of problem.
- The Service Provider shall be responsible for installation and administration of the software applications and related database and storage Area Network (SAN) management.



***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.	3 (Three) copies interim report of monthly reports by starting of each month.



	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 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	
	<ul style="list-style-type: none"> Minimum 	Masters Degree in Engineering in Computer or IT or Software or equivalent in related field
ii.	Specific Experience	
	<ul style="list-style-type: none"> 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.
	<ul style="list-style-type: none"> 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	
		<ul style="list-style-type: none"> 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	
	<ul style="list-style-type: none"> Minimum 	Bachelor Degree in Engineering in Computer or IT or Software or equivalent in related field
	ii. Specific Experience	
	<ul style="list-style-type: none"> 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.
	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	
	<ul style="list-style-type: none"> Minimum 	Bachelor Degree in Engineering in Computer or IT or Software or equivalent in related field
	ii. Specific Experience	
	<ul style="list-style-type: none"> Experience in Related Field 	Minimum 4 (Four) years in web based programming using PHP, Java script, AJAX, CSS.
	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	
	<ul style="list-style-type: none"> Minimum 	Graduate in software engineering/computer science or equivalent related field
	ii. Specific Experience	
	<ul style="list-style-type: none"> 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.
	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	
	<ul style="list-style-type: none"> Minimum 	Bachelor Degree in Engineering in Computer or IT or Software or equivalent in related field.
	ii. Specific Experience	
	<ul style="list-style-type: none"> Experience in Related Field 	Minimum One years and preferably Two years in web based programming using PHP, Java script, AJAX, CSS.
	<ul style="list-style-type: none"> 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.



	<p>iii. Job Description</p>	<ul style="list-style-type: none"> • 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.
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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.

