Expression of Interest
(EOI)

Title of Consulting Services*:*
Establishment of Province Civil Servants Information System

Method of Consulting Service
National

Project Name : Establishment of Province Civil Servants Information System
EOI: *SSPP/PCSIS-077/078-06*
Office Name : Suchana tatha Sanchar Prabidhi Pratisthan
Office Address: Butwal, Rupandehi, Province No. 5
Issued on: Sept. 03, 2020
Financing Agency: Government Budget

Abbreviations

CV	-	Curriculum Vitae
DO	-	Development Partner
EA	-	Executive Agency
EOI	-	Expression of Interest
GON	-	Government of Nepal
PAN	-	Permanent Account Number
PPA	-	Public Procurement Act
PPR	-	Public Procurement Regulation
TOR	-	Terms of Reference
VAT	-	Value Added Tax

Contents

A. Request for Expression of Interest

Province Government
Province No. 5
Suchana tatha Sanchar Prabidhi Pratisthan
Butwal, Rupandehi,

Request for Expression of Interest

Date: September 03, 2020

EOI NO. SSPP/PCSIS-077/078-06

Name of Project: *Establishment of Province Civil Servants Information System*

1. Province Government, Province no. 5 has allocated fund **towards the cost of Establishment of Province Civil Servants Information System** and intends to apply this **fund** to eligible payments under the Contract for which this Expression of Interest is invited for **National consulting service**.
2. The **Suchana tatha Sanchar Prabidhi Pratisthan** now invites Expression of Interest (EOI) from eligible consulting firms ("consultant") to provide the following consulting services: **Design, Build and Commissioning of Web Based Personnel Information Management System for Province 5.**
3. Interested eligible consultants may obtain further information and EOI document free of cost at the address during office hours on or before **17 September 2020** or visit the website.
4. Consultants may associate with other consultants to enhance their qualifications.
5. Sealed and signed envelope of Expressions of interest shall be delivered manually to the address **Suchana tatha Sanchar Prabidhi Pratisthan, Butwal 6, Jagritipath, Rupandehi, Province No. 5** on or before 18 **September, 2020 12:00 hours**.
6. In case the last date of obtaining and submission of the EOI documents happens to be a holiday, the next working day will be deemed as the due date but the time will be the same as stipulated.
7. EOI will be assessed based on **Qualification (40%), Experience (50%), and Capacity (10%)** of consulting firm and key personnel. Based on evaluation of EOI, only shortlisted firms will be invited to submit technical and financial proposal through a request for proposal.
8. Minimum score to pass the EOI is **70.**

B. Instructions for submission of Expression of Interest

1. Expression of Interest may be submitted by a sole firm or a joint venture of consulting firms and the maximum number of partners in JV shall be limited to three.

2. Interested consultants must provide information indicating that they are qualified to perform the services *(Company Profile, descriptions, organization and employee and of the firm or company, description of assignments of similar nature completed in the last 5 years and their location, experience in similar conditions, general qualifications and the key personnel to be involved in the proposed assignment).*

3. This expression of interest is open to all eligible **consulting firm**.

4. The assignment has been scheduled for a period of **6 months.** Expected date of commencement of the assignment is 18 **October, 2020**

5. A Consultant will be selected in accordance with the **Quality Cost Based Selection (QCBS)** method.

6. Expression of Interest should contain following information:

   (i) A covering letter addressed to the representative of the client on the official letter head of company duly signed by authorized signatory.

   (ii) Applicants shall provide the following information in the respective formats given in the EOI document:

   - *EOI Form: Letter of Application (Form 1)*
   - *EOI Form: Applicant's Information (Form 2)*
   - *EOI Form: Work Experience Details (Form 3(A), 3(B) & 3(C))*
   - *EOI Form: Capacity Details (Form 4)*
   - *EOI Form: Key Experts List (form 5).*

7. Applicants may submit additional information with their application but shortlisting will be based on the evaluation of information requested and included in the formats provided in the EOI document.

8. The Expression of Interest (EOI) document must be duly completed and submitted in sealed envelope and should be clearly marked as "EOI Application for Short-listing for the **Establishment of Province Civil Servants Information System**. The Envelope should also clearly indicate the **name and address of the Applicant**.

9. The completed EOI document must be submitted on or before the date and address mentioned in the **"*Request for Expression of Interest*".** In case the submission falls on public holiday the submission can be made on the next working day. Any EOI Document received after the closing time for submission of proposals shall not be considered for evaluation.

C. Objective of Consultancy Services or Brief TOR

Background of the Project:

The Suchana tatha Sanchar Prabidhi Pratisthan wishes to hire consultants to design, build and deploy web based Personnel Information Management System for Province 5 for various categories of civil servants. The system should also have mechanism to synchronize the data of certain group of users with the National Personnel Information Management. The system should also be capable of running fine-granular filters with a robust reporting mechanism.

Scope of the Project:

The scope of this work are as follows:

    I.   Design, Build and Deploy a Web Based Self-Service Portal for Civil Servants along with mechanisms for easy account creation.
    II.   Design, Build and Deploy a Web Based Central Management system for various management tasks.
    III. Designing Schema, relevant relations and data formats for forms and database(s).
    IV. Design Access Controlled Robust Reporting, Filtering and Searching Mechanisms.
    V.   Develop a Central Reporting Dashboard with fine-granular filtering support.
    VI. Provide Technical Support for a period of 6 months.

Project Requirements

1.   Software Architecture Requirement:

The software architecture is required to be modular and highly extensible. However, such features should not come at the cost of security. Thus, the consultant is required to design a scalable, secure and robust software system architecture based on Microservices -- small, autonomous services that work together.

The designed microservices are required to fulfill the following properties:

   a. Each microservice should be an individual entity.
   b. Each microservice should be relatively small in Size and functionality. i.e. Cohesion and Coupling should be minutely studied.
   c. Messaging and Communication should be well built and documented following standard software engineering protocols and security principles.
   d. Each microservice should have contextual boundaries, that prevent executing any task other than provided by the API interface from scope outside of the defined perimeter.
   e. Each microservice must be independently deployable if necessary.
   f. Each microservice should have its own independent set of logical tests.

These microservices should be inter-operable i.e. should expose interfaces with compatible structure. The interface should be well documented.

2.   Compliance Security Gateway:

All microservices whether big or small, that have some form of interfacing enabled, must contain a Compliance Security Gateway (CSG). The compliance security gateway is the point that acts as the middleware involved in the communication between the microservices.

3.   Massively Scalable/Highly Available Architecture:

The consultant is also required to design the architecture of the system to be massively scalable. The software should be able to run across multiple server nodes if needed for scalability. The system should be highly available with mechanisms for auto-failover detection and handling. The consultant is also responsible to tune the resources for maximum throughput and optimum use of infrastructure.

4.   Feature Requirements:

a.   Personnel Accounts Management:

There should be easy method for the civil servants to search the existing information (using PID) and register a new account with username and password. The personnel accounts should be able to be created by management staffs too using the management dashboard.

b.   Personnel Data Management Form:

A complete dynamic form based on the category of the employment is to be built. The questionnaires will be provided with recommendations for appropriate form data types. The form should allow for dynamic field addition for sections with multiple entries.

c.   Personnel Self-Service Portal:

After logging in, the personnel should be able to view their recorded information (personal, educational, address etc.) along with other details such as date of retirement. The personnel should be allowed to update their password as well.

### d.   Data Synchronization from the National Personnel Information   System :

There should be mechanism to synchronize the data from the national personnel information system for certain category of employees. The data synchronization is to be done using standard data sharing mechanism based on the protocol provided by the National Personnel Information System.

e.   Multiple Access Privileges:

The system should be designed with access control mechanisms based on multiple access privileges. There should be an easy-to-use mechanism to update the access privilege by users with elevated access privileges.

f.   Personnel Information Management Dashboard:

There should also be a central dashboard where higher privileged users will be able to search, filter and view information of the personnel. The dashboard should provide graphical summaries and statistics.
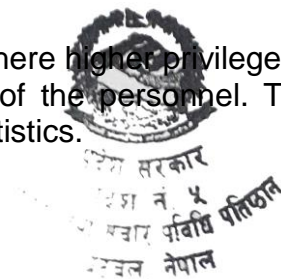
g.   Efficient Data Validation:

The data in the form should be appropriately validated with best possible data types for efficient indexing, querying.

h.   Powerful Search/Filtering System:

There should be an advanced fine-grained filtering mechanism to filter the results based on the quantitative or choice form fields. The filtering system should allow for entering range in fields such as date. The filtering system should be highly optimized and should be designed to be able to run with minimum computation capacity. Some of the required queries include searching for people retiring soon, newly recruited personnel, etc.

i.   Filter Affected Dashboard Summary:

The filtering mechanism should affect the plots shown in the dashboard. The dashboard should contain intuitive charts, plots and diagrams to represent the data in a succinct graphical form.

j.   Print Layout/Export to File

There should be mechanism to export documents , reports in a printable format as well as to file format such as PDF.

k.   Support for Data Sharing:

The consulting firm must also design a pull-based, authenticated data sharing mechanism using APIs for integration with other systems.

5.   Support and Maintenance

a. Commissioning Support

The consultant should provide at least 6 months of technical support to ensure smooth operation of the developed system.

b. Bug Fixes, Security Patches and Maintenance

For a period of 6 months, the consultant is expected to issue bug fixes in a timely manner. Security patches are to be issued as they are made available on used services and libraries. Furthermore, regular maintenance of the application components, configuration validations are to be carried out.
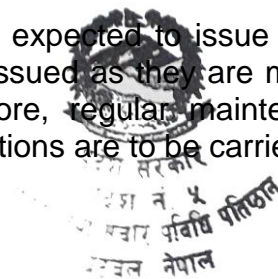
Key Manpower, Qualification and Experiences required for Personnel:

S.N.	Specialist	Qualifications and Experiences Required	Person-days Design and other technical works (including field work) for Single Project
1	Team Leader	• Masters in Computer Science or Computer Engineering. • Thorough understanding of the Software Development Lifecycle. • At least 5 years of experience in implementation, evaluation of large scale web systems.	6 months
2	Senior Software Engineer	• Bachelors in Computer Engineering or Information Systems or in similar discipline • Has Experience building back-end Development of the website and its systems. • Has at least 2 years of experience in developing enterprise-scale web applications. • Strong command in web security application concepts. 2 years of experience in design and development of enterprise scale applications.	6 months
3	Software Engineer (Backend Technologies)	• Bachelors in Computer Engineering or Information Systems or in similar discipline. • At least 1 year experience in developing web systems. • Experience in implementation of latest security measures for safe keeping of system.	6 months
4	Software Engineer (Frontend Technolog	• Bachelors in Computer Engineering or Information Systems or in similar discipline. • Experience Designing Layouts, User	6 months

y)		• Interfaces for Enterprise applications. • Experience in implementation of latest security measures for safe keeping of system.	
5	Software Engineer (Database)	• Bachelors in Computer Engineering or Information Systems or in similar discipline. • Experience Designing Secure, Robust, Scalable Relational Database Architectures.	6 months
6	Cloud Deployment Engineer	• Bachelors in Computer Engineering or Information Systems or in similar discipline. • At least 2 years of Experience in cloud deployment of enterprise-grade web applications.	3 months
7	Security Engineer	• Bachelors in Computer Engineering or Information Systems or in similar discipline • Experience in implementation of system testing and security measures for safe keeping of website from malicious attacks.	3 months
8	Customer Support Officer	• Bachelor's degree in CSIT or Equivalent. • At least 6 months of experience in customer support management in Internet Technologies / Cloud Support.	6 months
9	Technical Documentation Writer	• Bachelors in Computer Science/Engineering or Equivalent • Strong command over English Language with at Least 2 years of experience in technical documentation	6 months
10	Finance Officer	• Bachelors in Business Studies or Equivalent • At least 2 years of experience in accounting and book-keeping.	6 months

S.N. 1,2,3,4,5, 6 and 7 will be used for evaluation.

Firm Qualification

The consulting firm to be selected through the procurement procedure should meet following criteria:

a. The developer company/firm must be a legal entity registered in Nepal.

b. The consulting company/firm must not be blacklisted by any agencies of Government of Nepal.

c. Consulting company/firm must have at least of 2 years of experience in designing high-availability, high-traffic systems.

d. Consulting company/firm must have at least of 2 years of experience in designing Enterprise Web System Applications.

e. Consulting company/firm must have experience designing and deploying reporting applications with fine-granular access privileges.

Time Schedule

The consultant shall commence the work from the date of signing of the agreement and should complete within the period mentioned in the agreement. The duration of the assignment shall be of 6 months from work order date.

Mode of Payment

The payment for the amounts claimed upon submission of the reports mentioned above based on the prevailing laws and rules/regulation of the Government of Nepal. As per agreement, the developer can claim the payment in a single installment after submission and acceptance of the Final Report(s) or in installment as follows:

- First installment, 20% of the total amount
- Second installment, 50% of the total amount upon successful completion of the development of the web system application.
- Final and remaining 30% of the total amount after submission of final completion report.

D. Evaluation of Consultant's EOI Application

Consultant's EOI application which meets the eligibility criteria will be ranked on the basis of the Ranking Criteria.

i) Eligibility & Completeness Test	Compliance
Copy of Registration of the company/firm	
VAT/PAN Registration **(for National consulting firm only)**	
Tax Clearance/Tax Return Submission/Letter of Time Extension for Tax Return Submission **2075/76 (for National consulting firm only)**	
In case of a natural person or firm/institution/company which is already declared blacklisted and ineligible by the GoN, any other new or existing firm/institution/company owned partially or fully by such Natural person or Owner or Board of director of blacklisted firm/institution/company; shall not be eligible consultant.	
EOI Form 1: Letter of Application	
EOI Form 2: Applicant's Information Form	
EOI Form 3: Experience (3(A) and 3(B))	
EOI Form 4: Capacity	
EOI Form 5: Qualification of Key Experts	

ii) EOI Evaluation Criteria	Insert Minimum Requirement if Applicable	Score [Out of 100%]
A. Qualification		
Qualification of Key Experts	*As per ToR*	**40%**
Experience of Key Experts	*As per ToR*	
B. Experience		
General Experience of consulting firm	*Should have at least 2 years of experience in the field of software development/support and/or IT consulting.* *Should have experience of working in projects funded by the Nepal Government.*	**50%**
Specific experience of consulting firm within last 5 years.	*Should have at least 2 years of experience in Designing High-Available, Robust Web Applications relating to Human Resource Management Systems or Personnel Information Management Systems.*	
Similar Geographical experience of consulting firm	*In order to show geographical competence,* *provide the details required*	

	as per the attached format	
C. Capacity		
Financial Capacity[1]	*Average annual turnover of best two years out of last seven years should be at least NRs. 2.5 Million*	*10%*

Note : In Case, a corruption case is being filed to Court against the Natural Person or Board of Director of the firm/institution /company or any partner of JV, such Natural Person or Board of Director of the firm/institution /company or any partner of JV such firm's or JV EoI shall be excluded from the evaluation, if public entity receives instruction from Government of Nepal.

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[1] *Average turnover required shall not exceed 150% of cost estimate*

E. EOI Forms & Formats

Form 1. Letter of Application

Form 2. Applicant's information

Form 3. Experience *(General, Specific and Geographical)*

Form 4. Capacity

Form 5. Qualification of Key Experts

1. Letter of Application

(Letterhead paper of the Applicant or partner responsible for a joint venture, including full postal address, telephone no., fax and email address)

Date: ....

To,

Full Name of Client: _____

Full Address of Client: _____

Telephone No.: _____

Fax No.: _____

Email Address: _____

Sir/Madam,

1. Being duly authorized to represent and act on behalf of (hereinafter "the Applicant"), and having reviewed and fully understood all the short-listing information provided, the undersigned hereby apply to be short-listed by *[Insert name of Client)* as Consultant for *{Insert brief description of Work/Services}.*

2. Attached to this letter are photocopies of original documents defining:

   a) the Applicant's legal status;

   b) the principal place of business;

3. *[Insert name of Client]* and its authorized representatives are hereby authorized to verify the statements, documents, and information submitted in connection with this application. This Letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by yourselves to verify statements and information provided in this application, or with regard to the resources, experience, and competence of the Applicant.

4. *[Insert name of Client)* and its authorized representatives are authorized to contact any of the signatories to this letter for any further information.[2]

5. All further communication concerning this Application should be addressed to the following person,

   [Person]

   [Company]

   [Address]

   [Phone, Fax, Email]

6. We declare that, we have no conflict of interest in the proposed procurement proceedings

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[2] Applications by joint ventures should provide on a separate sheet, relevant information for each party to the Application.

and we have not been punished for an offense relating to the concerned profession or business and our Company/firm has not been declared ineligible.

7. We further confirm that, if any of our experts is engaged to prepare the TOR for any ensuing assignment resulting from our work product under this assignment, our firm, JV member or sub-consultant, and the expert(s) will be disqualified from short-listing and participation in the assignment.

8. The undersigned declares that the statements made and the information provided in the duly completed application are complete, true and correct in every detail.

Signed   **:**

Name   **:**

For and on behalf of (name of Applicant or partner of a joint venture):

2. Applicant's Information Form

(In case of joint venture of two or more firms to be filled separately for each constituent member)

1. Name of Firm/Company:

2. Type of Constitution (*Partnership/ Pvt. Ltd/Public Ltd/ Public Sector/ NGO)*

3. Date of Registration / Commencement of Business *(Please specify):*

4. Country of Registration:

5. Registered Office/Place of Business:

6. Telephone No; Fax No; E-Mail Address

7. Name of Authorized Contact Person / Designation/ Address/Telephone:

8. Name of Authorized Local Agent /Address/Telephone:

9. Consultant's Organization:

10. Total number of staff:

11. Number of regular professional staff:

12. Company Profile:

(Provide Company Profile with description of the background and organization of the Consultant and, if applicable, for each joint venture partner for this assignment.)

3. Experience

3(A). General Work Experience

(Details of assignments undertaken. Each consultant or member of a JV must fill in this form.)

S. N.	Name of assignment	Location	Value of Contract	Year Completed	Client	Description of work carried *out*
1.						
2.						
3.						
4.						
5.						
6.						
7.						

3(B). Specific Experience

Details of similar assignments undertaken in the previous seven years
(In case of joint venture of two or more firms to be filled separately for each constituent member)

Assignment name:	Approx. value of the contract (in current NRs; US$ or Euro)[3]:
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total No. of person-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in current NRs; US$ or Euro):
Start date (month/year): Completion date (month/year):	No. of professional person-months provided by the joint venture partners or the Sub-Consultants:
Name of joint venture partner or sub-Consultants, if any:	Narrative description of Project:
Description of actual services provided in the assignment: **Note: Provide highlight on similar services provided by the consultant as required by the EOI assignment.**	

Firm's Name: _____

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[3] Consultant should state value in the currency as mentioned in the contract

3(C). Geographic Experience

Experience of working in similar geographic region or country
(In case of joint venture of two or more firms to be filled separately for each constituent member)

No	Name of the Project	Location (Country/ Region)	Execution Year and Duration
1.			
2.			
3.			
4.			
5.			
6.			
7.			

4. Capacity

4(A). Financial Capacity

(In case of joint venture of two or more firms to be filled separately for each constituent member)

Annual Turnover	
Year	**Amount Currency**

- **Average Annual Turnover of Best of 3 Fiscal Year Of Last 7 Fiscal Years**

(Note: Supporting documents for Average Turnover should be submitted for the above.)

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5. **Key Experts** *(Include details of Key Experts only)*

(In case of joint venture of two or more firms to be filled separately for each constituent member)

SN	Name	Position	Highest Qualification	Work Experience (in year)	Specific Work Experience (in year)	Nationality
1						
2						
3						
4						
5						

(Please insert more rows as necessary)