

Expression of Interest (EOI)

On

***Citizenship Information Management System
Up-gradation and Support***

**Ministry of Home Affairs
Singhadurbar, Kathmandu. Nepal**

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

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Government of Nepal
Ministry of Home Affairs
Singhadurbar, Kathmandu, Nepal
Notice No:
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Expression of Interest

1. The Government of Nepal invites Expression of Interest (EOI) for the purpose of short listing the qualified, eligible and experienced domestic Consultants/Consulting Firm(s) for Citizenship Information Management System Up-gradation and Support.
2. Consulting Firms experienced in the above works and willing to provide the services are here by invited to submit their 'Expressions of Interest (EOI)'. The EOI shall be submitted in a sealed envelope and must reach the MOHA no later than 12:00 hours on the 16th day of first publication of this notice.
3. In case the day of submission of the EOI falls on a public holiday, the EOI shall be submitted on the following working day. Only those short listed Consultants/Consulting Firm(s) shall be invited to submit the 'Request for Proposal (RFP)' for the mentioned job. The firm(s) shall include in their Expressions of Interest following information in measurable terms and any other information that they may feel will support their application.
 - a. Financial Capacity and Annual Turnover of last 3 years.
 - b. General Experience of the Firm(s).
 - c. Work Experience in Similar Works.
 - d. Human Resources
 - e. Infrastructure and Technical Competency
 - f. Response to scope of work.
4. The experiences of Government of Nepal projects or GoN owned institutions only to be counted in General and similar works and the firm/s shall provide certified evidences of completion of the job from concerned agencies of Government of Nepal.
5. A Firm is permitted to submit one EOI either single or in a joint Venture.
6. The Ministry reserves the right to shortlist or not to shortlist any or all of the Firms without assigning any reasons what so ever.
7. Further information or clarification on the EOI can be obtained from the Ministry during office hours. The EOI can also be downloaded from the website: <http://www.moha.gov.np>
8. The EOI documents shall be addressed to :

Internal Management Section
Ministry of Home Affairs
Singhadurbar, Kathmandu, Nepal
Phone: +977- 01-4211255

Information to the Consulting Firm

1. General Information

Purpose of inviting the EOI: The main purpose is to shortlist suitable consulting firm for the Citizenship Information Management System up-gradation and support

Minimum eligibility: Established Company, Firm or Institution having: At least 7 years of experience in the field of Software Development Task in Nepal

Deadline for Submission of EOI: 12:00 Noon on 16th day from the first date of publication of invitation of the invitation notice for EOI. Any proposal submitted after the deadline shall not be accepted.

Number of copies to be submitted: One

Joint Venture: A firm may apply to be shortlisted alone or in joint venture with other firms. However once shortlisted, JV partners are unchangeable.

Duration: The work shall be completed within 90 days from the date of signing of the contract.

Information from the client: The shortlist shall be published on the Client's notice board, at the web-site: <http://www.moha.gov.np> within two week from the last date of submission of the EOI. The Client shall mail the Short-list to each of the firms/JV submitting the EOI and initiate the process of RFP without waiting for the receipt from the firms that they have received the shortlist.

2. General Mandatory Requirement

- Certificate of VAT/PAN Registration, Firm Registration
- Tax Clearance of Fiscal Year 2073/747
- Firm must have 7 years of experience in software development with successful execution of project
- Firm should have done at least one project having value more than NRs. 4 Million in last 3 years.
- Firm should have done Software (Application) development project having database system.
- Firm should be registered for Information Technology Solution/ Software Development
- The average transaction of the firm should be at least NRs. 4 Million.

Background:

Citizenship Card is primary identity document of Nepalese citizen issued by the Government of Nepal. Citizenship card is mandatory reference document for getting critical services from government and non-government organization. For each service, copy of approved citizenship certificate is attached with the application document. Ministry of Home Affairs (MoHA) is delegated organization for distributing the citizenship card to the citizen and maintaining the record. MoHA is responsible for formulation and implementation of policy, regulation related to citizenship distribution. MoHA performs this job through District Administration Office (DAO), Area Administration Offices (AAO), Border Administration Office (BAO), and Integrated Service Centre (ISC) in all districts. All DAO/AAO/BAO/ISC has responsibility to function as operation point for collecting the application form, checking, approving, and preparing citizenship card and distribute to the citizen. After completion of the age of 16 and fulfilment of the legal procedure a person can get the citizenship card from DAO/AAO/BAO/ISC. A citizenship card provides citizens identification with individuals description and signatory and issuing authority such as full name, date of birth, place of birth, father's name, mothers name, permanent address etc.

Citizenship issuance related documents and information is most critical and important record of the government. The government has responsibility to keep these records safely and also made available easily when required for making decision based on those documents. MoHA has been distributing citizenship certificates via Citizenship Information Management System (CIMS), an enterprise level web based management information system hosted at MoHA central system that allows enrolment, storage of demographic information of citizenship certificate applicant and printing the citizenship certificate at all 76 district administration offices and other annex offices. Currently, out of 77 DAOs 76 district administration offices and other annex offices under the MoHA are connected through the reliable computer network using typical VPN authentication and has been issuing citizenship from local server and synchronize data into MoHA central database. But when internet connectivity is not available the system runs in offline mode.

Offices may create mobile Toli (Group) from DAO to facilitate citizens by issuing of citizenship in different area of district. They install the system in local machine and distribute citizenship card. After the distribution of citizenship card, come back and store to the local server then synchronize into central server.

Current Scenario of Citizenship Distribution Process:

District Administration Offices (DAOs)/ Area Administration Offices (AAOs)/ Border Administration Offices (BAOs)/ Integrated Service Centers (ISCs) are using CIMS Software for the distribution of citizenship cards. All 76 districts have been issuing new citizenship form local computer system and all districts are using CIMS for the old citizenship record entry on offline mode. Gradually, System will be implemented in all the existing and new annex administrative offices under the Ministry of Home Affairs in future.

CIMS software has been developed in PHP language and Oracle database. Now more than 18 Million citizenship records are stored centrally in MOHA database. The system has synchronization feature for auto migration of data from district server into the central server. Since the maintenance work for the system has not been carried out for long time the system has become slow and the synchronization features has stopped working and data from district has not been migrated in to the central server. So for the smooth running of the CIMS system maintenance and up-gradation work should be carried out as soon as possible.

Objectives:

The main objectives for Up-gradation of the system are:

- Upgrade the CIMS system to meet the current requirement of MoHA
- Fix the errors and bugs of CIMS system currently being used.
- Add the new features in the current system according to the MoHA requirement.
- Increase the performance of the running system.
- Up-gradation of existing database.
- Code management for new added DAOs/ AAOs/BAOs/ISC.

Scope of works:

1. Database Synchronization and up-gradation

- Installation of Oracle 12C in central Server.
- Migration of all data stored in central and local server into oracle 12C
- Online Synchronize all local database to the central database.
- Sync feature must be both manual and auto.
- Automatic/manual demand basis data synchronization to and from central and local server
- Code management on basis of Political division, Province, District,, Office, Office type and User.
- Database normalization based on upgraded software.
- Automatic manual database backup in local/remote server.
- Tool creation to migrate data of Toil and Ghumti Shibhir into the local server
- Develop tool for offline data migration in central and local server.

2. Software Up-gradation

- Addition of feature to provide citizenship with province identification
- Push Pull data from central server to local server and vice versa.
- Improvement of system performance (form loading speed, searching speed, query optimization)
- Adding Gumti Shibhir module.
- Feature to upload the scan copy of Anucuchi form and attached supporting document.
- Feature to store fingerprint in international standard open format for maximum compatibility with other system developed and used by government.
- Upgraded system should be compatible to print citizenship card from different printers.
- Feature to display the name and designation of issuing officer in citizenship list.
- Implementation of audit trail.
- Create different form for Banshaj, Janma, Angikrit Citizenship and Non-Residential etc. as per Citizenship Act and Regulation.
- Capability of updating the upgraded application when connectivity is available.
- Feature to verify the old citizenship data entry record by authorized user.
- Daily, weekly, monthly, yearly report generation in Excel, PDF, and other formats as per demands on the basis of gender, caste, age, province, district, municipality etc.
- Add feature to display the live reporting of citizenship data of all DAOs AAOs BAOs and ISCs that are synchronized into the local server.
- Deployment of fully functional system in Moha and its annex offices within the given time limit

3. Support

- Implementation and configuration of upgraded system in Central and all local servers.
- The company should provide one certified database expert at IT section of MoHA to support the district for the period of one year.
- Support for database and system crash recovery, maintenance and database backup
- The Support staff should be physically present at IT section of MoAH during the Office hour
- Should provide training regarding the upgraded system to the selective IT personnel of MoHA and provide full documentation and user manual of the system.

Requirement of Technical Proposal

- Commitment Letter
- Profile of Company/Consultant
- Qualification of technical persons including CV signed by concern staff.
- Methodology
- Timeline
- List of completed work done by the consultant
- Training plan

Criteria for Selection:

1. Compliance to General Mandatory Requirement.
2. Minimum Score required in technical evaluation criteria.

**Expression of Interest Evaluation Criteria for CIMS
Detail Marking**

S.N.	Description	Marks
1	General experience of the consultants related to the assignment	20
1.1	Years of General Experience of the firm in software development task (From the date of delivery of the first successful assignment)	Form 6
1.2	Enterprise Level Web Based Software Development task on Single contract worth more than NRs 6 (Six) Million in last 5 years	Form 6
2	Specific experience of the consultants related to the assignment	10
2.1	Specific Experience of the Firm having total successful software development projects in developing Enterprise Level Web Based Application System Design /Development RDBMS for large volume database with at least 3 (Three) National Project. (except website)	
3	Availability of Full time staff and their Qualifications and Experience	48.5 (Form 7)
3.1	Team Leader /Project Manager - 1 Nos.	
	a) General qualifications	
	b) Adequacy for the project (Experience in years)	
	c) Specific Experience in providing solution in related domain	
3.2	System Analyst - 1 Nos.	
	a) General qualifications	
	b) Adequacy for the project	
	c) Specific Experience in providing solution in related domain	
3.3	Programmer- 2 Nos.	
	a) General qualifications	
	b) Years of Experience	
	c) Number of Project involved as programmer	
3.4	Database Expert- 3 Nos.	
	a) General qualifications	
	b) Years of Experience	
	c) Number of Project involved as Database Expert	
3.5	Deployment Expert(System/Network Expert) -2 No.	
	a) General qualifications	
	b) Years of Experience	
	c) Number of Project involved as Application Deployment (System/Network Expert)	
3.6	Quality Assurance and Testing Expert-1 Nos.	
	a) General qualifications	
	b) Adequacy for the project	

4	Qualifications & Financial Capability of the firm	21.5
4.1	Financial Capability (Annual turnover in last three consecutive years)	Form 6
4.3	Company Certification and Recognition	Form 6
	<i>a) Institutional Recognition based on CMMI Level</i>	
	<i>b) ISO Certification</i>	
	Total Marks	100
	Note: The minimum technical score required to pass	70

Abbreviation Used

B.E. = Bachelors in Engineering
Engineering
CS= Computer Science
System

CA=Computer Application
IT=Information Technology

CE=Computer
IS=Information

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.¹
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 and we have not been punished for an offense relating to the concerned profession or

¹ Applications by joint ventures should provide on a separate sheet, relevant information for each party to the Application.

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:

(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) ² :
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: _____

² Consultant should state value in the currency as mentioned in the contract

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

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

4(B). Infrastructure/equipment related to the proposed assignment³

No	Infrastructure/equipment Required	Requirements Description
1.		
2.		
3.		
4.		
5.		

³ Delete this table if infrastructure/equipment for the proposed assignment is not required.

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)

(CV of every member for the project should be provided with the proposal)

Form 7. Qualification and Experience of Expert

S.N.	Name	Academic Qualification (Related to proposed position)	Certification	Year of experience in the Proposed position	No. Of project in proposed position	Working organization during this project	Name of project