



Government of Nepal
Ministry of Land Management, Co-operatives and Poverty Alleviation

Department of Cooperatives

Request for Expression of Interest

Date: 27-09-2022 AD

Name of Project: ***Update, Up- gradation, Maintenance and Support for Cooperative and Poverty related Management Information System (COPOMIS) -***

DEoC/EOI/2079/80/01

1. Government of Nepal (GoN) has allocated fund for Co-operative Sector Strengthening & System Reform Program and intends to apply a portion of this fund for ***Update, Up- gradation, Maintenance and Support for Cooperative and Poverty related Management Information System (COPOMIS)***. Expression of Interest is invited for National consulting service for this work.
2. The ***Department of Cooperatives*** now invites Expression of Interest (EOI) from eligible consulting firms ("consultant") to provide the following consulting services: ***Update, Up- gradation, Maintenance and Support for Cooperative and Poverty related Management Information System (COPOMIS)***.
3. Interested eligible consultants may obtain further information and EOI document free of cost at the address Department of Cooperatives, Kathmandu, Online eGP during office hours on or before 11-10-2022 17:00 or visit e-GP system www.bolpatra.gov.np/egp or visit the client's website deoc.gov.np
4. Consultants may associate with other consultants to enhance their qualifications.
5. Expressions of interest shall be delivered online through e-GP system www.bolpatra.gov.np/egp on or before 11-10-2022 17:00
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**.

EXPRESSION OF INTEREST (EOI)

**Title of Consulting Service: Update, Up-gradation,
Maintenance and Support for Cooperative and
Poverty related Management Information System
(COPOMIS)**

Method of Consulting Service: National

**Project Name : Update, Up-gradation, Maintenance and Support for
Cooperative and Poverty related Management Information System (COPOMIS)**

EOI : DEoC/EOI/2079/80/01

Office Name: Department of Co-operatives, Kathmandu

Office Address: New Baneshwor Kathmandu Kathmandu

Funding agency : Government Budget

A. Request for Expression of Interest

Request for Expression of Interest

Government of Nepal (GoN)

Name of Employer: Department of Co-operatives, Kathmandu

Date: 27-09-2022 00:00

Name of Project: Update, Up-gradation, Maintenance and Support for Cooperative and Poverty related Management Information System (COPOMIS)

1. Government of Nepal (GoN) has allocated fund toward the cost of Update, Up-gradation, Maintenance and Support for Cooperative and Poverty related Management Information System (COPOMIS) and intend to apply portion of this fund to eligible payments under the Contract for which this Expression of Interest is invited for National consulting service
2. The Department of Co-operatives, Kathmandu now invites Expression of Interest (EOI) from eligible consulting firms (“consultant”) to provide the following consulting services: Update, Up-gradation, Maintenance and Support for Cooperative and Poverty related Management Information System (COPOMIS)
3. Interested eligible consultants may obtain further information and EOI document free of cost at the address Department of Co-operatives, Kathmandu, Online eGP during office hours on or before 11-10-2022 17:00 or visit e-GP system www.bolpatra.gov.np/egp or visit the client’s website deoc.gov.np
4. Consultants may associate with other consultants to enhance their qualifications.
5. Expressions of interest shall be delivered online through e-GP system www.bolpatra.gov.np/egp on or before 11-10-2022 17:00
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 40.0 %, Experience 50.0 %, and Capacity 10.0 % 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

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.
2. Interested consultants must provide information indicating that they are qualified to perform the services (descriptions, organization and employee and of the firm or company, description of assignments of similar nature completed in the last 7 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/Company.
4. In case, the applicant is individual consultant, details of similar assignment experience, their location in the previous 4 years and audited balance sheet and bio data shall be considered for evaluation.
5. The assignment has been scheduled for a period of 7.5 Months. Expected date of commencement of the assignment is 06-12-2022.
6. A Consultant will be selected in accordance with the QCBS method.
7. 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).
8. 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.
9. 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 Update, Up-gradation, Maintenance and Support for Cooperative and Poverty related Management Information System (COPOMIS). The Envelope should also clearly indicate the name and address of the Applicant. Alternatively, applicants can submit their EOI application through e-GP system by using the forms and instructions provided by the system.
10. 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

Terms of Reference: Update, Up-gradation, Maintenance and support for Cooperative and Poverty Related Management Information System. (COPOMIS)

1. Background

Department of Co-operatives (DoC) was established in 1953 and it represents the few early agencies of Government of Nepal tasked with initiating the process of development of Cooperatives in Nepal. DoC act as federal regulatory agency for Cooperatives in Nepal and its main job is to monitor, provide training and foster co-operatives in all provinces, districts and local levels of Nepal. Department of Cooperatives initiated the process of modernizing regulation of co-operatives utilizing Information Communication Technology by operating and maintaining a software system called Co-operatives and Poverty related Management Information System (COPOMIS).

COPOMIS is a web-based application software used by all supervisory Government agencies (Federal, State and Local Level). This system is operated by DoC. and is designed with aim for improving governance and transparency in the cooperative sector. All the services related with COPOMIS is provided by DoC through its Co-operatives information unit

COPOMIS system should comply with rules and regulation like Cooperative Act 2074, Cooperative Rules 2075, AML Monitoring Directive 2075, Saving and Credit Cooperative Monitoring Directive 2076. And other relevant rules and regulation from Nepal Government. The COPOMIS system is used to collect various kinds of reports from co-operatives across the country. From the collected data system produce information which makes decision making process efficient for all stakeholders. Deployed on the cloud servers of Government Integrated Data Centre (GIDC) in early 2017 DoC envisaged COPOMIS as a tool to aggregate cooperative data from local, provincial and federal level.

The system allows data entry and providing information through the following methods:

- Feeding alpha-numeric information in different input areas (filling up the forms in MIS).
- Uploading and managing documents
- Excel Import
- API Integration

The COPOMIS server is connected to Nepal Internet Exchange (NPIX) through 10Gbps link and to the Internet with 10mbps primary and 2mbps secondary common links of the G Cloud.

Technology Used:

Backend Database: MS SQL Server

Backend Coding: C# .net Core

Frontend: Javascript, CSS, HTML

COPOMIS application is using 256 bit SSL encryption for the pages and user interfaces.

Production Environment

- Virtual servers provisioned in the cloud
- One IIS production Instance

- One Database Production Instance

Production environment consists of IIS server having a configuration of 10 vCPU and 24 GB of memory and the DB server with 14 vCPU and 20 GB of Memory. Currently COPOMIS have 35000 users and approximately 11000 users have logged in to the system at least once. Currently, the average concurrent user load experienced on the system is 350~400.

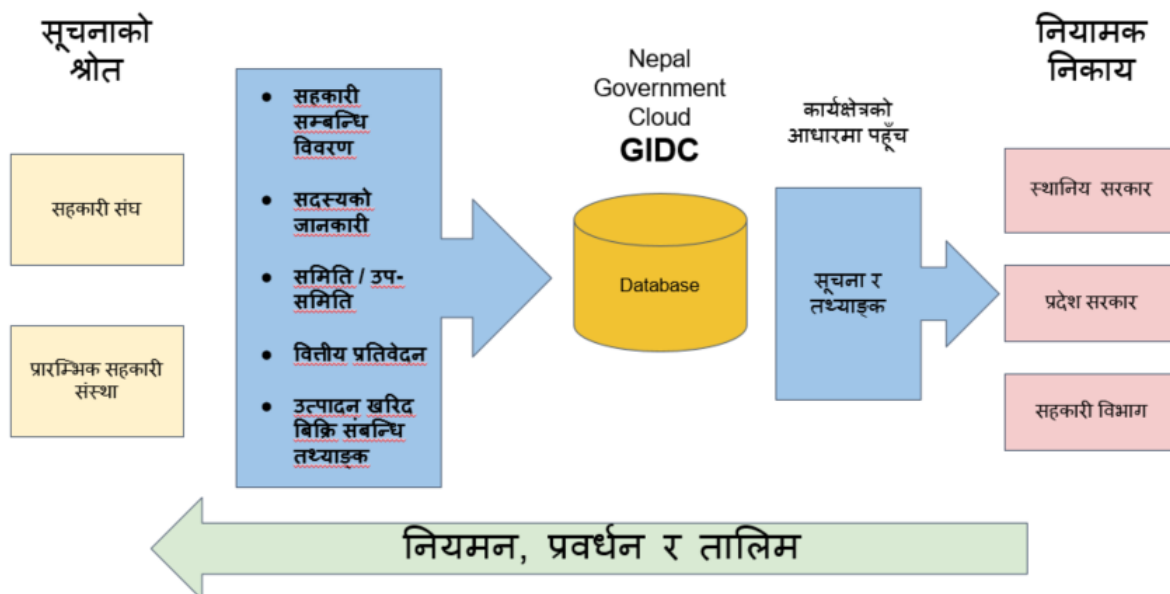


Fig: COPOMIS Operation Diagram

Nepal Government has allocated budget the operation (update, maintain and upgrade) of COPOMIS system. Now, to make COPOMIS system more consistent, reliable and user friendly DoC is seeking consulting services of an eligible consulting firm/company to support the DoC to update, maintain and upgrade COPOMIS system.

2. Objective

DoC is seeking service from an IT and software development consulting firm/company to support the DoC to upgrade, maintain and upgradation of Co-operatives and Poverty related Management Information System (COPOMIS) software. Following are the major objectives of the consulting service:

1. Extension and addition of features in COPOMIS.
2. Change Management of COPOMIS modules.
3. Maintenances of COPMIS in fixing bugs ensuring the smooth operation of system.
4. Maintain server infrastructure in Department of Information Technology (DoIT) Cloud so as to ensure the smooth functioning of the COPOMIS.
5. Provide technical support, data management and training to the users of COPOMIS.
6. Enhancement of COPOMIS system as per the requirement mentioned in ToR.

Scope of Services

Existing Modules

S.N	Module	Major Features
1	Cooperative Module	• Know your Member (KYM) Form and Share Details • Monthly Financial Data Entry • Election, AGM data entry forms. • Samastigat Data Entry Form • Report Generation
2	Union Module	• Monthly Data • Gist Report Data Entry Form • Member Management
3	Monitoring Agency Module	• Add New/View/ Update Cooperative details under monitoring agency jurisdiction • Send Automatic password links to Cooperatives • View Reports sent by cooperatives
4	Admin Module	• Setup Parameters Required for system • Setup Reports based on monthly data • Create Login and office
5	High Level Reporting Module (Doc Module)	• View Prabardan kosh Details • View Member list report • View/ Search Cooperative details • Get financial range wise report • Get member Reports • Get gist Report
6	Support Module	• Search Cooperatives • Online chat for support • Grievance list

General Improvements

- Analyze existing User Interface of COPOMIS and provide necessary feedback on changes.
 - Ensure how system will be more user friendly: User experience principles should be followed for the UI design across the COPOMIS application to ensure intuitive UI
 - Follow guideline for minimum user click to achieve information.
 - Highlight necessary information such that user will catch the information easily.
 - Make system look more attractive and responsive.
 - Automatic Unicode Typing in input fields wherever necessary.
 - Responsive User Interface.

- Present DoC with GAP in design and necessary change request.
- After finalization from COPOMIS Implementation committee, do corrective action in user interface of COPOMIS system.
- **Data Validation:** Validation of the data collected is important to implement the rules and regulations and to abide by the law. Without validation, DoC cannot properly monitor the functioning of the Cooperatives. Thus, COPOMIS should have data validation features.
- Make a provision to Issue Cooperative Certificate from COPOMIS application. Based on entry.
- Make a provision to Issue Membership Certificate from COPOMIS application on updating KYM.
- Improve all typo and spelling errors in COPOMIS system.

Database and Software Code Improvement

1. Identify Repeated Code functions and rectify them.
2. Refactor the code with SOLID principle wherever necessary.
3. Make provision in application code to remove commented, dead code.
4. Tune database and add proper indexes in necessary tables.
5. Maintain Database Integrity for all tables and make necessary
6. Add necessary column and table for feature addition wherever necessary.
7. Implement caching for frequently used data.
8. Identify and reduce too many database calls to load a page.

Extension of Features

1. Addition of Merger/Division/Dissolve Related Feature:
 - Cooperative user must have a feature to initiate merge process.
 - The process should follow respective guidelines.
2. Addition of different necessary filters while searching reports.
3. Add a feature in Union Module such that it can add a share information of its affiliated cooperatives.
4. Create a form in COPOMIS system such that cooperatives can request for password to operate the system.
 - Cooperative will request password filling up the form.
 - Respective monitoring agency will approve the request.
 - Automated email with login token.
5. Make a provision in monitoring agency (LGCO) login to remove cooperative which are not under its jurisdiction.
 - Monitoring Agency will click cooperative to remove from its list.
 - Show all the removed list in support module. Add a provision to transfer such cooperatives into respective monitoring agency login.
6. Make a provision in to add multiple files while sending notice from monitoring agency and DeoC login.
7. Analyze Existing queries in database and optimize the long running queries.
8. Create a feature to capture collateral related data from cooperative.

9. Extension in Production Related Form in cooperative module.
10. Addition of two-way communication (Niyamak and cooperative) in COPOMIS support for grievance handling.
11. **Mid Term Election:** If the election is midterm, the term of the elected member should be matched with the term of the board by setting the end date of the term for the member same as of that as the board
12. Validate Data in Forms as Directed by Department of Cooperatives.
13. For each Local/Province level, no of new coops added in a day or between two dates:
 - Number of reports received in a day for different types of reports (financial, yearly, agm, election)
 - Number of applications received daily.
 - Number of cooperative members entered by cooperative, district and province per day and between two dates
14. Create a page called COPOMIS Data Summary which will have the following links:
 - National summary of Cooperative Details
 - Table containing Province Summary of Cooperative Details
 - Under Provinces we will have list of districts and we will have district wise details

Early warning module

- Based on the indicator provided by DOC make provision of early warning module in COPOMIS system.
 - Automated list of Cooperatives that should be monitored must be listed by COPOMIS.
 - This feature will allow monitoring agency to follow cooperatives based on score in respective indicators
 - Rate a cooperative as bad/satisfactory/good/Best with color coding.
 - Alert should be given to respective Cooperative user showing its status.

Monitoring Module

- Develop monitoring module in COPOMIS.
- Make a provision to select cooperatives for Monitoring.
- Create a record of cooperatives that are monitored by monitoring agency.
- Follow respective guideline while designing monitoring module.

Application Interface (API)

- Polish and maintain existing API architecture.
- Design and develop API on need basis for Integration with Government Agencies.
 - It could be (STR/TTR) Records with – Financial Information Unit, COPOMIS Submission No with Inland Revenue Department (IRD)

- Consume API from other Government Agencies on need basis
- Addition of API for collection of related data from Cooperatives.
- Integration of COPOMIS with other third party applications being used in cooperatives.

Report Generation

- Analyze existing reports, validate the output and if necessary rectify and correct them.
- Number of cooperative members entered by cooperative, local level, district and province per day and between two dates.
- Addition of dynamic report generation feature such that Admin can build a query and different cross cutting reports can be generated easily.
- Addition of reports including but not limited to following:
 - Addition of Graphical reports
 - Change in Asset
 - Number of cooperatives newly registered (Filters: date range, local level, cooperative type)
 - Report that will list Cooperatives which submits data lately
 - Socio Economic report based on Member and Employee record of cooperatives.
 - Add a staff search feature by fields like name, email, position and phone number
 - Add a search feature in COPOMIS LGCO/DOC module for better tracking of new cooperatives being registered into the system.
 - Report Generation for audit trial records

Restrict the access to the production servers using privileged accounts allowing connection only from secured networks/IP addresses/devices only.

Follow GEA 2.0 framework for COPOMIS upgradation to develop interoperability framework for effectiveness of inter-agencies functions.

- It is recommended to adopt and comply with data exchange policy for transparent and collaborative accountability of data and authorized exchange
- The agency should comply with all the integration guideline mentioned in GEA 2.0 Guidelines
- The agency should classify data as per requirement of GEA guidelines
- It is recommended to follow resource sharing process for optimum resource utilization
- Must maintain and update data backup documentation on timely basis
- Data backup and recovery procedure should be prepared and proper training and guidance should be given to the staffs on timely basis consisting flowing guidelines as prescribed by GEA 2.0:
 - A definition of the specific data to be backed up;
 - The type(s) of backup to be used;
 - The frequency and time of data backup;
 - The storage site(s) for the backups;
 - The storage media to be used;

- Any requirements concerning the data backup archives
 - Transport modes, and recovery procedure of backed up data
- Data architecture guidelines must be followed as specified by GEA 2.0 Framework considering following matters
 - Tools should be consistent whenever possible
 - Proliferation of data should be discouraged
 - Leveraging central data warehouses
 - The architecture layer provides an important role in security
- Consulting Firm must find security breaches and incidents, evaluate them and resolve them on timely basis.
- It is recommended to comply with the guidelines and develop systems that have features of custom and personalization for future modification and flexibility.
- In order to compare files, identify differences, and merge the changes if needed prior to committing any code version tools must be used by the organization.
- Prepare SRS/FRS documents before system deployment including below mentioned provisions of GEA 2.0 Guidelines
 - System administration functionality
 - Error Handling
 - Segregation of Project in phases
 - Phase wise outcome details
 - Timelines of the Phases
 - Indication of the unfinished part of the projects
 - Maximum load, bandwidth and CPU utilization estimation
 - Security requirements specification
 - Installation migration requirements
- Should implement proper process of source control following GEA guidelines including following matters:
 - Process of source control
 - Database requirement for initializing script in the repository
 - Process of PULL/Fetch/UPDATE before committing
 - If every commit contains only one modification

Change Management

- Changes in system should be requested via change log.
- Change log will be reviewed by implementation committee
- After approval from Committee changes will be incorporated in the COPOMIS system.

Daily Maintenance and Bug Fixing

- Support Developer Need to attend calls from COPOMIS end user's and keep record of following:
 1. Prepare a ticket, identify issue and prioritize task and assign it for issue resolve process.
 2. Follow up on tickets.
 3. Prioritize all the issues, work on them and push minor fixes to live server on regular basis.
 4. Periodic release of software on bug fix should be carried out.
- Preparation of regular help manuals and submission of regular reports.
- Update knowledge base for each feature in COPOMIS.

Data Management and Support Activities

- Check data and maintain consistency of data in COPOMIS system.
- Check duplication of cooperatives, flag duplicate records and manage record
- Check data of local level (Name, Address, Phone Number, Email etc) and update it in the system.
- Get approval from department of cooperatives prior cleaning data.
- Provide username and password to local level.
- Make an intermittent phone call to Local Level Cooperative Section/Officer regularly for COPOMIS implementation.
- Help and coordinate with local level official on Password distribution/Record Management/Report Generation on need basis.
- Remote help operation to Local Level official on COPOMIS implementation.
- Cross Tally total data under Jurisdiction of Local Level with data shown in COPOMIS.
- Handle queries from Cooperatives.
- Prepare a log for activities in help desk operation.
- Categorize the support operation and report it to Doc.

Capacity Building and Knowledge Transfer

- Consultant Team should provide two training on Operation of COPOMIS and Technology transfer to Department of Cooperatives.
- Prepare and submit knowledge transfer document.

4. Methodology

A. Software Maintenance:

The software development team should follow on of agile software development methods, preferably, the KANBAN method. On each iteration, following steps should be followed:

- i. **Analysis, Design and Feature addition in Application:** The development team should consult with the client and the stakeholders for analysis of the requirement of the software. Understand all project aspect and prepare project charter.
- ii. **UI/UX Design:** The analysis and design should go hand in hand with UI/UX Design because UI/UX designs not just helps in better communications of the requirements but also helps in identification of new ways of solving a problem or new hidden requirements related to usability engineering. The newly developed UI/UX should be tested before designing the high fidelity prototypes of the software components.
- iii. **Testing:** In this step, test cases and automated tests should be written which can be used during and after the development to ensure the integrity of the software during development, regression tests or user acceptance test. The tests should be stored in the code versioning system along with the source code.
- iv. **Delivery of the fully functional Software:** The first prototype should be updated based on the feedback collected during the field testing and User Acceptance Test. The consulting firm should deliver the final fully functional software including both data storage server and data collection App which has been approved by all the stakeholders and the ministry.
- v. **Documentation:** A standard documentation of software development along with user manuals and technical manuals should be developed following industry standards and best practices.

B. Software Release:

1. Minor release of the software with critical fixes should be done upon following the testing procedure and approved by DoC
2. Major release of the software should be done after approval of the software in a UAT by the client.

C. Technical Support:

1. A support is issued for each problem reported by the users which should be categorized based on urgency, nature of problem and user. The ticket should be closed only after a conclusion on issue has been reached.
2. Technical support team should address the issue and report it back to the user who had raised the ticket.
3. The action taken by the support team should be documented so that it can be verified by officials of the DoC.

D. Server & Network maintenance:

- a. Approval of the periodic server maintenance and backup schedule and checklist should be taken from the client
- b. Server should be maintained and backup following the approved schedule and checklist

- c. Regular monitoring of Internet Bandwidth and Traffic. Instant rectifications if found abnormal.
- d. Periodic recommendation and update to the DOC Technical Committee in the Hardware / Connectivity enhancement to the system if required.

GEA 2.0 Mandatory Artifacts

Prepare all mandatory artifact for COPOMIS in order to maintain uniformity.

- Project Charter
- Project management plan
- User Requirements specification / Functional Requirement Speciation
- Software Architecture Design Document
- Software Quality Assurance Plan
- Test Plan /Test Cases
- Development /Implementation Plan
- Code Review Checklist
- Test Report
- User Manual
- Administrative/Installation manual
- Training capacity building plan
- Security testing report
- Performance test summary report
- Support and maintenance strategy document

5. Duration and Time Plan

The consulting firm should adhere 5 Months to the following time plan for the development of the software. Fully functional Software approved by all the client should be delivered to the DoC along with all deliverables as per the following yearly time plan:

S.N	Task	M1	M2	M3	M4	M5	M6	M7	M8
1	Understanding requirements and job description Collection of requirements and issues. Project Charter Preparation.	✓							
2	Maintenance and fixing of issues in the software : Existing Features in COPOMIS	✓	✓	✓					
3	Addition of Modules and Features.		✓	✓	✓	✓			
3	Quality Assurance tests. Ensure Business Law and				✓				

4	User Acceptance Test (UAT) of the COPOMIS before release of software major version's.			✓			✓		✓
5	Rollout COPOMIS version Final Delivery of the software						✓		
6	Documentation & User manual with addition of data in Knowledge Base			✓			✓		
7	Data Management			✓	✓	✓	✓		
8	Technical Support	✓	✓	✓	✓	✓	✓	✓	✓

6. Expected Output

- A fully functional, tested and optimized COPOMIS which works in web browsers running in PC, Mac should be maintained and delivered to the DoC.
- Update of user manuals, business continuity plan, technical documentation, reflecting the changes made in software as per the need of DoC and other stakeholders.
- Assurance of data integrity, availability of software and data, usability of software and business continuity.
- Technical support must be provided to the users of COPOMIS such as DoC, 7 provinces, 753 local governments and Co-operatives.
- Data management of records in COPOMIS.
- Knowledge transfer and training to Department of Cooperatives.

7. Qualifications

Following qualifications should be met by both the consulting firm and Key personnel involved in the project.

a. Consulting Firm

- The company should be registered in VAT.
- The company should have at least 7 years of experience in the software development business.
- Preferences will be given to those companies who have already have experience in the similar supervision, support and development of MIS software
- The company should have cleared all the tax and required dues to governments of any level (Fiscal Year 2077/78).
- Any company which has been blacklisted by any levels of governments will be disqualified.

Key Experts: Qualification and Experience

S.N.	Designation	No	Qualification	Experience	Man Month
1	Team Leader	1	At least a Master's Degree in Computer Science or Engineering	5+ years of experience in Software development in .NET based application, Knowledge of RDBMS. Experience in Management of Software projects and leads a team of technical employees. Understanding of business requirements and developing complex algorithms.	4
2	Database Expert	1	At least a Bachelor's Degree in Computer Science or Engineering	5+ years of experience in Database administration, RDMS administration, Data migration, sound knowledge on SQL server	3
3	Cooperative Expert	1	Bachelor's Degree in Management or relevant subject	5+ years in Cooperative sector. Must have knowledge of cooperative account, law. Experience in cooperative operation.	2
4	Network/Security Expert	1	At least a Bachelor's Degree in Computer Science or Engineering	3+ years of experience in System administration, Network Configuration, administration, of computer networks and networking devices. Sound Knowledge and experience of application and network security.	2
5	Senior Programmer/.net Developer	4 [2 Person stationed at Department of Cooperatives]	At least a Bachelor's Degree in Computer Science or Engineering	3+ years of experience in Software development in .NET and Knowledge of RDBMS is a must.	4x5=20
6	Designer (UI/UX)	1	At least a Bachelor's Degree in Computer Science, Engineering or IT	3+ years of experience in UI/UI Development using HTML/CSS/Bootstrap.	2
7	Quality Assurance Expert	1	At least a Bachelor's Degree in Computer Science, Engineering or IT	2+ years of experience in regression testing, penetration testing, and stress or load testing,	2

S.N.	Designation	No	Qualification	Experience	Man Month
8	Documentation Officer	1	At least a Bachelor's Degree in Computer Science, Engineering or IT	2+ years of experience in software documentation, sound technical writings,	2
9	Data Management Officer	2 Person stationed at Department of Cooperatives	At least a Bachelor's Degree in Computer Science, Engineering or IT	2 years' experience in providing data management, data Cleaning activities. Experience in Operation of MIS systems.	2x3=6
10	Support Technician	2 Person stationed at Department of Cooperatives	At least a +2 pass with Basic computer course	2 years' experience in providing technical support and software helpdesk activities	2x7.5=15

on need basis key experts must be available at Department of Cooperatives.

Facilities to be provided by Department of Cooperatives

- Internet will be provided by Department for key person stationed at department of Cooperatives.
- Consultant must provide developer and other key staffs stationed at department of cooperatives with computer and necessary accessories.

Reporting Requirements

S.N.	Report	Time
1	Project Initiation/ Charter	Within 20 Days after Contract Signing date
2	Project management plan	Within 20 Days after Contract Signing date
3	User Requirements specification / Functional Requirement Speciation	Within 20 Days after Contract Signing date
4	Software Quality Assurance Plan	Within 20 Days after Contract Signing date
5	Training capacity building plan	Within 20 Days after Contract Signing date
6	Support and Helpdesk related activities report	On a Weekly Basis
7	Code Review Checklist	Monthly Basis
8	Change Management and roll out Report	After performing change and update.
9	Test Report	On A Monthly Basis
10	Security testing report	On a Monthly Basis
11	Performance test Summary report	On a monthly Basis
12	User Acceptance Report	After conducting UAT
13	Software Documentation	Before UAT Conduct
14	Database Documentation	Before UAT Conduct
15	Updated User Manual	After conducting UAT.
16	Administrative/Installation Manual	After conducting UAT
17	Support and maintenance strategy report	First week of Contract Date and Last week of Contract Date
18	Final Report on Consulting Service	Last week of Contract End Date

Software Ownership

Consultant should bind on following constraints for software distribution, copyright and subsequence modification:

1. DoC will have full ownership of the software including all subsequent modification done within the service period.
2. DoC will have the full and sole authority to distribute, copyright, modify without binding obligation to any other institution.
3. Source Code and Design Document should be providing to DoC.
4. Consulting Firm will be liable for operation and maintenance of new version for six months after contract expiration.

D. Evaluation of Consultant's EOI Application

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

Sl. No.	Criteria Title	Compliance
1	Corporate Registration	
2	Tax Clearance/Tax Return Submission	
3	VAT/PAN Registration	
4	EOI Form 1: Letter of Application	
5	EOI Form 2: Applicant's Information Form	
6	EOI Form 3: Experience (3(A) and 3(B))	
7	EOI Form 4: Capacity	
8	EOI Form 5: Qualification of Key Experts	
9	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.	
10	If the 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 shall not be eligible to participate in procurement process till the concerned Court has not issued the decision of clearance against the Corruption Charges.	

ii) EOI Evaluation Criteria

A. Qualification

Sl. No.	Criteria	Minimum Requirement
1	Team Leader (Qualification)	At least a Master's Degree in Computer Science or Engineering or Relevant Subject.
2	Team Leader (Experience)	5+ years of experience in Software development in .NET based application, Knowledge of RDBMS. Experience in Management of Software projects and leads a team of technical employees. Understanding of business requirements and developing complex algorithms.
3	Database Expert (Qualification)	At least a Bachelor's Degree in Computer Science or Engineering
4	Database Expert (Experience)	5+ years of experience in Database administration, RDMS administration, Data migration, sound knowledge on SQL server
5	Cooperative Expert (Qualification)	Bachelor's Degree in Business/ Account or relevant subject
6	Cooperative Expert (Experience)	5+ years in Cooperative sector. Must have knowledge of cooperative account, law. Experience in cooperative operation.
7	Network/Security Expert (Qualification)	At least a Bachelor's Degree in Computer Science or Engineering
8	Network/Security Expert (Experience)	3+ years of experience in System administration, RDMS administration, computer, networks and networking devices.
9	Senior Programmer/.net Developer : 4 No (Qualification)	At least a Bachelor's Degree in Computer Science or Engineering
10	Senior Programmer/.net Developer : 4 No (Experience)	3+ years of experience in Software development in .NET and Knowledge of RDBMS is a must.
11	Quality Assurance Expert (Qualification)	At least a Bachelor's Degree in Computer Science, Engineering

Sl. No.	Criteria	Minimum Requirement
		or IT
12	Quality Assurance Expert (Experience)	2+ years of experience in regression testing, penetration testing, and stress or load testing
13	Documentation Officer (Qualification)	At least a Bachelor's Degree in Computer Science, Engineering or IT
14	Documentation Officer (Experience)	2+ years of experience in software documentation, sound technical writings
15	Data Management Officer: 2 No (Qualification)	At least a Bachelor's Degree in Computer Science, Engineering or IT
16	Data Management Officer: 2 No (Experience)	2+ years of experience in providing data management, data cleaning activities and operation of MIS system.
17	Support technician : 2 No (Qualification)	At least a +2 pass with Basic computer course
18	Support technician : 2 No (Experience)	2 years' experience in providing technical support and software helpdesk activities
19	Designer (UI/UX) (Qualification)	At least a Bachelor's Degree in Computer Science, Engineering or IT
20	Designer (UI/UX) (Experience)	3+ years of experience in UI/UI Development using HTML/CSS/Bootstrap.

Score: 40.0

B. Experience

Sl. No.	Criteria	Minimum Requirement
1	General Experience of consulting firm	At least 7 Number of Web based enterprise Software Development
2	Specific experience of consulting firm within last 7 years. In case of person, specific experience of the person within last 4 years.	Experience in the development/ support of at least 2 web- based enterprise software for Nepal Government agencies.

Score: 50.0

C. Capacity

Sl. No.	Criteria	Minimum Requirement
1	Financial Capacity.[Average turnover required shall not exceed 150% of cost estimate]	Average annual turnover of the consulting firm of best three years out of last seven years should be at least NRs 5 million

Score: 10.0

Minimum score to pass the EOI is: 70

Note : If the 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 consultant's proposal shall be excluded during the evaluation.

E. EOI Forms & Formats

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

Standard EOI Document

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.

Standard EOI Document

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):

Standard EOI Document

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.						

Standard EOI Document

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

Standard EOI Document

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	<i>Name of the Project</i>	<i>Location (Country/ Region)</i>	<i>Execution Year and Duration</i>
1.			
2.			
3.			
4.			
5.			
6.			
7.			

Standard EOI Document

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

--

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

Standard EOI Document

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.

Standard EOI Document

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)