

# **EXPRESSION OF INTEREST (EOI)**

**Title of Consulting Service: NP-DOCR-271570-CS-  
QCBS**

**Method of Consulting Service: National**

**Project Name : Conducting Beneficiary Satisfaction Survey of SSSPCR Project  
EOI : NP-DOCR-271570-CS-QCBS**

**Office Name: Department of National ID and Civil Registration**

**Office Address: Singhadurbar, Kathmandu Kathmandu Kathmandu**

**Funding agency : Loan**

**Loan/Credit/Grant number : IDA Credit 5912-NP**



Government of Nepal  
Ministry of Home Affairs  
Department of National ID and Civil Registration  
Singh Durbar, Kathmandu

**Request for Expression of interest (REoI)**  
For  
**Conducting Beneficiary Satisfaction Survey of SSSPCR Project**

Date of first Publication: 2078/10/11 (25 January 2022)  
Contract ID No.: NP-DOCR-271570-CS-QCBS

The Department of National ID and Civil Registration has received a financing from the World Bank for Strengthening Systems for Social Protection and Civil Registration Project (SSSPCR) and it intends to apply part of the fund for hiring a qualified firm for **Conducting Beneficiary Satisfaction Survey of SSSPCR project** representing the beneficiaries from 251 selected wards of 112 LLs, 28 districts in 7 provinces within 12 weeks duration.

The scope of consulting services with three phases of implementation mainly focusses on:

- Cluster based survey of the beneficiaries of **Social Security Allowance and Vital Registration**
- Observe the major intervention and impacts of projects in e-payment of SSA, communication outreach and registration camps.
- Qualitative and Quantitative survey through the structured questionnaire
- Focus Group Discussions (FGD) of project beneficiaries and eligible non-beneficiaries from selected 2 Local Levels of each province in structured manner.
- Key informant interviews (KII) and interactions consisted of main stakeholders as LLs and ward officials, representatives of banks, representatives of CSOs and others focusing the beneficiary categories – senior citizens, people with disability and respective.

The Department of National ID and Civil Registration now invites eligible consulting firms to express their interest in providing the above mentioned services. Interested firms are requested to provide information demonstrating their qualification to perform its required services, i.e, Firm's profile with eligibility and qualification, work experience, description of similar assignments, expression in similar condition and availability of key professional staff. The shortlisting from EoI shall be carried out based on the following criteria:

- General experience of the firm
- Specific experience of the firm,
- Availability of key professional staffs (Based on Qualifications and Experiences)
- Financial information of the last 5 years,

The attention of interested firm is drawn to paragraph 1.9 of the World Bank Guidelines: Selection and employment of consultants (under IBRD Loans and IDA credits & Grants) by World Bank borrowers January, 2011(Revised July 2014), setting forth the World Bank's policy on conflict of interest.

A consultant firm shall be selected in accordance with the Quality and cost Based Selection (QCBS) method set out in the consultant guidelines.

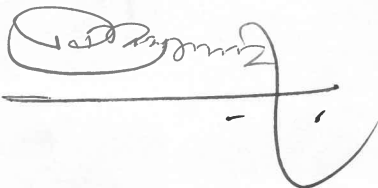
This REoI notice and draft ToR can be visited /downloaded from our website: [www.donidcr.gov.np](http://www.donidcr.gov.np)

Only shortlisted Firms will be provided with the Request for Proposal (RfP) to submit detailed Technical and Financial proposals.

Further information in this regard can be received and Expression of Interest (EoI) must be delivered in written form (in person/by mail/by e-mail) to the address below no later than 17 hrs, 2078/10/26 (9 February 2022).

**Contact address:**

Department of National ID and Civil Registration  
Singh durbar, Kathmandu, Nepal  
Email: [info@dnidcr.gov.np](mailto:info@dnidcr.gov.np)



Telephone: + 977, 01, 4200895/4200016

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## **A. Request for Expression of Interest**

# Request for Expression of Interest

## Government of Nepal (GoN)

Name of Employer: Department of National ID and Civil Registration

Date: 25-01-2022 16:25

Name of Project: Conducting Beneficiary Satisfaction Survey of SSSPCR Project

Name of the Donor Agency: Loan

Donor Loan/Credit/Grant No: IDA Credit 5912-NP

1. Government of Nepal (GoN) has received a Loan from Single Envelope Procedure toward the cost of Conducting Beneficiary Satisfaction Survey of SSSPCR Project and intends to apply a portion of this loan/credit/grant to eligible payments under the Contract for which this Expression of Interest is invited for National consulting service
2. The Department of National ID and Civil Registration now invites Expression of Interest (EOI) from eligible consulting firms (“consultant”) to provide the following consulting services: Hiring a Firm for Conducting Beneficiary Satisfaction Survey of SSSPCR Project
3. Interested eligible consultants may obtain further information and EOI document free of cost at the address Department of National ID and Civil Registration, Department of National ID and Civil Registration  
Singhadurbar, Kathmandu  
Kathmandu, Kathmandu  
Bagmati Province  
Nepal during office hours on or before 09-02-2022 17:00 or visit e-GP system [www.bolpatra.gov.np/egp](http://www.bolpatra.gov.np/egp) or visit the client’s website [www.donidcr.gov.np](http://www.donidcr.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](http://www.bolpatra.gov.np/egp) Not Accepted on or before 09-02-2022 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 50.0 %, Experience 40.0 %, 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/organization.
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 70 days. Expected date of commencement of the assignment is 01-04-2022.
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 Conducting Beneficiary Satisfaction Survey of SSSPCR Project. 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** **for** **Conducting Beneficiary Satisfaction Survey of SSSPCR project Beneficiaries** **(Contract ID : NP-DOCR-271570-CS-QCBS)**

### **1. Background:**

STRENGTHENING SYSTEMS FOR SOCIAL PROTECTION AND CIVIL REGISTRATION (SSSPCR) is a nationwide project implemented by the Department of National ID and Civil Registration (DONIDCR) under the Ministry of Home Affairs (MoHA) with financial assistance of World Bank. The project supports the DONIDCR's Civil Registration (CR) and the Social Security Allowance (SSA) program and aims to improve the coverage of SSA and CR, and the delivery of SSA. These goals will be supplemented by institutional strengthening at both central and local levels to ensure the sustainability of the gains of the first two objectives.

The SSA consists of cash transfers to beneficiaries of nine different categories known as Senior Citizen, Disability, single women, Widow, Endangered Ethnic Groups, Child Protection, and Child Nutrition across the country. Under civil registration components, five vital events are registered- birth, death, marriage, divorce and migration recorded in the VERSP-MIS.

**Key project interventions** include the following:

1. Support the transition from manual to online civil registration supported by Service Units (SUs) on-board at each local level
2. Support transition from cash to electronic payment
3. Registration campaigns
  - (i) to promote timely registration of vital events and enrolment of the eligible into the SSA
  - (ii) to incorporate the previously unregistered or left.
4. Improved grievance redress mechanism when and where appeared during implementation.

**Project beneficiaries are as follows**

1. SSA Beneficiaries
2. Individuals/families who register vital events

To assess whether the interventions are achieving the targeted goals, it is essential to periodically assess the perceptions of beneficiaries and their level of satisfaction. Project beneficiary satisfaction survey is also a required element of the project as envisaged in results framework. The survey will help the Department understand how the beneficiaries perceive and the changes they like in the delivery of CR and SSA, and the socio-economic impact of SSA on beneficiaries, whereby help to make policy or operational changes in the future.

The Department seeks a Consultant firm to implement the beneficiary satisfaction survey. The survey will be purposively sampled with an estimated sample size of 5-8,000 individuals and is expected to be fielded between March-June 2022.

- a. Cluster based survey of the beneficiaries of Social Security Allowance and Vital Registration
- b. Observe the major intervention of projects in e-payment, banking, and communication outreach and registration camps.
- c. Qualitative and Quantitative survey through the structured questionnaire
- d. Focus Group Discussions (FGD) of project beneficiaries and eligible non-beneficiaries from selected 2 Palikas. of each provinces
- e. Key informant interviews (KII) and interactions comprised of main stakeholders as LL and ward officials, representatives of banks, representatives of CSOs and other representing the beneficiary categories – senior citizens, people with disability, etc.

The consultant is expected to undertake all relevant activities to successfully administer the survey, FGDs and KIIs, including piloting and refining the questionnaire, recruiting and training enumerators, field mobilization, data collection, data entry and processing, and data analysis to prepare a report. This section describes the specific tasks and responsibilities of the Consultant at each stage of the project and provides guidance where necessary on how the required tasks are to be carried out.

**a) Planning Phase**

- ❖ Briefings, consultation meetings, and desk review of relevant policy documents and literature
- ❖ Identification of Population, Sample Size and respondents
- ❖ Finalization of questionnaire based on theme.
- ❖ Digital data entry program appropriate for online data entry in consultation with the department
- ❖ Pretest the questionnaire and finalize in consultation with DoNIDCR prior to commencement of field work and ensuring the robustness of the hardware as well as the software used to handle the data.

**b) Implementation phase**

- ❖ Conduct the training to the field supervisors and enumerators and protocols.
- ❖ Conduct field work to administer the survey, FGDs and KIIs
- ❖ Generate real-time data by utilizing an online electronic data platform.
- ❖ Establish a relationship with key informants i.e. SSA beneficiaries, Payment Service Provider, Ward office, Local Level, family member of SSA beneficiaries etc.,
- ❖ Develop and implement a Data quality control plan and its implementation with the engagement of DoNIDCR.
- ❖ Prepare and submit a monthly progress report of the survey to DoNIDCR.
- ❖ Conduct data analysis, visualize the data and conduct an initial briefing to DoNIDCR.

**c) Reporting and dissemination**

- ❖ Prepare a draft report based on the report findings and PPT and present it to DoNIDCR.
- ❖ Finalize the report by incorporating comments provided by DoNIDCR.
- ❖ Submission of deliverables





The sample unit must represent the population covering hill and terai topography of Rural / Urban wards of selected local levels.

#### 7. Team composition:

The Consultant must identify and train a sufficient number of field workers to undertake and ensure that the task is completed on given time. The Consultant will recruit, train, assign, equip, transport, supervise and compensate all the staff needed to carry out the survey.

The project team should include, but not necessarily be limited to:

S.N	Human Resource	Required Quantity	Proposed Days	Working
a.	Team Leader - Research and Survey Specialist	1	30 days	
b.	Deputy Team Leader- Social Protection and Governance Specialist	1	40 days	
c.	Statistician- Data Analyst	1	40 days	
d.	Survey Coordinators	7	30 days	
	Total	10	140 days	

#### 8. Key Deliverables:

The firm should be responsible to provide the major deliverables:

- Tentative work plan of field visit/inception report within 7 days of contract award.
- Draft of questionnaire containing more objective and lessening subjective.
- Final Research Report- Soft Copy and Hard Copy - 50 Sets

##### Hard Copy Specifications;

Cover Page: Four Color 350 gsm

Inside Page: 80 gsm

binding: Perfect Binding

- Details of Respondents in defined format of DoNIDCR
- Pictures of Respondents ( Must took Consent )

#### 9. Confidentiality and Data ownership

The Consultant will protect the confidentiality of individuals responding in the survey. Records containing personal identifiers (names, addresses and phone numbers) will be kept in a secured location at all times. This includes both physical (paper) and electronic records.

All data collected and supporting documents will be treated as confidential and will be the property of the Department. No data, documentation, sampling frames or other information from this survey will be released to third parties without the written approval of the Department.

**B. Deputy Team Leader- Social Protection and Governance Specialist-1**

Responsibilities	Required Qualification and Experience
<ul style="list-style-type: none"> <li>❖ Desk review/scoping and sampling frame finalization.</li> <li>❖ Design of tools and Instruments.</li> <li>❖ Development of Field guides and survey protocols.</li> <li>❖ Deliver training to the enumerators and coach and guide the field team.</li> <li>❖ Support Team Leader in the acquisition of and training field staff.</li> <li>❖ Participate in the pretesting of tools and templates.</li> <li>❖ Support Team Leader in-field monitoring for data quality control.</li> <li>❖ Draft the Survey report.</li> <li>❖ Support in the presentation and finalization of the report.</li> <li>❖ Supervise and guide Survey Coordinator.</li> </ul>	<p>Master' degree in relevant field with 8 years of general experience and at least 3 years specific experience in a similar job. Preference shall be given to the candidate experienced in working in social protection of vulnerable groups, Governance, and Social Security Allowances/schemes.</p>

**C. Statistician- Data Analyst-1**

Responsibilities	Required Qualification and Experience
<ul style="list-style-type: none"> <li>• Design of tools and Instruments</li> <li>• Support in the digitalization and pretest of the tools.</li> <li>• Design data analysis framework, acquire raw data, clean data, and entry and cross-check.</li> <li>• Conduct data analysis and visualization</li> </ul>	<p>Master's Degree in statistics with at least 8 years of experience in Statistics and Data Analysis. Preferences will be given to the candidates who can handle data software, manage online data platforms, and Big data Acquisition and Analysis.</p>

**D. Survey Coordinator: 1**

Responsibilities	Required Qualification and Experience
<ul style="list-style-type: none"> <li>• Coordinate with LLs, Service units, stakeholders to ensure that enumerators are connected to the respondents.</li> <li>• Supervise enumerators and report to the Team Leader/Deputy Team Leader.</li> </ul>	<p>Bachelor's Degree in sociology with at least 5 years of experience in field coordination, managing research and survey.</p>



## **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	Qualification of Key Experts	As per mentioned in ToR
2	Experience of Key Experts	As per mentioned in ToR

**Score: 50.0**

### B. Experience

Sl. No.	Criteria	Minimum Requirement
1	General Experience of consulting firm	As per mentioned in ToR
2	Specific experience of consulting firm within last 5 years.	As per mentioned in ToR

**Score: 40.0**

### C. Capacity

Sl. No.	Criteria	Minimum Requirement
1	Financial Capacity.	Net worth be positive in fifth year, Pending litigation if not in last year

**Score: 10.0**

**Minimum score to pass the EOI is: 70**

**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.<sup>1</sup>
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

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<sup>1</sup> 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.)*

**Standard EOI Document**

**3. Experience**

**3(A). General Work Experience**

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

<b>S. N.</b>	<b>Name of assignment</b>	<b>Location</b>	<b>Value of Contract</b>	<b>Year Completed</b>	<b>Client</b>	<b>Description of work carried out</b>
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) <sup>2</sup> :
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:  <b>Note: Provide highlight on similar services provided by the consultant as required by the EOI assignment.</b>	

Firm's Name: \_\_\_\_\_

<sup>2</sup> 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)*

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



**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

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

**Standard EOI Document**

**4(B). Infrastructure/equipment related to the proposed assignment<sup>3</sup>**

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

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<sup>3</sup> 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)*

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

(Please insert more rows as necessary)