

Standard Expression of Interest (EOI) Document for Shortlisting of Consultants and Consulting Services

Procurement of Consulting Services (For National Consulting Services)

Issued By:

Department of Co-operatives New Baneswor, Kathmandu

August, 2019

Expression of Interest (EOI)

Title of Consulting Services: *Update, maintenance* and upgrade of CoPoMIS

Method of Consulting Service [National]

Project Name : Co-operative Sector Strengthen and System Reform Program

EOI: *04/2076/77*

Office Name : Department of Co-operatives

Office Address: New Baneswor, Kathmandu

Issued on: 2076/05/04 BS

Financing Agency: Government of Nepal

Standard EOI Document 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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A. Request for Expression of Interest

Government of Nepal
Land Management, Co-operatives and Poverty Alleviation
Department of Co-operatives
Date: 2076/05/04

- Government of Nepal (GoN) has allocated fund for Co-operative Sector Strengthen & System Reform Program and intends to apply a portion of this fund for update, maintenance, upgrade and technical service of Cooperative and Poverty related Management Information System (CoPoMIS). Expression of Interest is invited for National consulting service for this work.
 - 1. The **Department of Co-operatives** now invites Expression of Interest (EOI) from eligible consulting firms ("consultant") to provide the following consulting services: The main objective of this maintenance work is to assess maintenances of COPoMIS in fixing bugs ensuring the smooth operation, enhancement of COPOMIS system as per the requirement of the Department of Co-operatives and other stakeholders and provide technical support and training to the users of COPOMIS.
- Interested eligible consultants may obtain further information and EOI document free of cost at the address *Department of Co-operatives, New Baneswor, Kathmandu* during office hours on 2076.05.17 BS or visit www.deoc.gov.np.
- 3. Consultants may associate with other consultants to enhance their qualifications.
- 4. Expressions of interest shall be delivered to the Department of Co-operatives, New Baneswor, Kathmandu during office hours on 2076.05.18 BS.
- 5. 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.
- 6. 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.
- 7. Minimum score to pass the EOI is 70.

B. Instructions for submission of Expression of Interest

- 1. Expression of Interest may be submitted by a sole firm or a joint venture of consulting firms and the maximum number of partners in JV shall be limited to three.
- 2. Interested consultants must provide information indicating that they are qualified to perform the services (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/ organization*.
- 4. The assignment has been scheduled for a period of *Nine Months*. Expected date of commencement of the assignment is first day of Kattik, 2076 BS.
- 5. A Consultant will be selected in accordance with the quality and cost based method.
- 6. Expression of Interest should contain following information:
 - (i) A covering letter addressed to the representative of the client on the official letter head of company duly signed by authorized signatory.
 - (ii) Applicants shall provide the following information in the respective formats given in the EOI document:
 - EOI Form: Letter of Application (Form 1)
 - EOI Form: Applicant's Information (Form 2)
 - EOI Form: Work Experience Details (Form 3(A), 3(B) & 3(C))
 - EOI Form: Capacity Details (Form 4)
 - EOI Form: Key Experts List (form 5).
 - 7. Applicants may submit additional information with their application but shortlisting will be based on the evaluation of information requested and included in the formats provided in the EOI document.
 - 8. The Expression of Interest (EOI) document must be duly completed and submitted in sealed envelope and should be clearly marked as "EOI Application for Short-listing for the update, maintenance and upgrade of Cooperative and Poverty related Management Information System (CoPoMIS). The Envelope should also clearly indicate the *name and address of the Applicant*. 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.
 - 9. Further more; please see the *Expression of Interest notice* published in Gorkhapatra National Daily, dated 2076.05.04 BS.

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¹ Client should delete as appropriate.

C. Objective of Consultancy Services or Brief TOR

1. The major determinants or design, scope, methodology, objectives of this consulting work are as follows

1. Background

Department of Co-operatives under the Ministry of Land Management, Co-operatives and Poverty alleviation is one of the oldest departments of Government of Nepal which was created in 1953. Pursuing its 'Regulation for co-cooperativeness' mission, the Department complements the self-regulating processes of co-operatives in line with the principles of Co-operation. As co-operative development is a function shared between the three levels of Government – federal, provincial and local – the Department, as a federal agency, has a leading role to play in terms of providing co-operative agencies of provincial and local governments with the necessary regulatory, promotional and training or educational services.

With a total of around 34 thousand Co-operatives operating in all provinces, districts and municipalities or village bodies, and involving over 6.3 million small farmers, artisans, laborers, consumers, and others in the poverty bracket, the co-operative movement is gradually developing into a force for promoting non-exploitative economic relations. MoLMCPA had initiated the process of modernizing regulation of co-operatives in 2072 BS by developing a software system called Co-operatives and Poverty related Management Information System which has been used to collect reports of various kinds from the co-operatives across the country and produce Management Information which could make decision making for supervision, monitoring and vitalizing the co-operatives more efficient. COPOMIS was handed over to DoC. in 2075 BS which is currently being maintained by DoC. Today, DoC not just provides services of COPOMIS but also provide technical support on COPOMIS to all the subnational regulatory bodies of Co-operatives through its Co-operatives information unit.

In this regards, DoC is seeking the services of an eligible consulting firm/company to support the DoC to upgrade, maintain and provide technical support on COPOMIS.

2. Objective

Currently, the DoC along with all the subnational cooperative supervisory agencies have begun using COPOMIS in their daily business in order to get information related to activities of Cooperative and Poverty Alleviation sectors as and when needed to make decisions in a timely manner. The DoC is also responsible for making policies and availing services of COPOMIS to the Co-operatives, unions and subnational cooperative supervisory agencies.

Hence, the DoC is seeking service of an IT and software development consulting firm/company to support the DoC to maintain and provide technical support of Co-operatives and Poverty related Management Information System (COPOMIS) software so that it can be used for supervisory and regulatory operations of Co-operatives by the department of Co-operatives, 7 provincial governments and 763 local governments across the country. In order to do so the underlying objectives of the project include:

- 2. Maintenances of COPMIS in fixing bugs ensuring the smooth operation
- 3. Maintain server infrastructure in Department of Information Technology (DoIT) Cloud so as to ensure the smooth functioning of the COPOMIS.
- 4. Provide technical support and training to the users of COPOMIS.
- 5. Enhancement of COPOMIS system as per the requirement of the Department of Cooperatives and other stakeholders.

3. Scope of Work

a. Management of Server

Following server management tasks should be performed:

- i. Periodic maintenance of server software
- ii. Daily Incremental Backups
- iii. Store codes in GIT repository whose access is maintained by the DoC
- iv. Daily monitoring of firewall, antivirus, system logs and intrusion detection

b. Mitigation actions if found any suspicious activities during daily monitoring Technical changes in the software

Technical changes should be done in the software which will improve the usability, performance and effectiveness of the software like:

- i. Introduce rounding off of the decimal numbers to 1st significant features
- ii. Add a feature in financial reporting to adjust decimal places if sum of debit and credit mismatch because of the rounding off
- iii. The workflow of periodical release of statistical data by supervisory units should be updated in the following way:
 - Provide a feature for supervisory units to finalize lock data on a periodical basis and generate reports
 - The generated reports should be stored in materialized views and when periodic reports are requested by COPOMIS users, they should be generated using data from a materialized view.

c. Addition of features for Supervisory functions

The consultant should upgrade the existing software with but not limited to the following features:

- i. Add various account heads in the financial report submission forms taking inputs from DoC.
- ii. In the features for Co-operatives to submit reports like General Meetings, Elections, Formation of committees and subcommittees and Financial reports add features for user confirmation before submission and provide feedback to the users on successful submission of the reports with confirmation code. If the submission fails, provide users with failure notice with possible technical reasons.
- iii. Provide features for the supervision of Co-operatives as per the Cooperative Act 2074 and Cooperative Rules 2075.
- iv. Add messaging module to COPOMIS which will take inputs like message, type of message (error, success, info) and recipient(s), and medium of messaging (example: COPOMIS alert, email or SMS). The supervisory units should be able to select medium of messaging and configure it on their panel.
- v. Adjustments of existing monitoring indicators (PEARLS/MCI etc.)
- vi. Add a help (F1) option on each menu field
- vii. Data integration and merging of between two or more Co-operatives.
- viii. Add Business Intelligence Module for offline monitoring of co-operatives. DOC will provide a detail document and guideline and prototype of BIM after the selection of Company/Firm.
- ix. Add query builder to generate various arrays of reports.

d. Update features of Cooperative Unions, National Cooperative Federations, District Co-operative Federations, National Cooperative Bank and other Subjective Co-operative Unions.

The consultant should upgrade the existing software with but not limited to the following features for CUs, NCF, DCF, NCB and SCU's login:

- i. Provide a feature to add member unions or Co-operatives
- ii. Provide a feature to approve membership of a member cooperative or union which will automatically add them into members
- iii. Provide a feature to view yearly reports of a member
 - Financial reports
 - No of members
 - **■** Election reports
 - Annual General Meeting reports
 - Committee and sub-committee
- iv. Search members and co-operatives according to the membership of the union.

e. Update features of Co-operatives

- Provide multi user access features for Co-operatives so that cooperative members' information or Know your Members forms can be submitted from multiple locations.
- ii. Add feature of uploading financial report using an excel sheet
 - Provide options for excel data import and manual entry (financial information)
 - Upon choosing excel data import, user should be provided with an excel template with necessary formulae and mathematical calculations
 - Upon upload of excel sheet, the software should not automatically update the database. However, it should allow users to preview imported excel sheets in the financial reporting forms.
 - Users should be able to follow the process of submitting the form for approval upon previewing the final financial report
 - Provide information on non-financial Co-operatives

f. Improvement of Usability in COPOMIS

The consultant should improve the usability of the existing software by following but not limited to the following:

- i. Parameterization of the newly formed districts, states and local levels
- ii. Make all the pages responsive for mobile devices to higher resolution devices
- iii. For smaller screens provide hamburger menu
- iv. When there is a validation error during form submission, change the border color of the field red and provide error message below the field
- v. If there is an error during form submission, provide error message which clearly explains the problem
- vi. If a form submission is successful, provide message which clearly conveys the success through email (integration with SMTP server) or SMS service.
- vii. Provide submission number (auto generation) for all the successful submission of each and every reports

- viii. Provide submission number for all the successful submissions of applications like amendment of records, request to update bylaws or request of programs
 - ix. On every report submission process after the successful filling of the report submission forms, users should be automatically shown the final report preview. User should be allowed to submit the report only after an authentication so as to ensure user is fully aware of submission.
 - x. Introduction of MIS/ Performance Indicator feature through menu option
- xi. Introductions of notifications and messaging systems
- xii. Introduce rounding off of the decimal numbers to 1st significant features
- xiii. Customization and modifications of various menus, reports and functional buttons as per the DOC requirements.

g. Data Backup and Export / Import

- i. Automatic Periodical (daily) incremental backups of files and database should be taken and stored in a safe and verifiable location.
- ii. Import of the backed up data as of when required.

h. Technical Support to the Software users

- The consulting firm must provide technical support to the users of COPOMIS on a daily basis. A dedicated technical support staff must be deployed who can provide onsite Helpdesk function, telephone or remote access support to the COPOMIS users.
- ii. The issues reported or identified must be recorded on a support ticketing system like Mantis BT (already in place) which can be followed up or tracked later.

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: The development team should consult with the client and the stakeholders for analysis of the requirement of the software. COPOMIS Software Requirement Specification should be updated as an output of this step. The system should be designed based on the SRS and the software design document should be updated with necessary UML diagrams including Flowcharts, Use Case diagrams, Entity Relation Diagram, Activity Diagram and Data Flow Diagrams as per the need. The designs should be communicated across the team and software should be written based on the design.
- 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. Development of the High Fidelity Prototype: A fully functional software including both data storage server and data collection App should be designed and developed using the chosen technology based on the requirements collected in the first step and designed software architecture. Any agile software development methodology can be used at this step to address further change in requirements and system architecture design. The software should be fully tested for better quality assurance. The first prototype will be tested by various stakeholders in next step.
- iv. 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.
- v. 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.
- vi. 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:

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

c. Technical Support:

- i. A freeware support tracking system like Mantis BT, OSTickets should be used to track the issues reported by the users of COPOMIS and addressing of the issues by the software development team.
- ii. A support ticket must be 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.
- iii. Technical support team should address the issue and report it back to the user who had raised the ticket.
- iv. 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:

- i. Approval of the periodic server maintenance and backup schedule and checklist should be taken from the client
- ii. Server should be maintained and backup following the approved schedule and checklist
- iii. Regular monitoring of Internet Bandwidth and Traffic. Instant rectifications if found abnormal.
- iv. Periodic recommendation and update to the DOC Technical Committee in the Hardware / Connectivity enhancement to the system if required.

5. Duration and Time Plan

The consulting firm should adhere 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	M 1	M 2	M 3	M 4	M 5	M 6	M 7	M 8	M 9	M 10	M 11	M 12
1	Collection of requirements and issues	√	√										
2	Software update, maintenance and fixes of critical issues in the software	✓	✓	✓	✓								
3	Quality Assurance tests (Regression test, Smoke Test, Penetration Test, Stress test)	✓	✓	✓	✓	✓							
4	UAT of the quarterly release of software			✓			✓			✓			√
5	Final Yearly Delivery of the software												✓
6	Documentation & User manual	√	√	✓	✓	✓	✓	√	✓	>	>	>	√
7	Technical Support	√	√	✓	√	√	√	√	√	√	√	✓	√

6. Expected Output

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

7. Qualifications

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

a. Consulting Firm

i. The company should be registered in VAT.

- ii. The company should have at least 5 years of experience in the software development business.
- iii. Preferences will be given to those companies who have already have experience in the similar +Supervision. MIS software
- iv. The company should have cleared all the tax and required dues to governments of any level (Fiscal Year 2075/76 or latest)
- v. Any company which has been blacklisted by any levels of governments will be disqualified.
- vi. Annual average turnover of minimum NRs. 70 lakhs in past three fiscal years.

b. Key Personnel

The consulting firm must submit the CV along with the true copy of certificates of the proposed key personnel as listed below.

Following listed Key personnel has to be deputed full time during the office hour at DOC office at New Baneshwor, Kathmandu, Nepal.

S.N.	Designation	Qualification	Experience
1.	.NET Developer / Software Engineer and Team leader - 1 No.	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.
2.	System / Network Engineer - 1 No.	At least a Bachelor's Degree in Computer Science or Engineering	2+ years of experience in System administration, RDMS administration, computer, networks and networking devices.
3.	Service & Support Technician - 2 Nos.	At least a +2 pass	2 years' experience in providing technical support and helpdesk activities

Following listed additional Key personnel has to be present at the office of the Consulting Firm:

S.N.	Designation	Qualification	Experience
1.	.NET Developer / Software Engineer and Team leader - 3 nos.	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.
2.	Mid-level UI/UX Developer - 2 nos.	At least a Bachelor's Degree in Computer Science, Engineering or IT	3+ years of experience in UI/UI Development using HTML/CSS/Bootstrap.
3.	Software Quality Assurance Engineer - 2 nos.	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
4.	System Engineer - 2 nos.	At least a Bachelor's Degree in Computer Science or Engineering	2+ years of experience in System administration, RDMS administration, computer networks and Devices
5.	Support Personnel - 4 nos.	At least a +2 pass	2 years' experience in providing technical support and helpdesk activities

D. Evaluation of Consultant's EOI Application

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

i) Eligibility & Completeness Test	Compliance
Copy of Registration of the company/firm	
VAT/PAN Registration	
Tax Clearance Certificate of Fiscal year 2074/75	
EOI Form 1: Letter of Application	
EOI Form 2: Applicant's Information Form	
EOI Form 3: Experience (3(A) and 3(B))	
EOI Form 4: Capacity	
EOI Form 5: Qualification of Key Experts	

ii) EOI Evaluation Criteria	IMinimum Requirement	Score [Out of 100%]
A. Qualification		10076
Qualification of Key Experts	As per ToR	40
Experience of Key Experts	As per ToR	
B. Experience		
General of consulting firm	As per ToR	50
Specific experience of	As per ToR	
consulting firm within last 7		
years.		
Similar Geographical	As per ToR	
experience of consulting firm		
C. Capacity		
Financial Capacity ²		10

² Average turnover required shall not exceed 150% of cost estimate

E. EOI Forms & Formats

Form 1. Letter of Application

Form 2. Applicant's information

Form 3. Experience (General, Specific and Geographical)

Form 4. Capacity

Form 5. Qualification of Key Experts

1. Letter of Application

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

	Date:
То,	
Full Name of Client:	
Full Address of Client:	
Telephone No.:	_
Fax No.:	
Email Address:	_
Sir/Madam,	
Being duly authorized to represent and act on behaving reviewed and fully understood all the undersigned hereby apply to be short-listed by [In {Insert brief description of Work/Services}.	short-listing information provided, the
Attached to this letter are photocopies of original docu	ments defining:
a) the Applicant's legal status;	
b) the principal place of business;	
[Insert name of Client] and its authorized represents statements, documents, and information submitted Letter of Application will also serve as authoriz representative of any institution referred to in the information deemed necessary and requested information provided in this application, or with recompetence of the Applicant.	in connection with this application. This ation to any individual or authorized supporting information, to provide such by you to verify statements and
[Insert name of Client) and its authorized represe of the signatories to this letter for any further informate	
All further communication concerning this Application person,	n should be addressed to the following
[Person]	
[Company]	
[Address]	
[Phone, Fax, Email]	
We declare that, we have no conflict of interest in the	proposed procurement proceedings and

1.

2.

3.

4.

5.

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 business and our Company/firm has not been declared ineligible.

³ Applications by joint ventures should provide on a separate sheet, relevant information for each party to the Application.

- 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)

Duration of assignment (months): Total No. of person-months of the assignment:
Total No. of person-months of the assignment:
Total No. of person-months of the assignment:
Approx. value of the services provided by your firm under the contract (in current NRs; US\$ or Euro):
No. of professional person-months provided by the joint venture partners or the Sub-Consultants:
Narrative description of Project:
led in the assignment:
services provided by the consultant as

⁴ Consultant should state value in the currency as mentioned in the contract

3(C). Geographic Experience

Experience of working in similar geographic region or country

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

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

4. Capacity

4(A). Financial Capacity

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

Annual Turnover			
Year	Amount Currency		
- Average Annual Turnover			

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

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)