



**Sisne Rural Municipality  
Office Of The Rural Municipal Executive  
Rukumkot, Rukum (East)  
Lumbini Province, Nepal**

**Invitation of Bids**  
for the development of Dynamic Municipal Profile,  
Digital Governance Framework (ERP), Basic e-Governance Modules &  
Interactive Mobile Applications.

**PROJECT TERMS OF REFERENCE [ToR]**

**Prepared By:**  
**Sisne Rural Municipality**  
**Office of the Rural Municipal Executive**  
**Rukumkot, Rukum (East)**

**2077.10.21**





## **Annex A**

### **Terms of Reference [ToR]**

Project: Development of Dynamic Municipal Profile, Digital Governance Framework(ERP), Basic eGovernance Modules & Interactive Mobile Applications.

#### **Background:**

The system is expected to have Modular Architecture and Robust Application Programmers Interface (API) for scalability and third-party compatibility possibilities. In addition, the project expects the development of Integrated Mobile Applications and few other modules mentioned below in this document. Proposals to facilitate local Government's communication of data and services to the Public and proposals with smart value added features will be first considered.

#### **Project Overview:**

The System introduced above is an Integration of Digital Municipal Profile, eGovernance Modules and Interactive Mobile Applications. The System should have practical interrelation in between the Systems for the efficient Delivery of Management Reporting, eGovernance systems and Municipal Profile Data.

Bidders are encouraged to generate innovative and feasible project ideas. Bidders have the flexibility to add value added features and functional interconnectivity of modules along with project scope later discussed in this document.

Competitive bidding proposals are required to be sealed in closed envelope and submitted hard copy to the Supervisor of the Project mentioned in Annex B.





## Scope of Work

**The following Systems are broadly studied and identified by Sisne Rural Municipality as essential basic modules of the Project:**

### **I.1. Modular ERP Digital Governance Framework**

The purpose is to first prepare a digital framework for Sisne Rural Municipality and hence to enhance the possibility of integration of other systems currently being used in the Municipality and those procured in future.

The System should be web based and should have modular architecture to fit other modules. The Digital Profile later discussed in this TOR should be integrated to this system and other modules later developed by third parties should be able to be integrated to the system.

The System should have proper user access rights features to accommodate all Municipal and Ward level Representatives, Staffs and other Municipal entities such as Schools, Health Posts, Hospitals, etc.

The system should be scalable and have Secured Application Programmers Interface (API) System for Third Party data access and integration.

Software Backend System (Dashboard) that acts as the Centralized Operation System and Holds all eGovernance/Smart-governance modules.

Smart Modules: eMeetings-Text and Video, Hello Mayor, Grievances Handling (Jana Gunaso), Public Connect via Bulk SMS, Push Notifications, Data Upload/Management System, Digital Citizen Charter, News and Notices, Cloud Document Management System, Digital Payment, Digital Profile Connectivity and Vital Registration Connectivity.

### **I.2. Digital Profile Software System: Reporting System and Data Update Interface**

**Sisne Rural Municipality** Executive Office visions to implement eGovernance in schedule. For the preparation of such, the firm/consultant is required to develop so, with at least, consideration of the following features:





- Digital Survey of all Wards as per the latest Guidelines from Ministry of Federal Affairs and General Administration, the Government of Nepal. Such Survey will include data collection through Mobile/Tablet Devices for enough GIS/GPS Data, Multimedia Information and effective Programmed Surveys. Datasets will include all information (Primary/Secondary) of Public Landmarks, Businesses, Public Assets and Household/Demographics as mentioned in the guidelines document.

- Analysis of Data on the basis of Demographics, Topography, Socio-Economic Development and other Development Factors.

- Development of Software based Municipal Digital Profile System that can reflect analyses data in Multiple Segments, Categories and Filters.

- Features to auto update Profile Data on the basis of Vital Registration and Migration in real time into the system through the respective wards. Smart Data update along with time. For example, update Date of Birth every year for all population.

- Miscellaneous features such as Graphs and Reports, Charts, Export Features, Data Entry System for all Form Entries, etc.

- Server Management, High End Data Security, Backup and Restoration Core Facilities.

- Digital Profile System should have place hold all Secondary data mentioned in the scope of Nepal Government.

*We encourage proposals with attractive features regarding data privacy, security, usage and Dissemination of LG Profile Survey Information.*

### **3. Integrated Interactive Mobile Applications**

Developed Mobile Applications will have Features to give a Digital Shift to Sisne Rural Municipality office and its wards in the following regards:

- a. Public-Representative Communication; Representative-Representative Communication Tools. Public Information Dissemination of the Digital Profile Information.





Information regarding Ward level and Municipality level Citizens Charter, and similar other titles.

Possibility to add other e-Governance facilities in future, one after another with support for such.

Interactive Tools to directly communicate with Mayor and Grievance Handling with Vice Mayor.

Citizen Charter Display and Possibility to display the same charter across all devices in wards and LED screens.

Possibility to add Ward Services as digitally signed e-Governance services in future.

Display of all Public Forms, Download and Print Options.

Other value added features for the development of Smart Municipality Environment will be considered.

#### **4. Hosting, Security, Implementation, Support and Future up-gradation Possibilities**

a. Hosting and Maintenance of Systems.

Best available measures applied for Data Security and Backups

The firm/consultant will be responsible to support maintain the developed applications including village profile for the term of 5 years.

The system should be developed in such a way that it facilitates integration of other future features developed by the same of third party into it to work as an integrated smart system.

## **Annex B**

### **Deliverables, Communication and Co-ordination**

#### **Deliverables**





The firm/consultant is expected to deliver following:

- a. Smart ERP Framework System with integrated Digital Profile System and Modules Mentioned.

Mobile Applications for Android Operating System.

Trainings, Manuals and Support System.

### **Security, Implementation, Support and Future up-gradation Possibilities**

- a. Best available measures applied for Data Security and Backups.
- b. The firm/consultant will be responsible to support maintain the developed applications including Municipal Profile for the term of 5 years.
- c. The system should be developed in such a way that it facilitates integration of other future features developed by the same of third party into it to work as an integrated smart system.

Annual Maintenance and Support Information should be well explained in the Technical and Financial proposals.

### **Project Focal Person**

The Chief Administration Officer at the Rural Municipality will be the Bidder's Focal Person for the Project Coordination. The CAO will have the rights to re-assign bidding procedure to other staffs in the Municipality.

## **Annex C**

### **Application Deadline, How to Apply?**

#### **Application Deadline and Proposal Submission.**





The consultant/firm are required to submit their proposals along with the list of their past/present portfolio and legal documents not later than 15 days of publishing of first public notice on the municipality website.

The consultant/firm must be highly experienced and must have worked with **at least 5 Local Governments** to develop their ERP Framework, Conducted their Digital Survey, developed Dynamic LG Profile and Interactive Mobile Applications with basic value added modules like Hello Mayor, Jana Gunaso etc.

Competitive bidding proposals are required to be sealed in **two separate sealed envelopes-Technical Proposal and Financial Proposal** and are required to be submitted hard copy to the Focal Person of the Project mentioned above.

## **How to Apply?**

Interested applicants are requested to submit the following documents in two separate sealed hard copy documents.

### **1. Technical Proposal**

- Technical Proposal and Declaration of Authenticity of information supplied.
- Legal Documents Copy: Individual/Company Registration, Tax Registration, Last Fiscal Year Tax Clearance, Postal Stamped Letterhead Application.
  
- Team Portfolio, Team Expertise and CVs of Major Project Human Resources.
  
- Estimation of Resources, Specifications of Software/Server Systems and Languages used in Development.
  
- Security, Storage and Backup Plans/Systems/Specifications.
  
- Proposed Diagrams or Graphical Illustration will be added advantage.

### **2. Financial Proposal**

- Financial Proposal with a detailed breakdown of Project Features/Tasks along with





Specifications.

### **Evaluation and Selection Criteria**

Consultant's proposal is selected based on Quality Cost Based Selection (QCBS) method. The weightage given for Technical and Financial Proposal for the evaluation purpose is 70 and 30 respectively. The pass mark for the Technical Proposal is at least 70.

| <b>i) Eligibility &amp; Completeness Test</b>  | <b>Compliance</b> |
|--|-------------------|
| Copy of Registration of the company/firm   |                   |
| VAT/PAN Registration   |                   |
| Tax Clearance/Tax Return Submission/Letter of Time Extension for Tax Return Submission [F/Y: 2076/077]   |                   |
| 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. |                   |

| <b>ii) Technical Proposal Evaluation Criteria</b>  | <b>Insert Minimum Requirement if Applicable</b>  | <b>Score [Out of 100%]</b> |
|--|--|----------------------------|
| <b>A. Qualification</b>  |  |                            |
| <i>Qualification of Key Experts</i>  | <i>Must have minimum qualification of Master degree in relevant field.</i>                               | <b>[ 30 %]</b>             |
| <i>Experience of Key Experts</i>   | <i>Must have 10 years of general experience and at least 3 years specific experience in similar job.</i> |                            |
| <b>B. Experience</b>   |  |                            |
| <i>General of consulting firm</i>  | <i>Minimum of 3 year of general experience.</i>  | <b>[ 40 %]</b>             |
| <i>Specific experience of consulting firm within last 7 years.<br/>In case of person, specific experience of the person within last 4 years.</i> | <i>At least 5 similar jobs.</i>  |                            |
| <i>Similar Geographical experience of consulting firm</i>  |  |                            |
| <b>C. Capacity</b>   |  |                            |
| <i>Financial Capacity<sup>1</sup></i>  |  | <b>[ 10 %]</b>             |

<sup>1</sup> Average turnover required shall not exceed 150% of cost estimate







|  |  |         |
|--|--|---------|
| Infrastructure/equipment related to the proposed assignment <sup>2</sup> |  |         |
| <b>D. Working Methodology</b>  |  |         |
| A brief description of working methodology and understanding over ToR.   |  | [ 20 %] |

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

### **Forms and Formats of Proposal Submission**

## **1. Experience**

### **1(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.    |                    |          |                   |                |        |                                 |





## 1 (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) <sup>3</sup> :                                    |
| Country:<br>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):         |
| Start date (month/year):<br>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:<br><br><b>Note: Provide highlight on similar services provided by the consultant as required by the assignment.</b> |  |

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

<sup>3</sup> 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<br>(Country/ Region) | Execution Year<br>and Duration |
|----|---------------------|-------------------------------|--------------------------------|
| 1. |                     |                               |                                |
| 2. |                     |                               |                                |
| 3. |                     |                               |                                |
| 4. |                     |                               |                                |
| 5. |                     |                               |                                |
| 6. |                     |                               |                                |
| 7. |                     |                               |                                |







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

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

  
M. Prasad Kumar Reddy



## 2. 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)

## Annex D

### Reporting and Payment Schedules

Reporting and Payment Schedule Terms for the project as per the Annex A, B and C will be as follows:

1. The Bidder, upon project acquisition, shall provide periodic 15 Days reports of the Project Status.
2. The bidder shall provide project status reporting, an application and declaration of truth fullness in order to receive payment installments. The bidder shall notify in written to the Project Focal Person regarding circumstances of unavoidable project delay, information delay etc.
3. Upon project completion, the bidder shall provide a complete software manual, technical Specifications and trainings/orientation to the Municipality and respective Staffs
4. Payments will be done as per the standard payment practices in the Municipality on Project Progress Status basis.





**Time Frame:**

- Maximum time to complete the mentioned task will be a [Four] calendar months. The firm should propose appropriate mechanism to ensure quality of data entry, time assigned and confidentiality of the data.

The bidder is required to submit the list of it's Staffs/Consultants and other Facilitators (if any) those will be involved in the development of the proposed system as per Annex A, as per their access level.

Such Staffs shall be provided with Temporary Passes or Letters for information Access into Server Systems, Office Premises and the Municipal/Ward Staffs.

**Submit Proposals to:**

Sisne Rural Municipality  
Rukumkot Rukum (East), Lumbini Province, Nepal

Phone: 9847217663

Email: ito.sisnemun@gmail.com

