

Expression of Interest (EOI)

Title of Consulting Services *VCTS Application and Technical Support Service*

Method of Consulting Service *National*

Project Name : *VCTS Application and Technical Support Service*

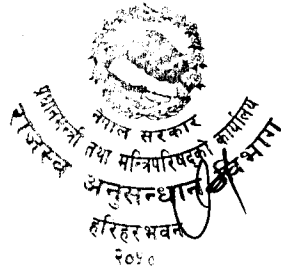
EOI: *[VCTS/001]*

Office Name : *Department of Revenue Investigation.*

Office Address: *Hariharbhawan, Lalitpur*

Issued on: *07/03/2020*

Financing Agency: Government Budget



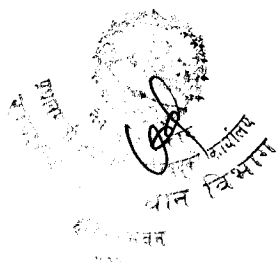
Abbreviations

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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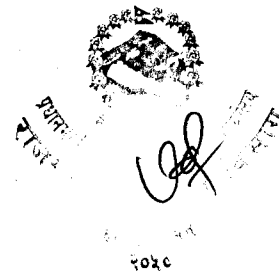
Request for Expression of Interest

Government of Nepal
Office of the Prime-ministers and Council of Ministers
Department of Revenue Investigation

Date: 7/03/2020

Name of Project: VCTS Application and Technical Support Service

1. Government of Nepal (GoN) has allocated fund **toward the cost of VCTS Application and Technical Support** and intends to apply a portion of this **fund** to eligible payments under the Contract for which this Expression of Interest is invited for **National consulting service**.
The **Department of Revenue Investigation** now invites Expression of Interest (EOI) from eligible consulting firms ("consultant") to provide the following consulting services: Provide Technical and Operational Support Service to DRI for continuous smooth operation of the VCTS. Provide Up gradation and Maintenance. Provide on time support to the VCTS end users through help desk. Development of Mobile Application for end users used to manage consignment. Web Services/VPN Integration to VCTS from platform provided by Department of Customs. To implement failover site at government data recovery site at Hetauda managed by NITC and maintain existing database/application and VM Data Center and also necessary modification.
2. Interested eligible consultants may obtain further information and EOI document free of cost at the address **Department of Revenue Investigation, Harihar Bhawan Lalitpur** during office hours on or before **7/17/2020 17:00PM** or visit the client's website **www.dri.gov.np** or e-GP system **www.bolpatra.gov.np/egg**.
3. Consultants may associate with other consultants to enhance their qualifications.
4. Expressions of interest shall be delivered online through e-GP system **www.bolpatra.gov.np/egg** **or manually to the address Department of Revenue Investigation, Hariharbhawan Lalitpur** on or before **7/17/2020 17:00PM**.
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 :65



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 10 Months. Expected date of commencement of the assignment is **2077/06/01**.
5. A Consultant will be selected in accordance with the **QCBS** 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 VCTS Application and Technical Support. 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.
9. 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

1. Background

Department of Revenue Investigation has implemented web based Vehicle and Consignment Tracking System which was used by different Transport companies, Industry/Manufacturer, Traders, Wholesalers, Importer, Exporter, Custom agent etc .

VCTS is very critical system should have more than 50000 users. High availability of the system has to be ensure that all Commercial Consignment Transportation processes fully depend upon these systems

VCTS portal offers Customers with the following services

- A, Register Company
- B, Management of Users
- C, Add Consignment/Edit/Lock/Start
- D, Add Mid Consignment
- E, Send Notification
- F, View and generate Report and may more

VCTS has been developed in the following technologies

PHP/ MySql, Code Igniter Framework, Nginx Server, Hosted on Government Server.
Help Desk at DRI for VCTS has been operate to educate customers in using online services and to adjust their problems.

2. Objective

- Provide Technical and Operational Support Service to DRI for continuous smooth operation of the VCTS.
- Provide Up gradation and Maintenance.
- Provide On time Support to the VCTS End Users through help desk.
- Development of Mobile Application for End Users Use to manage consignment.
- Web Services/VPN Integration to VCTS from platform provided by Department of Customs
- To implement failover site at government data recovery site at Hetauda managed by NITC.
- Support and maintain existing database/application and VM Data Center and also necessary modification.

3. Scope of Work

Support Service to DRI VCTS Operations

Provide Technical and Operational Support Service to DRI for continuous smooth operation of the VCTS to ensure high availability of online services of VCTS, Support on existing featured developed and existing database and incorporate necessary modification.

Support Service Must include following Task.

- 1, Change/Edit/Update any Module of VCTS, Manage Error Bug of System, Manage Database Management System of VCTS. Manage any Network and System Issue, Manage Application Server/Database Server. Monitor Network Traffic and Application/System



Security. Development of Android Mobile Application for end users to manage consignment through mobile. Web Services/VPN Integration to VCTS from platform provided by Department of Customs. To implement failover site at government data recovery site at Hetauda managed by NITC. Support and maintain existing database/application and VM Data Center and also necessary modification.

Remote support service

Remote support service should include support through remote platform as well as phone support.

2. Provide Technical and Operational Application Support Service to DRI for continuous smooth operation of the VCTS to ensure high availability of online services of VCTS, Can change/update the code of VCTS system for on time difficulties of application use.

Provide on call and on-site support to End Users of VCTS for cloud operations.

- **Help Desk support and service**

Daytime Support (11:00 AM to 7:00 PM) 7 days a week from end user Support Staff. Two personnel should be assigned as support person as work on DRI premises.

In case of emergencies, should provide support and service outside of the mentioned hours by application support staff.

This emergency support shall include support to the DRI in case of system unavailable or other major issue occurs on the VCTS

- Security of Username password and other confidential credentials must be the responsibility of the consulting firm. .

Maintaining CIA Triad: The CIA Triad Objectives must be the responsibility of consultant:

Confidentiality, integrity and availability, also known as the CIA triad, is a model designed to guide policies for information security within an organization. The model is also sometimes referred to as the AIC triad (availability, integrity and confidentiality) to avoid confusion with the Central Intelligence Agency. The elements of the triad are considered the three most crucial components of security objectives for both data and for information and computing services.

Confidentiality:

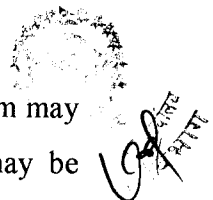
Confidentiality covers two major concepts:

Data Confidentiality:

Assures that private or confidential information is not made available or disclosed to unauthorized individuals.

Privacy:

Assures that individuals control or influence what information related to them may be collected and stored and by whom and to whom that information may be



disclosed.

Integrity: Covers two concepts:

Data Integrity:

It assures that information and programs are changed only in a specified and authorized manner.

System Integrity:

Assures that a system performs its intended function in an unimpaired manner, free from deliberate or inadvertent unauthorized manipulation of the system.

Availability:

Assures that systems work promptly and service is not denied to authorize users.

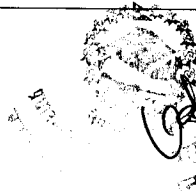
4. Composition of Consulting Team

The team shall comprise as below but not limited to the following expertise area.

SN	Post	Remarks
1	Programmer	1X6 Months(Approx.)
2	System Administrator	1 X 4 Month(Approx.)
3	Database Developer	1 X 6Month(Approx.)
4	Android Developer.	1X 5 Month.
5	Application Support	2X10 Month

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.

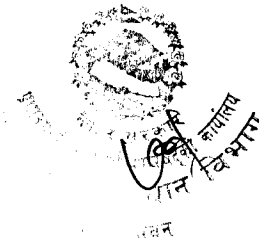
i) Eligibility & Completeness Test	Compliance
Copy of Registration of the company/firm	
VAT/PAN Registration (for National consulting firm only)	
Tax Clearance/Tax Return Submission/Letter of Time Extension for Tax Return Submission of recent applicable fiscal year (for National consulting firm only)	
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.	

Standard EOI Document

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	Insert Minimum Requirement if Applicable	Score [Out of 100%]
A. Qualification		
<i>Qualification of Key Experts</i>		40
<i>Experience of Key Experts</i>		
B. Experience		
<i>General of consulting firm</i>		50
<i>Specific experience of consulting firm within last 7 years. In case of person, specific experience of the person within last 4 years.</i>		
<i>Similar Geographical experience of consulting firm</i>		
C. Capacity		
<i>Financial Capacity</i>		10

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.



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:

To,

Full Name of Client: _____

Full Address of Client: _____

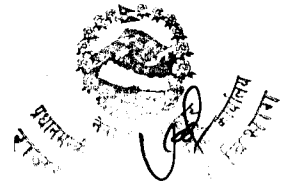
Telephone No.: _____

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 _____ :

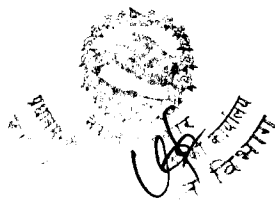
For and on behalf of (name of Applicant or partner of a joint venture):

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.)

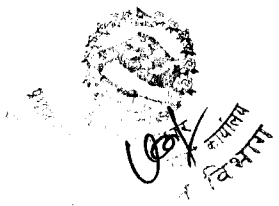


3. Experience

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.						



Handwritten signature and official stamp of the Government of India, Ministry of Finance, with the text 'GOVT OF INDIA' and 'विशेष' (Special).

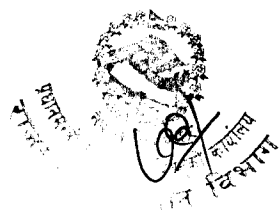
3(B). Specific Experience

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

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.			

