Good Neighbors International

Request for Expression of Interest (EOI)

from Software Development Company

to

Upgrade and Re-design

Project Management System (PMS)

Good Neighbors International

Ekantakuna, Lalitpur

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Detail Terms of Reference (ToR)

1. Background

Good Neighbors International (GNI) Nepal, an International Non-governmental Organization (INGO), has been working in Nepal since 2002 with the objective of improving lives of poor people, especially children through education, income generating activities, health services, child protection, disaster risk reduction, advocacy, and network building. Currently, GNI Nepal has been implementing Community Development Projects (CDP) in 22 districts.

A **Project Management System (PMS)** in GNI Nepal was introduced in 2018 and used as an online platform to plan and approve the annual activities, including tracking the progress results. The software was deployed in Azure Cloud, and its access is provided to district offices, including the partner organizations. The programming languages used to develop this software are: (.Net) and Power BI (see the annex#1 for detail technical specification). While designing the PMS in 2018, it was expected that the system would work for tracking and updating the status of the entire project's data, including the periodic achievement, budget execution, beneficiaries, working location, time frame and other information related to the project management. However, in 2018 basic features were only designed and developed for piloting, and expected to upgrade the additional features in future as per organizational requirements.

While working on the PMS since 2018, it is realized that some of the features developed before are not relevant in day-to-day use, and few features require modification. Similarly, as per the new demand for project management information, a few features in the PMS need to be introduced to make it user-friendly for smooth operation and management.

Thus, GNI Nepal is seeking consultancy service from a software development company for updating the existing features of the PMS, including re-designing the new features for the smooth operation of the PMS. Likewise, it is expected that the consulting company provides technical guidance to the PMS users for day-to-day operation of the system and provides required maintenance services on regular basis.

2. Objective of the Expression of Interest (EOI)

The overall objective of the EOI is to get consultancy service from a competent software development company registered in Nepal for upgrading and re-designing the online PMS used by GNI Nepal. The specific objectives are as follows:

- Upgrade the existing features of the PMS with minor corrections and update

- Re-design the features as required for the PMS
- Maintenances of the PMS in fixing bugs for smooth operation
- Maintain server infrastructure in Azure Cloud connecting the PMS
- Provide technical assistance to the PMS users
- Provide maintenance service for the regular and smooth operation of the PMS

3. Scope of the Work

The existing PMS is officially handled by the Information Technology (IT) Department of GNI Nepal (Ekantakuna, Lalitpur), and its user access is provided to 20 district offices and 24 partner organizations. The total active users of the system are 230 staff working in GNI Nepal and the partner organizations. The PMS was developed to provide an online platform for planning the project's activities and reporting the progress. While working on this system, it is realized to get updates on some of the existing features and introduce new features as per the need of project management. Hence, the selected software company is expected to perform the following tasks as per the objectives of the TOR.

- **Updating the existing features:** Update the software by fixing bugs and adding new features like caching in Application Programming Interface (API) to prevent data loss and improve network performance and also other features like providing complete control of users to the Administrator like: password reset, user modification, permission change of users etc. Similarly, the improvement and re-designing of some of the existing features are required for the smooth operation of the system.
- **Designing the new features:** Few features in the existing system are required to introduce as per the needs of project management such as project progress tracking, updating and generating periodic progress reports. Hence, the selected consultant should work on designing the new features compatible with the system.
- **Maintenance:** Resolution of existing issues like- frequent software hang, pages keep loading, edited field not getting updated, deletion features not working correctly rather keeps loading, updating of any field does not come into effect immediately, etc.
- **Upgrade:** Usability-fast, optimizing software for low bandwidth users, introductions of notifications and messaging systems, customization, modifications and deletion of various modules, reports and functional buttons, make all the pages responsive for mobile devices to higher resolution devices, etc.
- **Technical Support to the PMS users:** The selected company must provide technical support to the PMS users for the smooth operation of the system. Dedicated technical support staff

must be deployed who can provide onsite helpdesk function or remote access support to the PMS users along with occasional availability outside the regular office hours for server related activities. The issues reported or identified must be recorded on a support ticketing system or any other method which can be followed up or tracked later.

The above-mentioned scopes of work are proposed based on the requirement needed for re-designing and updating the PMS. Some of the technical works related tasks can be mutually agreed upon the requirements.

4. Expected Deliverables

The expected deliverables of the assignment are as follow:

SN	Types of deliverables	Details	Expected timeline
01	A detailed plan	A detailed plan to upgrade and re-design the PMS system after the introductory meeting with GNI Nepal	30 June 2022
02	Updated existing features	The updated existing features which are currently used in the Project management system	15 July 2022
03	Designing the new features	Designing the new features in the system as per agreed	31 August 2022
04	Handover of the complete system	Completion of all required updates and designs for the system	15 September 2022
05	User orientation	Basic orientation (virtual) to all users about the features of the system	25 September 2022
06	The completion report	A project completion report	30 September 2022
07	Plan for maintenance support	A mutual plan for providing maintenance support for the PMS	15 October 2022

5. Role of GNI Nepal

GNI Nepal will provide the following information and resources to complete the assignment.

- Provide source code/file, wireframe design document and user manual of the PMS
- Detail information about the working status of the PMS
- List of tasks required for updating the existing features and introduction of new features
- Review the work progress of the consultant and provide feedback and suggestion
- Organize meetings with the consultant team as per requirements
- Organize staff orientation event as a purpose of PMS orientation
- Assign a focal staff to deal with the consultant team
- Bear all direct costs as per agreement

6. Bid and selection process

The following steps will be carried out to select the competent software company to perform the assignment.

- **Call for Expression of Interest (EOI):** The EOI notice will be announced for all interested software companies registered and working in Nepal (or having the authority to work in Nepal). The interested companies may submit the EOI form (as available in annex#2) with the required evidence. A list of shortlisted companies will be determined by evaluating the received EOI.

- **Pre-bid meeting:** The shortlisted applicants (companies) will be invited to a pre-bid meeting where GNI Nepal presents the detailed scope of work, including the existing working condition of the PMS. A question-answer session will be entertained during the pre-bid meeting to address the queries of the shortlisted applicants.

- **Request for a detailed proposal:** The shortlisted applicants (companies) will be requested for the submission of a detail proposal. The detail proposal should include the methodology and approach of work, team composition, time plan and financial proposal.

- **Selection and award:** After evaluating the submitted proposal from the shortlisted applicant, the competent applicant (software development company) will be selected and awarded for the assignment. Quality and cost-based selection criteria would be adopted while selecting the suitable applicant. 70% weightage will be given to the technical proposal that includes the proposed methodology and approaches, competencies of the company and the proposed staff, quality control for performing the task, and work plan. The 30% weightage will be provided to the financial proposal.

The proposed timeline for the selection and award is as follows:

SN	Activities/Process	Proposed Date	Remarks
01	Announcement of the EOI	27 April 2022	Interested software companies registered in Nepal (or have authority to work) and having work experience of at least 3 years in software development.
02	Acceptance of EOI (Deadline for EOI submission)	9 May 2022	All interested software companies
03	Notice to shortlisted applicants	23 May 2022	Only shortlisted applicants
04	Pre-bid meeting	27 May 2022	Only shortlisted applicants
05	Request for the detailed proposal	27 May 2022	Only shortlisted applicants
06	Acceptance of the detailed proposal	11 June 2022	Only shortlisted applicants
07	Selection & award	15 June 2022	Only the selected applicant

7. Instructions for submission of Expression of Interest (EOI)

The call for EOI is open to all interested companies registered in Nepal (or having authority to work in Nepal) and having working **experience of at least 3 years** in software (or application) design and development. Expression of Interest may be submitted by a sole firm or a joint venture. In the case of a joint venture (if required), the lead applicant will be responsible for managing the entire assignment in close collaboration and consultation with GNI Nepal and will be accountable for the timely delivery of quality services. However, GNI Nepal does not promote a consortium approach for this assignment.

The interested applicants are suggested **to fill and submit the EOI form** (attached in annex#2) along with the following documents within the deadline:

- A copy of the company/firm registration
- A copy of VAT registration
- A copy of the Tax clearance certificate (latest fiscal year)
- CV of proposed staff

The Expression of Interest (EOI) document can be submitted by email or in an envelope marked as "**EOI to upgrade and redesign the PMS**" within the deadline. Any EOI Document received after the closing time for submission of proposals shall not be considered for evaluation. If the last date of obtaining and submitting the EOI documents happens to be a holiday, the next working day will be deemed the due date, but the time will be the same as stipulated. All rights to accept or reject an EOI, with or without any reason, shall be reserved with GNI Nepal.

The EOI should reach the address below **via email or courier or hand delivery** by **09 May 2022** by 17:00 Hrs. (Nepal Local Time) at the following address:

Good Neighbors International Nepal
Ekantakuna-13, Lalitpur
GPO Box 8975, EPC 1605
Kathmandu, Nepal

Email: eoi@gninepal.org

Note: Interested applicants may obtain further information (if required) at the address Good Neighbors International Nepal, Ekantkuna-13, Lalitpur, during the office hours

Annex#1: Technical Specification of the PMS

Particular	Specification of the PMS
Font scripts	Font Awesome
Operating System	Window Server
Web frameworks	Microsoft ASP.NET (4.0.30319)
JavaScript libraries	jQuery (3.2.1)
Miscellaneous	Popper
PaaS	Azure
Web servers	IIS (10.0)
UI frameworks	Tailwind CSS (75% sure) Bootstrap (4.0.0)

Annex # 2: EOI Form

Form 1: Expression of Interest (EOI) to upgrade and re-design the PMS

SN	Particulars	Details
01	Name of company	
02	Registration details:	
	Date of registration & renewal	
	Type of company (Private/public)	
	Country of registration	
	VAT registration (Yes/No)	
	VAT Number	
03	Address of the company (District, location, phone, email, website)	
04	Name of contact person & address	

05	Details of key personnel of the company (including the shareholders, board, executive, etc.)		
	SN	Name of the person	Position	Affiliation year in the company

06	Year of experience of the company on software (or application) design & development	

07	List of software (preferably in development sector) developed by the company			
	SN	Name of the software (or application)	brief information of the software (or applicated) developed by the company	Year

SN	Particulars	Details	
08	List of professional/technical staff		

SN	Name of staff	Position	Qualification	Year of experience in the related field	Status (full time/ part-time)

SN	Particulars	Details
09	Institutional capacity of the company:	
	Financial turnovers of the last three fiscal years (NRs)	Year: Year: Year:
	Physical facilities/infrastructure available (office building, workplace, technical infrastructure, etc.)	
10	Proposed staff composition for the assignment (proposed EOI) *[Please also attach the CV of the proposed staff along with the EOI form]*	

SN	Particulars	Details
11	Reference detail of three clients *[Please provide the contact detail of three clients who received services from the company for designing/developing the software or application]*	

Attachment document with EOI Form:

- A copy of the company/firm registration
- A copy of VAT registration
- A copy of the Tax clearance certificate (latest fiscal year)
- CV of proposed staff
- A Copy of publications or company promotional documents (if any)

Note: GNI Nepal acknowledges the efforts of the interested applicants in providing the company-related information in the EOI form. We understand that the information included in the EOI might be confidential. Hence, we make sure that the information provided by the interested applicants shall be used internally for the selection process and will not be disclosed to any entity for any reason.

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