



Standard Expression of Interest (EOI) Document

For

**Design, Develop, Deploy, Implement and
Support for Integrated Labour Management
Information System (ILMIS)**

**Procurement of Consulting Services
For National Consulting Services**

Issued By:

Department of Labour and Occupational Safety
Minbhawan, Kathmandu

November 2022

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PREFACE

1. This Standard Expression of Interest (EOI) document has been prepared by Public Procurement Monitoring Office of Government of Nepal (GoN) for the use by its implementing agencies including the procurement entities of Government Ministries, Departments, Authorities and Government owned corporate bodies for short listing of Consulting Firms for recruitment of consultants. The EOI document can be used for short listing of consultants for Quality and Cost-Based Selection (QCBS), Quality-Based Selection (QBS), Fixed Budget Based Selection (FBS), Least Cost Selection (LCS) and Consultant's Qualification Selection (CQS).
2. This Preface endnotes provided for the procurement entity in this EOI document should be deleted.
3. EOI evaluation weightage range given in this document should be deleted and assignment specific weightage within the given the range should be provided while issuing the EOI document.

Expression of Interest (EOI)

Design, Develop, Deploy, Implement and Support for Integrated Labour Management Information System (ILMIS)

Method of Consulting Service *[National]*

Project Name : *Design, Develop, Deploy, Implement and Support for
Integrated Labour Management Information System (ILMIS)*
EOI: *DoLOS/2079/80/01*
Office Name : *Department of Labour and Occupational Safety*
Office Address: *Minbhawan, Kathmandu*
Issued on: *07 November, 2022*

Financing Agency: Government Budget

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Abbreviations

CV	-	Curriculum Vitae
DO	-	Development Partner
EA	-	Executive Agency
EOI	-	Expression of Interest
GON	-	Government of Nepal
DoIT	-	Department of Information Technology
PAN	-	Permanent Account Number
PPA	-	Public Procurement Act
PPR	-	Public Procurement Regulation
TOR	-	Terms of Reference
VAT	-	Value Added Tax
GEA	-	Government Enterprise Architecture
DoLOS	-	Department of Labour and Occupational Safety
VAPT	-	Vulnerability Assessment & Penetration Testing
GEA	-	Government Enterprise Architecture
NeGIF	-	Nepal Government Interoperability Framework
PL	-	Profit and Loss
BS	-	Balance Sheet

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A. Request for Expression of Interest

Government of Nepal
Ministry of Labour Employment and Social Security
Department of Labour and Occupational Safety

Date: 07 November, 2022

Name of Project: Design, Develop, Deploy, Implement and Support for
Integrated Labour Management Information System (ILMIS)

1. Government of Nepal (GoN) Department of Labour and Occupational Safety (DoLOS) has allocated fund for Design, Develop, Deploy, Implement and Support for Integrated Labour Management Information System (ILMIS) and intends to apply to eligible payments under the Contract for which this Expression of Interest is invited for National consulting service.
2. The **DoLOS** now invites Expression of Interest (EOI) from eligible consulting firms ("consultant") to provide the following consulting services: **Design, Develop, Deploy, Implement and Support for Integrated Labour Management Information System (ILMIS)**
3. Interested eligible consultants may obtain further information and EOI document free of cost from e-GP system www.bolpatra.gov.np/egp visit the client's website **www.dol.gov.np**
4. Consultants may associate with other consultants to enhance their qualifications.
5. Expressions of interest must be delivered online through e-GP system www.bolpatra.gov.np/egp on or before **22 November 2022 12:00 noon**. EOI will be opened on **same day at 2:00 PM**.
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 [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.
8. Minimum score to pass the EOI is **70**.

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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 ***insert consulting firm/company/organization***.¹
4. The assignment has been scheduled for a period of **[4 months]**. Expected date of commencement of the assignment is **6th, February 2023**
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 short listing 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 **Design, Develop, Deploy, Implement and Support for Integrated Labour Management Information System (ILMIS)**.The Envelope should also clearly indicate the Department of Labour and Occupational Safety, Minbhawan, Kathmandu. 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.

¹ Client should delete as appropriate.

C. Objective of Consultancy Services or Brief TOR

1. Background

Department of Labour and Occupational Safety has been established with the purpose of maintaining sound industrial Labour relations by protecting and enhancing the professional rights and safety of the workers/employees by creating safe, healthy and dignified working environment in the industry, establishment, trade, business, and service sector of the country. It also maintains the implementation of the law, provision and policy related to the labour administration. To achieve its objectives the department carries out many tasks. Major tasks carried out by the Department are the direction, implementation and enforcement of Labour related laws and policies, resolving Labour disputes, providing Work Permit to the Foreign Citizens working in various professions or other tasks according to the requirements of the relevant authorities, providing Labour supplier license /renewal of Labour supplier licenses, trade union association/federation/enterprise level trade union registration/renewal, reducing child Labour, etc., through various programs.

a) Providing Work Permit to Foreign Citizens:

As the demand for skilled foreign workers in the Nepalese labour market is increasing over time, so the first amendment of the then Labour Act, 2048, provided the provision for the employment of foreigners in Nepal. No foreigner can be employed without obtaining a Labour permit from the Department of Labour and Occupational Safety, except in cases where the existing Labour Act, 2074 states that they are entitled to diplomatic immunity or any treaty or agreement with the Government of Nepal does not require Labour approval. In order to make the work permit system simpler, easier and more manageable, the Labour Regulations, 2075 and the Guideline on the Management of Labour Permits for Foreign Citizens, 2075 have made the policy and legal process more clear and simplified.

b) Issuance and Renewal of Labour supplier license:

With the increase of Labour supply companies in Nepal, as the need for effective regulation and monitoring of them was felt, a provision was made in the new Labour Act, 2074 and Labour Regulation, 2075 that Labour suppliers must get the permission. Labour suppliers are not allowed to supply labour without permission from the Department. It is helpful in the implementation of minimum wage of the workers, the services and facilities to be obtained by the workers along with social security.

c) Trade union Association/Federation/Enterprise level trade union registration and renewal:

A trade union is an organization of workers formed for the purpose of improving the conditions of workers, who collectively seek to protect and promote their mutual interests through collective bargaining. Those unions pay attention to the various issues necessary to maintain professional dignity and respect through collective bargaining on issues such as fairness of pay, better working environment, working hours and benefits, their rights, security of service, compensation and social security. They represent groups of workers and act as an intermediary between management and workers. Even though it was mentioned in the Act related to factories and workers working in factories in 2016, a separate act related to trade unions was created in the year 2049.

Making the services provided by the Department of Labour and Occupational Safety technology-friendly and operating them through an electronic system in a fast and

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efficient manner, there is a need to make a software system which can handle the services carried out by the Department in a hassle-free environment in paper less digital format. Hence, DoLOS is looking for eligible firms to complete the assignment guided by ToR and DoLOS.

2. Objective

The main objectives of this assignment are:

- To Conceptualize, design, develop, deploy, implement and support of IT-Based Integrated Labour Management Information system (ILMIS) in DoLOS, Kathmandu
- To make the Labour administration public-oriented, accountable, transparent, reliable and participatory to ensure good governance by making service delivery faster, more efficient and cost-effective.
- To built the capacity of the officials for the operation of the ILMIS System

3. Scope of Work

The scope of services shall include the following major components of but not limited to:

- Perform detailed study of the current rules, regulations and existing systems (AS-IS Analysis)
- Prepare TO-BE report based on Gap Analysis.
- Discuss with DoLOS and concerned stakeholders and study all existing rules, regulations and directives.
- Develop the system as per the Functional and Non-functional requirements provided in the TOR.
- Deploy the system in the Government infrastructure (GIDC/ G-Cloud)
- Perform various testing activities and perform User Acceptance Test (UAT).
- Backup management and backup plan should be prepared
- Perform stress testing, facilitate the VAPT (Vulnerability Assessment & Penetration Testing) and do the required rectification as required.
- Prepare required documentation as per the deliverables.
- Provide training : ToT and User training
- Provide transfer of knowledge with user manual and admin manual, including all technical, procedural and operational details
- Provide technical support for hosting, monitoring and maintaining the system with operational support for three (3) year. The firm should provide support till three years from the date of implementation on the live server, if any error occurred. The firm shall support in installation, maintenance and support of newly developed applications.
- Carry out all the activities as per the standards and guidelines provided by GEA and NeGIF
- Develop all modules mentioned in Modules to be Developed Section
- Data migration from existing system to newly developed system.
- Recommend the hardware and software requirements to implement the developed system.
- Any other tasks specified in Act, Rules and Regulations.

4. Functional Requirements

The consultant should be responsible to design software in such a way that if any new business logic is introduced in the future, the software should be able to incorporate the business logic change as a pluggable and upgradable module. Extra and beyond jobs other than TOR and SRS, consultants will be resettled. The system should comply with the following architectures along with the all the features existing in the existing system

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Application Architecture

- The system should be able to maintain activity and transaction logs.
- Document in every phase should be saved in unalterable format in the database which can be read by the system when required. This will facilitate government audit log.
- System design should be modular and dynamic to accommodate future exchanges and development.
- System design should have exception handling and error reporting mechanisms,
- System design should be such that the System configuration setting is fully customizable.
- Provision of reference table should be made which should be editable from the backend with the historization feature of such edited fields.

• Integration Architecture

- The system shall be based on Service Oriented Architecture (SOA).
- System design should be able to interchange data with other government systems.
- All the communication should be recorded in the raw format along with date and time of communication.

• Database Architecture

- Develop relational database management system (stored procedures, packages, configuration of database server, DBA administration).
- Database Management System having facilities as listed below:
 - Proper data validation (client or server-side) should be depicted in the design document, and should include which data are validated on the client-side and which data are validated on the server-side.
 - The design should consider the reuse of existing data and the use of data existing in other government entities.
 - The RDBMS shall be viable, able to handle the workload of DoLOS and should be provided by the vendor. As far as possible best freeware /open source database should be used.
 - If the Department chooses to use another RDBMS, the system should be able to support relational database management architecture. Easy switching mechanism between the database management system must be available.
 - Different types of logs associated with the system should be properly stored and managed.
 - Database architecture should be developed in such a way that daily statistics must be summarized and stored in the separate statistics table and reporting should be done from this table.
 - Cache mechanism must be utilized for reporting and other references tables so that database hits will be minimized and system performance will be increased.

• Transaction log Management

- Transaction logs should be stored in the database history table which should be associated with each table developed and subsequent sequence number must be mentioned. Such a history table should be readable by the system only and modification from the database should not be allowed.

• Workflow management

- Workflow management should be dynamic and must be configurable.
- Field level modification of mandatory, optional and prohibited must be configurable.
- Business logic must be customizable from the GUI interface.

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5. Modules to Be Developed

a. Online Application Module for Work Permit of Foreign Citizens

This module should be developed in such a way that it enables the service seeker (Foreign workers) to access, fill and submit the online application form anywhere -anytime via internet. After duly filled the form and uploaded the mentioned documents, service seeker can choose an interview date from a slot specified by the Department and submit the form online and then successful form submission should be displayed and notification regarding the same along with customized instructions should be sent in their registered email and mobile number.

b. Work Permit Approval Module

This module should be developed in such a way that it enables authorized staffs (DOL staffs or Staffs from Labour and Employment offices) to access the form filled by the service seekers and view, download the documents uploaded by them. The application request should be viewed in verifier's dashboard. The verifier checks all the details filled and all the documents uploaded by the service seekers. If the verifier finds any mistake, then he/she rejects the application back to service seekers login with proper remarks (reason of rejection). If verifier finds ok then he/she sets the date and time of interview which should be notified to the service seeker in their verified e-mail address. Verifier personnel should be able to bypass the interview and submit the documents for approval to senior officials. After the Interview is done he/she forward the application to Approver for approval but if interview is approved applicant shall deposit revenue and fine fee through e-payment system intergraded with ILMIS.

The applications forwarded to the approver should be displayed in approver's dashboard. The approver can view all the details filled and all documents uploaded by the service seekers along with details of verifier who has verified it and forwarded for work permit approval. The approver scrutinizes all the details filled and all the documents uploaded by the service seekers. If approver finds ok then he/she approves the work permit application but if the approver found any mistake, then he/she rejects the application back to verifier's login with proper remarks (reason of rejection). Once the application is approved the Work Permit card (e-card) should be sent in the service seekers registered email and also should be downloadable and printable from service seekers own login.

All Work Permit information (Work Permit details than can be displayed publicly) should be able to be verified from DoLOS website form anywhere. Information mentioned in the Work Permit should be available to other government agencies and the related employer in Nepal via required medium.

c. Payment Module

Payment Module should be developed in the system in such a way that all type of payment can be done via e-payment service providers and e-payment service operator licensed by NRB. Payment listed below (but not limited to) must be available in the ILMIS

1. Labour Approval Fee
2. Labour Supplier License Issuance and Renewal Fee,
3. Trade Union Registration and Renewal Fee
4. Fines, etc.
5. Other payments should be dynamically added in the system as per the change in the rules and regulations.

ILMIS should have an independent portal for the verification of e-Payment service providers and public for the verification of their payments.

d. Online Application Module for Labour Supplier License

This module should be developed in such a way that it enables the service seeker (Labour

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Supplier Companies) to access, fill and submit the online application form anywhere-anytime via internet. After duly filled the form and uploaded the mentioned documents, service seeker can submit the form online and then successful form submission should be displayed and notification regarding same should be sent in their registered email and mobile number.

e. Module for Labour Supplier License Issuance and Renewal

This module should be developed in such a way that it enables authorized staffs to access the form filled by the service seekers and view, download the documents uploaded by them.

The application request should be viewed in verifier's dashboard. The verifier then checks all the details filled and all the documents uploaded by the service seekers. If verifier finds any missing documents or mistakes, he/she can reject the application request with proper remarks (reasons for rejection). If verifier finds okay, then he/she sets the amount of Bank Guarantee and revenue (License Fee and Fine).

After bank Guarantee paper is submitted and revenue is deposited in the specified account via banks integrated with ILMIS or e-payment service providers or operators integrated with ILMIS, the application request should be forwarded by the verifier to the Supervisor.

The Supervisor checks the document and either rejects, or sends back to the verifier with proper remarks, or approves the application request with permission from DoLOS, or forwards the application request to the Approver.

The Approver also checks the documents and either rejects, or sends back to the verifier / supervisor with proper remarks, or approves the application request with permission from DoLOS. Verifier, supervisor or Approver should be able to generate Permission / Renewal Certificate if permitted with that role by the office / department.

ILMIS should be integrated with office of Company Registrars' and IRD Systems for data validation, where possible.

f. Labour Supplier Companies Management Module

This module should be developed in such a way that it enables the Labour Supplier Companies to submit registration request of their organization. Company's Authorized staffs should be able to update profile details of companies such as the owner's detail, office staffs' detail, details of all employees supplied, location change, name change, Share Legal update, etc. They can also manage their branch offices. For this, the company should be able to submit change request in their profile details with required documents.

g. Work area change Module

This module should be developed in such a way that it enables service seekers to fill the online application form for Work Area change, and enables authorized staffs to access the form filled by the service seekers and view, download the documents uploaded by them.

The application request should be viewed in verifier's dashboard. The verifier then checks all the details filled and all the documents uploaded by the service seekers. If verifier finds any missing documents or mistakes, he/she can reject the application request with proper remarks (reasons for rejection). If verifier finds okay, then he/she either sets the amount of Bank Guarantee and revenue (License Fee and Fine), or forwards the application request to the Supervisor.

After bank Guarantee paper is submitted and revenue is deposited (if and when required) in the specified account via banks integrated with ILMIS or e-payment service providers or operators integrated with ILMIS, the application request should be forwarded by the verifier to the Supervisor.

The Supervisor checks the documents and either rejects, or sends back to the verifier with proper remarks, or approves the application request with permission from DoLOS, or forwards the application request to the Approver.

The Approver also checks the document and either rejects, or sends back to the verifier / supervisor with proper remarks, or approves the application request with permission from

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DoLOS.

Verifier, supervisor or the Approver should be able to generate Permission / Renewal Certificate with change in work areas if permitted with that role by the office / department. ILMIS should be integrated with office of Company Registrars' and IRD Systems for data validation, where possible.

h. Service change Module

This module should be developed in such a way that it enables service seekers to fill the online application form for Service Change, and enables authorized staffs to access the form filled by the service seekers and view, download the documents uploaded by them.

The application request should be viewed in verifier's dashboard. The verifier then checks all the details filled and all the documents uploaded by the service seekers. If verifier finds any missing documents or mistakes, he/she can reject the application request with proper remarks (reasons for rejection). If verifier finds okay, then he/she either sets the amount of revenue (Fee). After revenue is deposited in the specified account via banks integrated with ILMIS or e-payment service providers or operators integrated with ILMIS, the verifier checks all the Documents and forwards the application request to the Supervisor.

The Supervisor checks all the documents and either rejects, or sends back to the verifier with proper remarks, or approves the application request with permission from DoLOS, or forwards the application request to the Approver.

The Approver also checks the documents and either rejects, or sends back to the verifier / supervisor with proper remarks, or approves the application request with permission from DoLOS.

Verifier, supervisor or the Approver should be able to generate revised Certificate with change in work areas if permitted with that role by the office / department.

ILMIS should be integrated with office of Company Registrars' and IRD Systems for data validation, where possible.

i. Labour License Cancelation Module

This module should be developed in such a way that if service seekers apply for the cancelation of the licence with proper document then verify and checks the entire document. If verifier found ok then 35 days notice should be published in the National News paper. If any objection is not revised then verifier forwards the application to Supervisor with recommendation. The Supervisor after verification will forward to Approver for approval of the application. Once the Approver approves the request it should be reflected in ILMIS and Cancelation notice should be send to applicant via verified e-mail and Mobile. If any Labour Supplier Company does not follow the rules and regulation of Labour Act 2074 and Labour Regulation 2075 then DoLOS can suspend their licence for specified period.

j. Online Application Module for Trade union Association / Federation / Enterprise level trade union Registration and Renewal

This module should be developed in such a way that it enables the service seeker (Trade Unions) to access, fill and submit the online application form anywhere -anytime via internet. After duly filled the form and upload the mentioned documents, service seeker can submit the form online and then successful form submission should be displayed and notification regarding same should be sent in their registered email and cell.

k. Module for Association/Federation/ Enterprise level Trade Union Registration and Renewal

This module should be developed in such a way that it enables authorized staffs (DoLOS staffs or Staffs from Labour and Employment offices) access the form filled by the service

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seekers and view, download the documents uploaded by them. The application request should be viewed in verifier's dashboard. The verifier checks all the details filled and all the documents uploaded by the service seekers. If verifiers found ok then he/she sets the amount of revenue (Fee and Fine). If the verifier found any mistake, then he/she rejects the application back to service seekers login with proper remarks (reason of rejection). The account officer then verifies the amount. Notice of Objection to the Claim is published in National Daily. Provision should be available for this in the system. If objection is not revised from anyone then verifier forwards Registration/renewal request to Supervisor with recommendation. The Supervisor after verification will forward to Approver for approval. Once the Approver approves the Registration/renewal request it should be reflected in ILMIS and Authorized DoLOS staffs or Staffs from Labour and Employment offices) can be able to generate Registration/renewal certificate. Approver can reject the application if any missing document is found (with specific Reason). The user involved in Registration/renewal procedure can reject the request along with the remarks for rejecting. The Trade Union can resubmit the request again for approval.

l. Trade Union Name Change Module:

This module should be developed in such a way that Trade Union can submit the online application form for Name Change. After duly filled the form and upload the mentioned documents, service seeker can submit the form online and then successful form submission should be displayed and notification regarding same should be sent in their registered email. Authorized staffs (DOL staffs or Staffs from Labour and Employment offices) can access the form filled by the service seekers and view, download the documents uploaded by them. The application request should be viewed in verifier's dashboard. The verifier checks all the details filled and all the documents uploaded by the service seekers. If verifiers find ok then notice of Objection to the Claim is published in National Daily. Provision should be available for this in the system. If objection is not received from anyone then verifier forwards the request to Supervisor with recommendation. The Supervisor after verification will forward to Approver for approval. Once the Approver approves the request it should be reflected in ILMIS and officer can be able to generate certificate.

m. Trade Union Management Module:

This module should be developed in such a way that Trade unions can Register and registration notification should be given in the verified e-mail address. Trade unions should be able to change their address. Contact no, name of official etc. There should be space to submit the convention documents and other documents. Notification should be given to the DoLOS officers dashboard and be able to download them. Trade Union Name should not be repeated while registration process.

n. Legislative Amendment Module:

This module should be developed in such a way that service seeker (Trade Unions) should be able to fill the online form for Legislative Amendment and upload all the required document. Successful form submission should be displayed and notification regarding same should be sent in their registered email. This should be shown in the dashboard of the verifier with notification. The verifier checks all the details filled and all the documents uploaded by the service seekers. If verifiers found ok then verifier forwards the request to Supervisor with recommendation. The Supervisor after verification will forward to Approver for approval. Once the Approver approves the request it should be reflected in ILMIS and officer can be able to download the verified Legislative Amendment. If any correction or missing document is found then verifier or approver can reject the application. Service Seeker can reapply with necessary correction

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and added documents.

o. Module for Employer and Employee Details and Specific Documents by Enterprises

This module should be developed in such a way that employers should be able to register itself in ILMIS and get a user login ID and password at their request to specified email address input by the enterprises.

If profile of the employer institution is not already available in the ILMIS, then the employer institution should be able to create profile based on data received from Office of the Company Registrar via API using certain criteria. Then the enterprise gets User ID and Password.

Employers should be able to enter, update, and modify its employee details in ILMIS or through APIs or other data files.

PL and BS account documents submitted by an employer institution each year should be regularly updated in its profile. It should be designed in such a way that a report should be able to be generated by the system that mentions the list of employers submitting those specific types of documents for a specific fiscal year.

p. Labour Audit Management Module

Online Labour Audit Submission Module should be developed for Submission of Labour Audit Online.

q. Recording and Notification of Occupational Accident and diseases Module

This module should be developed in such a way that authorized staffs as well as public users can enter the occupational accident and diseases occurred. All report regarding the same also should be developed.

r. Complain and Grievances Module

Public and system users can lodge the complaint and grievance through this module. Each complaint must be addressed and responses for the complaint must be sent to the lodger. Status of the complaint should be changeable. Notification of the complain status should be give to complain lodger via email and phone number and be able to view the status. Addition of the documents should be available.

s. API Management Module

API management module should be developed which should allow the DoLOS admin to activate/deactivate the selected API, generate the security keys, etc. API data request and data send log should be maintained. Original data received from the sender in API response should be stored unchanged safely. Only the copy of that original data/information received in API response should be edited as required by ILMIS. The API management system should be developed to manage APIs for the following stakeholders whichever applicable and available:

1. API integration with E-Payment Service Providers listed by NRB
2. API integration with Ministry of Finance (MoF)
3. API integration with Office of Company Registrar (OCR)
4. API integration with Inland Revenue Department (IRD)
5. API integration with Department of Immigration (DoI)
6. API integration with Companies (Companies who sign MOU with DoLOS)
7. API integration with E-Payment Provider/Operator
8. API integration with Bank

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9. Other agencies identified in future.

t. User Management Module

This module should allow seeing Admin/Super Admin list of registered users. Here, Admin/Super Admin can manage all the users. Same user should be able to be assigned to multiple roles.

Functions Admin/Super Admin can perform from this module are:

1. Managing the users.
2. Changing the status (Active/Inactive) users.
3. Editing the users.
4. Deleting the users
5. Adding the users.
6. Search for user in the list.
7. Generate Report.
8. Specify specific role to users.

u. Role Management Module

This module will comprise of menus management, user groups management and role access management. This functional module helps for identification or visualization of user's roles as per their given rights for system access.

- **Menu Management Sub-Module**
This sub-module will help us in managing the system menus.
- **User Group Management Sub-Module**
This sub-module will help to add the user group.

v. Logs Management Module

This module consists of logs details of user using the LEMIS System. Logs module shows the information about log of users attempt to get access into the LEMIS system. The information includes Email, IP, Device and Date of failed login. Logs module generally consists of the followings:

- **Login Logs:**
Comprises of the log details of user who successfully logged in into the system with valid username and password.
- **Failed Login Logs:**
Comprises of the log details of user who failed to log in into the system with may be invalid username or invalid password.

w. Notification Management Module

This Module should be developed is such a way that notification alert should be sent to the service seekers email and mobile number when their work permit is going to be expired, in case of Labour license when their license is going to be expired and in case of Trade Union time of renewal is coming or the date of expire is coming.

x. Report Module

Different reports and reporting format will be developed as per the format provided by DoLOS. Should be done from the cache and statistics as far as possible. Daily summary updating on the statistics table should be done by the system.

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y. Document Management Module

This module should/used be in all the business process of ILMIS. The module must have the concept of maker, checker and approver concept. The document must flow to lower end to higher end and vice versa.

z. Communication and Direction Module

This module should develop to create a communication inside DoLOS. To circulate the message from one section to another or any decision need to be circulated by this module. Also, any direction from higher officers can float by this module. Any circulation inside the office also communicated through this module.

Other modules that is identified during the AS-IS and TO-BE analysis done during the first phase of the project.

6. Major Stakeholders

- Ministry of Labour, Employment and Social Security
- Ministry of Home Affairs
- Ministry of Education, Science and Technology
- Inland Revenue Department
- Office of the Company Registrar
- Social Security Fund
- Labour and Employment Offices
- Workers Supplier Companies
- Employers/Enterprises
- Trade Unions/JTUCC
- FNCCI
- Workers
- Financial Institutions
- E-payment Service Providers
- Other necessary agencies

7. Non-Functional Requirements

a. Architecture Requirement

Proposed architecture should support open standards. It should be scalable and should ensure performance at all times. Peak load should be considered as 500 (Five hundred) concurrent users and should be upgradable. There should not be any kind of lag while using the system during data entry or report generation. Architecture should be scalable when the number of users increases without doing the code level modification. It should be flexible enough to support plug-in and plug out of the modules as per future requirements. Architecture should be highly secure as it contains very sensitive government data.

b. Data Archiving

Data archiving features in separate server should exist in the system. This should enable reporting from the same server. As per the decision of the department data can be archived into the different database.

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c. Source Code and Issue Management

Source code management system should be implemented for management of source code and version of the system. This should be installed in the space provided by the department.

There should be issue management system so that once issue raised from the client should be recorded (with severity of the bug) and the consultant should provide solution based on the severity mentioned. All these ticket raised and resolution details should be recorded. Client should be able to generate periodically report of ticket raised and resolution details.

d. Application Security Controls

The application shall include, at minimum, the following security controls:

- Data input validation controls
- Data process validation controls
- A message authentication system for sensitive forms/data requiring high data integrity during data transmission (if any)
- Data output validation controls
- Strict restriction to access program source libraries.
- Enforcement and implementation of formal change control procedures
- Data encryption during the exchange of data should be implemented.

e. Web Security Controls

- The information relating to users of the system shall be secured by devising an appropriate level of controls.
- The data about users shall be stored in an RDBMS. A browser-based interface shall be provided to users for managing their passwords and other identification credentials. Features such as minimum password length, the minimum number of numeric characters, forced password change with optional grace login, non-dictionary words; password history, etc. shall be implemented
- The solution shall restrict access for specific users to only certain resources in the solution based on their role definition.
- The solution shall provide scalable access services, including scalability in terms of the number of users, user groups, resources, and access control policies.
- The solution shall provide the ability to securely store critical data within user-related databases so that database administrators or any unauthorized users do not have access to such items as passwords and other critical documents of any oration.
- The solutionshallprovideforsessionsettingsssuchasidleormaxsessiontime-outs, concurrent sessions and other session control settings.
- The solution shall examine all traffic to all services/pages being protected by the solution. All-access attempts to the web server/application shall be intercepted and examined for authentication and authorization requirements.
- Thesystemshallprovidetwolayersofaccesscontroloverthecreation/modification of user profiles. For the first login by a user, the system shall prompt the user to change his password. When a user logs-in, the system shall display the date & time of the last login.
- The system shall maintain a log of all the activities carried out by a user along with a date and timestamp.

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- The critical data in the database shall be stored in an encrypted format.

8. Other Non-Functional Requirement

- The system must be responsive and user-friendly.
- The application must support Multi Languages.
- The language to interact/interface will be Nepali Unicode in addition to English.
- The system must follow all the standards and guidelines provided by GEA and NeGIF.
- Interoperability: The system should be able to share data as an API to other systems and vice versa.

9. Performance

The performance of a system constitutes of the response time of the system to any request from the client, the load on the system of executing any request, the number of concurrent requests that a system can handle, etc. Separate report server should be deployed and all report should be generated from the server without affecting the performance of live server. Data from live server should be migrated to reporting server periodically during off-hours.

Following performance metrics must be met by the developed solution:

Service	Max Response Time (in seconds)at concurrent users 500 active
User Authentication & Authorization	<1
Page Navigation and Load	<1
Report Generation in Grid Layout	8
Export to CSV/XLSX/PDF	8

10. Availability

Availability is the percentage of time a service or resource is fully available for its intended use. Even during scheduled maintenance, the proper message must be provided by the system to the end-user about the maintenance duration and reason.

The system must have 24/7/365 uptime with an SLA of 99.9% other than planned maintenance downtime.

11. Reliability

Reliability defines how likely it is for the software to work without failure for a given period of time. Reliability decreases because of bugs in the code, hardware failures, or problems with other system components. To measure software reliability, one should count the percentage of operations that are completed correctly or track the average period of time the system runs before failing.

12. Application Maintainability

Simplified maintainability is the key to a sustainable software solution and for the same proper care must be taken to comment the code base with a standard format, to

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document the process/business flow and provide the end-users with adequate training and comprehensive guides. Code commenting standards must be defined and followed throughout the code base. The vendor must produce technical, functional and TOT guides for the training sessions, which would be used as reference material during future troubleshooting.

13. Audit

Any action performed in the application must be logged for the purpose of auditing in the future. No data should be deleted once data entered in the system. All audit logs must be immutable and a validation mechanism must be put in place to ascertain the authenticity of the audit log. This is to validate that the audit log hasn't been tampered with from the backend via database queries. Transaction logs should be stored in the database history table which should be associated with each table developed and subsequent sequence number must be mentioned. Such a history table should be readable by the system only and modification from the database should not be allowed.

14. Deliverables

SN	Deliverable	Schedule	Method
1	Inception Report	T1 + 15 Days	Hard Copy Submission
2	SRS Document	T1 + 40 Days	Hard Copy Submission
4	Progress System Demo	T1+90 Days	Presentation and Demo @DOLOS
5	Final System Demo	T1 + 100 Days	
6	Manuals and Training	T1 + 120 Days	1 ToT and 1 User Training @ DoLOS) User Manual : Hardcopy Submission
7	Project Completion Report and Handover	T1 + 120 Days	PCR :Hard Copy Submission, System Handover in DOLOS Drive or in DVD

Note: All mandatory artifacts defined by DoIT under GEA must be produced in the format specified by the DoIT.

15. Inputs and Key Experts

SN	Position	Reqd. num.	Required Expert Qualification
1	Team Leader	1	<ul style="list-style-type: none"> • Master's Degree in computer/IT or related. • Minimum 10 years' experience as an Project Manager in software development with similar work experience
2	System Architect/Analyst	1	<ul style="list-style-type: none"> • Minimum Bachelor's degree in computer / IT or related • Minimum 5 years of experience as system analyst

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3	Software/Web Developer	5	<ul style="list-style-type: none"> • Minimum Bachelor's degree in computer / IT or related • Minimum 2 years' experience in development Software System with similar work experience • Relevant certification or training related to IT will be preferable
4	Database Designer	2	<ul style="list-style-type: none"> • Minimum Bachelor's degree in computer / IT or related • Minimum 2 years of experience in Database Design, Administration and Development/support with similar work experience • Relevant certification or training related to IT will be preferable
5	UI/UX Designer	2	<ul style="list-style-type: none"> • Minimum Bachelor's degree in computer / IT or related • Minimum 2 years of experience in front end web designing, user interface/ user experience(UI/UX) with similar work experience
6	Quality Assurance Analyst	2	<ul style="list-style-type: none"> • Minimum Bachelor's degree in computer / IT or related • Minimum 2 years of experience as Quality Assurance Analyst.
7	Documentation Expert	1	<ul style="list-style-type: none"> • Minimum Bachelor's degree in any stream • Minimum 2 years of experience in software base documentation with similar work experience

16. Knowledge or technology transfer

The project leader should be in frequent communication with the team updating them about the technology he/she is using and should involve the team in quality assurance procedure for each module they develop. The well-documented code along with other required documents (including but not limited to the Schema diagram, Use case diagram, Data flow diagram) should be handed over to the team in both the electronic as well as printed format for each module and compilation of all such documents should be handed over to the DoLOS. The firm should appear with key personnel working on project on a presentation in a regular basis (each meeting should be conducted on regular interval of 2 weeks).

17. Training and number of staff to be trained

The firm is required to train the members of project evaluation team on regular basis about the latest technology and network standards that they are using in the project.

After completion of each module in the application, the firm is required to conduct training session to different user group where DoLOS would decide the total participant. The firm should prepare the tutorial regarding the use of application for end users.

18. Expected Outputs and Responsibility of the Firm

The selected firm will be responsible for the following deliveries:

- a. Detail system analysis and design including
 - i. Identification of exact number of functional and non-functional requirements

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- ii. Prepare Software Requirement Specification (SRS) document
- iii. Input design
- iv. Process design
- v. Output design
- b. Development (coding)
- c. Testing and debugging including
 - i. Prepare test case
 - ii. Prepare test report
 - iii. Perform unit testing
 - iv. Perform module testing
 - v. Perform Integrated testing
 - vi. Users acceptance test (UAT)
- d. Implementation and support including
 - i. Orientation and training
 - ii. Deploy and maintain test as well as live environment
 - iii. Post deploy support by stationing required no. of technical staffs
 - iv. On site development for minor requirements

19. Data, Services and Facilities to be provided by the client

- a. Make available all required documents.
- b. Facilitate interaction and exchange of information between the consultant and required related stakeholders.
- c. The consultant, however, will be responsible for all travel, local transport to field and accommodation throughout the period of the contract.

20. Expected Qualification and Experience of Consulting Firm

The company/Firm should have:

- At least three project with enterprise level application development in government agency.
- 7 years' experience in enterprise MIS development and support.

21. Duration of the Assignment

The assigned project should be completed within 4 (FOUR) months from the day of the contract. The System deployed by the consultant should operate smoothly and seamlessly. Consultant shall provide support and maintenance service for three years from the successful operation date as a support warranty next to User Acceptance. All

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deliverables should be in electronic (on CD/DVD/Pen drives – 2 copies of draft versions and 2 copies of final versions) and hardcopy formats (2 copies draft, 2 copies final versions). This should include all data, manuals, illustrated training manuals, etc. Workshops should accompany all key draft deliverables to ensure that any comments for improvement can be discussed and agreed in a constructive, interactive manner.

22. DoLOS Input

The consultant shall work under the close and constant supervision of DoLOS. DoLOS may assign expert/professional officials to supervise and/or support the work on behalf of the government.

23. Software Ownership

The draft reports should be submitted to the Project Evaluation Team for review and feedback and recommendations. The final report should have the revision and recommendations incorporated. Documents should be provided as per standards guidelines of GEA.

The consultant should bind on the following constraints for software distribution, copyright and subsequence modification:

- DoLOS will have full ownership of the software including all subsequent modifications done within the service period.
- DoLOS will have the full and sole authority to distribute copyright, modify and re-engineer the system without the binding obligation to any other institution.
- Source Code and Design Document should be provided to DoLOS.
- DoLOS will be the absolute owner of the software and will have copyright ownership and the agency shall not replicate or reproduce or use any software developed or datasets used for this assignment without the consent of the owner.
- The consultant shall submit two copies of each of the above reports to the Team also soft copies in CDs/DVDs/Pen drives (2 CDs/DVDs/Pen drives). All primary data collected in printed and electronic form should be submitted to the Secretariat of Foreign Employment Board along with the final report.
- The reports will be accepted subject to the approval by the Secretariat of Foreign Employment Board, on the recommendation of the Evaluation Team.

24. EOI Evaluation Criteria

A. Qualification

SN	Criteria	Minimum Requirement
1	Qualification of key Experts	As per TOR

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2	Experience of Key Experts	As per TOR
3	Certification	As per TOR

Score: 40

B. Experience

SN	Criteria	Minimum Requirement
1	General Experience of Consulting firm	Should have 7 years of experience in Software Development
2	Specific Experience of consulting firm within last 7 years	Anyone partner must have experience on development of software of Government of Nepal or Government Owned Public Enterprises

Score: 50

C. Capacity

SN	Criteria	Minimum Requirement
1	Financial Capacity	<p>Last three years average annual turnover should be Rs. 7 Million</p> <p>In case of JV Anyone partner shall meet at least 40% and each partner shall meet at least 25 % and JV shall meet the Requirement in total.</p>

Score: 10

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.

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 [insert 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.	
EOI Form 1: Letter of Application	

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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	

<u>ii) EOI Evaluation Criteria</u>	<u>Insert Minimum Requirement if Applicable</u>	<u>Score [Out of 100%]</u>
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.</i>		
<i>Similar Geographical experience of consulting firm</i>		
C. Capacity		
<i>Financial Capacity²</i>		10%
<i>Infrastructure/equipment related to the proposed assignment³</i>		

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.

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

³These Evaluation criteria should be deleted if infrastructure/equipment are not the part of the proposed assignment.

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

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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.⁴
5. All further communication concerning this Application should be addressed to the following person,

[Person]

[Company]

[Address]

[Phone, Fax, Email]

⁴ Applications by joint ventures should provide on a separate sheet, relevant information for each party to the Application.

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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.
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):

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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.)

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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.						

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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) ⁵ :
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: _____

⁵ Consultant should state value in the currency as mentioned in the contract

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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.			

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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 of Best of 3 Fiscal Year
Of Last 7 Fiscal Years**

--

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

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4(B). Infrastructure/equipment related to the proposed assignment⁶

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

⁶ Delete this table if infrastructure/equipment for the proposed assignment is not required.

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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)

Note: All supporting documents should be provided with signature and stamp