



Enhancing Access to Justice through Institutional Reform Project (A2J) Project II



Form: 3.2

Date: 10th Sep 2022

Request for Proposal (RFP)

for

REFERENCE: A2J/RFP/2022/02: "Design, Development, Deployment, Maintenance and Support for an Integrated Legal Aid Service Reporting System (ILASRS)"

Dear Proposers,

You are requested to submit a proposal for the undertaking:

"Design, Development, Deployment, Maintenance and Support for an Integrated Legal Aid Service Reporting System (ILASRS)", as per the enclosed Terms of Reference (TOR).

1. To enable you to submit a proposal, attached are:
 - i. Instructions to Proposers (Annex I)
 - ii. Terms of References (TORs) (Annex II)
 - iii. Proposal Submission Form (Annex III)
 - iv. Technical Proposal Format (Annex IV)
 - v. Price Schedule (Annex V)
 - vi. General Condition (Annex VI)
 - vii. Statement of Compliance with terms and conditions (Annex VII)
2. Your offer comprising of technical and financial proposals for the task, in two **separate sealed envelopes**, should reach the following address no later than **15:00 hrs. NST on Sunday, 25 September 2022**.

Enhancing Access to Justice Through Institutional Reform (A2J) Project II
Babarmahal, Kathmandu
Tel: 977-1-5338303, 5338309

Proposals that are received by **A2J Project** after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

Should you require further clarifications, kindly communicate with the contact person identified in the RFP document as the focal point for queries on this RFP.

A2J Project looks forward to receiving your proposal and thanks you in advance for your interest in **A2J Project** procurement opportunities.

Yours sincerely,

Basant Prasad Adhikari
National Project Manager

INSTRUCTIONS TO PROPOSERS

A. Introduction

Definitions

- a. "Contract" refers to the agreement that will be signed by and between the *A2J Project* and the successful proposer, all the attached documents thereto, including the General Terms and conditions and the appendices.
- b. "Day" refers to calendar day.
- c. "Government" refers to the Government of Nepal that will be receiving the services provided/rendered specified under the contract.
- d. "Instructions to Proposers" (Annex I of the RFP) refers to the complete set of documents that provides Proposers with all information needed and procedures to be followed in the course of preparing their Proposals.
- e. "Proposal" refers to the Proposer's response to the Request for Proposal, including the Proposal Submission Form, Technical and Financial Proposal and all other documentation attached thereto as required by the RFP.
- f. "Proposer" refers to any legal entity that may submit, or has submitted, a Proposal for the provision of services requested by *A2J Project* through this RFP.
- g. "RFP" refers to the Request for Proposals consisting of instructions and references prepared by *A2J Project* for purposes of selecting the best service provider to perform the services described in the Terms of Reference.
- h. "Services" refers to the entire scope of tasks and deliverables requested by *A2J Project* under the RFP.
- i. "Supplemental Information to the RFP" refers to a written communication issued by *A2J Project* to prospective Proposers containing clarifications, responses to queries received from prospective Proposers, or changes to be made in the RFP, at any time after the release of the RFP but before the deadline for the submission of Proposals.
- j. "Terms of Reference" (ToR) refers to the document included in this RFP as Annex II which describes the objectives, scope of services, activities, tasks to be performed, respective responsibilities of the proposer, expected results and deliverables and other data pertinent to the performance of the range of duties and service expected of the successful proposer.

1. General

The 'Enhancing Access to Justice through Institutional Reform Project (the Project) builds on the achievements of the Strengthening the Rule of Law and Human Rights protection system in Nepal Programme and continues to focus on the reform of the legal aid system, supporting national efforts of reform and coordination in the justice sector, implementation of constitutional provisions on fundamental rights through legislative reform, implementation of the newly adopted criminal and civil legislations, and in particular on enhancing the access to justice at the local level.

Constitution of Nepal, promulgated in September 2015, envisages establishment of a federal system of governance with significant devolution of powers from central to provincial and local authorities, particularly in legislative drafting. Consequently, Nepal has experienced major legislative changes in all levels of governance. In addition, the Constitution has significantly expanded the catalogue of fundamental rights that enjoy constitutional and legal protection.



In the current context of Nepal, which is pushing to graduate from the “least developed country” to “developing country” at earliest in 2021, and in view of the significant legal reform that is ongoing, analysis on how the legislative reform is impacting development agenda of Nepal is of importance in order to facilitate those laws are being drafted and implemented in a manner which supports development efforts led by the government.,

2. Cost of proposal

The Proposer shall bear all costs associated with the preparation and submission of the proposal and, *A2J Project* will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.

B. Solicitation Documents

3. Contents of solicitation documents

Proposal must offer services for each requirement. Proposal offering only part of the requirement will not be accepted. The Proposer is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Proposer’s risk and may affect the evaluation of the Proposal.

4. Clarification of solicitation documents

A prospective Proposer requiring any clarification of the Solicitation Documents may notify the procuring *A2J Project* entity in writing at the organisation’s mailing address indicated in the RFP.

Contact details for inquiries (written inquiries only): *A2J Project Procurement Unit*, procurement@a2jnepal.org

Subject line of email: **REFERENCE: A2J/RFP/2022/02: "Design, Development, Deployment, Maintenance and Support for an Integrated Legal Aid Service Reporting System (ILASRS)".**

Written inquiries must be submitted on or before 5:00 PM Nepal Standard Time on **Tuesday 20 September 2022**. *A2J Project* shall upload or send email response of inquiries on the website by **Friday, 21 September 2022**.

Insert Web link: <https://www.undp.org/nepal/procurement>

Inquiries received after the above date and time shall not be entertained.

Any delay in *A2J Project* response shall be not used as a reason for extending the deadline for submission, unless *A2J Project* determines that such an extension is necessary and communicates a new deadline to the Proposers.

Note:

This email address is officially designated by *A2J Project*. The subject line of the email for query should be same as mentioned above.



A2J Project shall have no obligation to respond nor can *A2J Project* confirm that the query was officially received;

- When inquiries are sent with the different subject line even to the designated email address.
- When inquiries are sent to other person/s or address/es, even if they are *A2J Project* staff.
- For queries for which information is already available in the bidding document.

5. Amendments of solicitation documents

At any time prior to the deadline for submission of Proposals, the procuring *A2J Project* entity may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Proposer, modify the Solicitation Documents by amendment.

In order to afford prospective Proposers reasonable time in which to take the amendments into account in preparing their offers, the procuring *A2J Project* entity may, at its discretion, extend the deadline for the submission of Proposals.

All amendments to the Solicitation Documents, if any will be uploaded in the website mentioned above.



C. Preparation of Proposals

6. Language of the proposal

The Proposal prepared by the Proposer and all correspondence and documents relating to the Proposal exchanged by the Proposer and the procuring **A2J Project** entity shall be written in English language, in case and otherwise prescribed in the ToR. Any printed literature furnished by the Proposer may be written in another language so long as accompanied by an English translation of its pertinent passages in which case, for purposes of interpretation of the Proposal, the English translation shall govern.

7. Documents comprising the proposal

The Proposal shall comprise of the following components:

- a) Proposal submission form
- b) Profile of the organization, including organizational structure and policies
- c) Valid registration certificate
- d) VAT certificate
- e) Latest Tax Clearance Certificate
- f) Recent 2 years audited financial report
- g) Signed CVs of the proposed team
- h) Operational and technical part of the Proposal, including documentation to demonstrate that the Proposer meets all requirements
- i) Price schedule, completed in accordance with clauses 8 and 9,

8. Proposal form

The Proposer shall structure the operational and technical part of its Proposal as follows:

(a) Management plan

This section should provide corporate orientation to include the year and state/country of incorporation and a brief description of the Proposer's present activities. It should focus on services related to the Proposal.

This section should also describe the organisational unit(s) that will become responsible for the contract, and the general management approach towards a project of this kind. The Proposer should comment on its experience in similar projects and identify the person(s) representing the Proposer in any future dealing with the procuring *A2J Project* entity.

(b) Resource plan

This should fully explain the Proposer's resources in terms of personnel (Team experts) and facilities necessary for the performance of this requirement. It should describe the Proposer's current capabilities/facilities and any plans for their expansion.

(c) Proposed methodology

This section should demonstrate the Proposer's responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed warranty; and demonstrating how the proposed methodology meets or exceeds the specifications.



The operational and technical part of the Proposal should not contain any financial pricing information whatsoever on the services offered. Financial information shall be separated and only contained in the appropriate Price Schedules.

It is mandatory that the Proposer's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.

Information which the Proposer considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.

9. Proposal prices

The Proposer shall indicate on an appropriate Price Schedule, an example of which is contained in these Solicitation Documents, the prices of services it proposes to supply under the contract.

10. Proposal currencies

All prices shall be quoted in **NPR** (Nepalese Rupee).

11. Period of validity of proposal

Proposals shall remain valid for **ninety (90) days** after the date of Proposal submission prescribed by the procuring *A2J Project* entity, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by the procuring *A2J Project* entity on the grounds that it is non-responsive.

In exceptional circumstances, the procuring *A2J Project* entity may solicit the Proposer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Proposer granting the request will not be required nor permitted to modify its Proposal.

12. Format and signing of proposal

Proposal shall be typed or written in indelible ink and shall be signed by the Proposer or a person or persons duly authorised to bind the Proposer to the contract.

A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Proposer, in which case such corrections shall be initialled by the person or persons signing the Proposal.

13. Payment

A2J Project shall make payments to the Contractor after acceptance by *A2J Project* of the invoices submitted by the contractor, upon achievement of the corresponding milestones.

D. Submission of Proposal

14. Sealing and marking of proposal



(a) The outer envelope shall be:

Addressed to:

**National Project Manager
A2J Project,
Babarmahal, Kathmandu, Nepal**

Marked with Task: –

(Insert assignment name),

(b) The proposal shall contain the information specified in Clause 8 (*Proposal form*) above. The inner envelope shall include the price schedule duly identified as such.

15. Joint Venture, Consortium or Association

If the Proposer is a group of legal entities that will form or have formed a joint venture, consortium or association at the time of the submission of the Proposal, they shall confirm in their Proposal that:

- (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the joint venture jointly and severally, and this shall be duly evidenced by a duly notarized Agreement among the legal entities, which shall be submitted along with the Proposal; and
- (ii) if they are awarded the contract, the contract shall be entered into, by and between *A2J Project* and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.

After the Proposal has been submitted to *A2J Project*, the lead entity identified to represent the joint venture shall not be altered without the prior written consent of *A2J Project*.

Furthermore, neither the lead entity nor the member entities of the joint venture can:

- a) Submit another proposal, either in its own capacity; nor
- b) As a lead entity or a member entity for another joint venture submitting another Proposal.

The description of the organization of the joint venture/consortium/association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the Joint Venture Agreement. All entities that comprise the joint venture shall be subject to the eligibility and qualification assessment by *A2J Project*.

Where a joint venture is presenting its track record and experience in a similar undertaking as those required in the RFP, it should present such information in the following manner:

- a) Those that were undertaken together by the joint venture; and
- b) Those that were undertaken by the individual entities of the joint venture expected to be involved in the performance of the services defined in the RFP.

In the joint venture, consortium or association, the organization strengths and or eligibility criteria shall be counted from the lead organization only. Failure to present eligibility criteria by the lead organization will subject to disqualification of the proposal.

Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the joint venture or those of its



members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

If a joint venture's Proposal is determined by *A2J Project* as the most responsive Proposal that offers the best value for money, *A2J Project* shall award the contract to the joint venture, in the name of its designated lead entity. The lead entity shall sign the contract for and on behalf of all other member entities.

16. Deadline for submission of proposal

Proposals must be received by the procuring *A2J Project* entity at the address specified under clause *Sealing and marking of Proposals* no later than **Sunday 25 September 2022, 17:00 hrs.** Nepal Standard Time (NST). If the deadline for proposal submission falls under public holiday, then the **next working day will be added up.**

A2J Project entity may, at its own discretion extend this deadline for the submission of Proposals by amending the solicitation documents in accordance with clause *Amendments of Solicitation Documents*, in which case all rights and obligations of the procuring *A2J Project* entity and Proposers previously subject to the deadline will thereafter be subject to the deadline as extended.

17. Late Proposal

Any Proposal received by the procuring *A2J Project* entity after the deadline for submission of proposals, pursuant to clause *Deadline for the submission of proposals*, will be rejected.

18. Modification and withdrawal of Proposal

The Proposer may withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by the procuring *A2J Project* entity prior to the deadline prescribed for submission of Proposal.

No Proposal may be modified subsequent to the deadline for submission of proposals.

No Proposal may be withdrawn in the Interval between the deadline for submission of proposal and the expiration of the period of proposal validity specified by the Proposer on the Proposal Submission Form.

E. Opening and Evaluation of Proposal

19. Opening of proposal

The procuring entity will open the Proposal in the presence of a committee formed by the Head of the procuring *A2J Project* entity.

20. Clarification of proposal

To assist in the examination, evaluation and comparison of Proposal, the Purchaser may at its discretion, ask the Proposer for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.



21. Preliminary examination

The Purchaser will examine the Proposal to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.

Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Proposer does not accept the correction of errors, its Proposal will be rejected. If there is a discrepancy between words and figures the amount in words will prevail.

Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each Proposal to the Request for Proposals (RFP). For purposes of these Clauses, a substantially responsive Proposal is one which conforms to all the terms and conditions of the RFP without material deviations. The Purchaser's determination of a proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.

A Proposal determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the Proposer by correction of the non-conformity.

22. Evaluation and comparison of proposal

A two-stage procedure is utilised in evaluating the proposals, with evaluation of the technical proposal being completed prior to any financial proposal being opened and compared. The financial proposal of the Proposal will be opened only for submissions that passed the minimum **technical score of 70% (700 points)** of the **obtainable score of 1000 points** in the evaluation of the technical proposals.

The technical proposal is evaluated on the basis of its responsiveness to the Term of Reference (TOR) and RFP.

In the Second Stage, the price proposal of all Proposers that have attained minimum 70% score in the technical evaluation will be compared. The points for the Financial Proposal will be allocated as per the following formula:

$$\frac{\text{Lowest Bid Offered} *}{\text{Bid of the Firm/Proposer}} \times 300$$

* "Lowest Bid Offered" refers to the lowest price offered by Proposers scoring at least 70% points in technical evaluation.

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1.	Expertise of Firm / Organization submitting Proposal (Form 1)	30%	300
2.	Proposed Work Plan and Approach (Form 2)	30%	300
3.	Personnel (Form 3)	40%	400
Total			1000



Program Proposal Evaluation Form 1		Points available	300				
			A	B	C	D	E
Expertise and experience in Baseline Survey of a similar nature of Service Provider submitting Proposal							
1.1	The reputation of Organization and Staff (Competence / Reliability)	20					
1.2	Demonstrated experience and expertise in the design and management of data collection, analysis, and reporting software in any open-source technology.	50					
1.3	Demonstrate experience in mobile application in flutter technology	30					
1.4	Demonstrate experience in designing reporting and interactive dashboard in web - version and present / visualize the information.	15					
1.5	Demonstrate experience in data protection and security.	15					
1.6	Quality assurance procedures, warranty, proof of concept.	10					
Subtotal (1.1 to 1.6)		140					
1.6	Relevance of:						
	- Specialized Knowledge	60					
	- The firm should have a proven record of MIS application development on the government sector and running for high-end version.	50					
	- Work for UNDP/ major multilateral/ or bilateral programmes	50					
Sub Total for 1.6		160					
Total for Expertise of Service Provider submitting proposal (I)		300					

Proposal Evaluation Form 2		Points Available	200				
			A	B	C	D	E
Proposed Work Plan and Approach							
2.1	To what degree does the Offeror understand the task?	20					
2.2	Have the important aspects of the task been addressed in sufficient detail?	20					
2.3	Are the different components of the project adequately weighted relative to one another?	20					
2.4	Is there evidence that the proposal been prepared based on an in-depth understanding and prior service delivery and innovative system and application design?	30					
2.5	Is the conceptual framework adopted appropriate for the task?	30					

2.6	Is the scope of task well defined and does it correspond to the TOR?	40					
2.7	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	40					
Total for Proposed Work Plan and Approach (II)		200					

Proposal Evaluation		Points Available	500				
Form 3			A	B	C	D	E
Proposed Project Team							
3.1	Project Leader (1)	80					
	7 years of work experience in software project management	30					
	Number of similar assignments carried out (minimum 4)	30					
	Similar government projects handled/carried out	10					
	Academic Qualifications (Master in IT)	10					
	Sub-total	80					
3.2	Programmer (1)	70					
	3 years of experience in the Programmer	25					
	Number of similar assignments carried out (minimum 4)	25					
	Similar government projects handled/carried out	10					
	Academic Qualifications (Bachelors in IT or equivalent)	10					
	Sub-total	70					
3.3	Flutter Developer (1)	70					
	2 Years of experience in Flutter Developer	30					
	Number of similar assignments carried out (minimum 4)	30					
	Similar government project handled/carried out	5					
	Academic Qualifications (Bachelors in IT or equivalent)	5					
	Sub-total	70					
3.4	Front-end developer (1)	70					
	3 Years of experience and knowledge as a Front-end developer	30					
	Number of similar assignments carried out (minimum 4)	30					
	Similar government projects handled/carried out	5					

	Academic Qualifications (Bachelors in IT or equivalent)	5					
	Sub-total	70					
3.5	UX/UI expert (1)	50					
	3 Years of experience and knowledge in UX/UI expert	20					
	Number of similar assignments carried out (minimum 4)	20					
	Similar government projects handled/carried out	5					
	Academic Qualifications (Bachelors in IT or equivalent)	5					
	Sub-total	50					
3.5	Dev OPS expert (1)	30					
	3 years of experience and knowledge in Dev OPS	10					
	Number of similar assignments carried out (minimum 4)	10					
	Similar government projects handled/carried out	5					
	Academic Qualifications (Bachelors in IT or equivalent)	5					
	Sub-total	30					
3.6	Data visualization expert (1)	40					
	3 years of experience and knowledge in data visualization	15					
	Number of similar assignments carried out (minimum 4)	15					
	Similar government projects handled/carried out	5					
	Academic Qualifications (Bachelors or equivalent)	5					
	Sub-total	40					
3.6	Documentation expert (1)	50					
	3 years of experience and knowledge in software documentation	20					
	Prepare software related documentation for similar assignment (minimum 4)	20					
	Similar government projects handled/carried out	5					
	Academic Qualifications (Bachelors or equivalent)	5					
	Sub-total	50					
3.6	Quality Analyst (1)	40					
	3 years of experience and knowledge in software documentation	15					

	Number of similar assignments carried out (minimum 4)	15					
	Similar government projects handled/carried out	5					
	Academic Qualifications (Bachelors or equivalent)	5					
	Sub-total	40					
	Total Form 3	500					
	Grand Total (Form 1 + Form 2 + Form 3)	1000					

Evaluation forms for technical proposals follow on the next two pages. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

Form 1: Expertise of Firm / Organization Submitting Proposal

The minimum experience of the firm/expert should be as described in the detail ToR.

Form 2: Proposed work plan, methodology, approach and implementation

Please provide a detailed description of the methodology for how the organisation/firm/expert will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment.

The methodology shall also include details of the Proposer's data gap analysis, data collection tools, techniques, thematic areas, assumptions, limitations, internal technical and quality assurance review mechanisms etc.

The Proposer shall submit Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timings.

Form 3: Management structure and key personnel

Describe the overall management approach and structure toward planning and implementing this activity.

Provide a spreadsheet to show the activities of each staff member and the time allocated for his/her involvement.

Provide the CVs for key personnel (Team Leader and professional staff) that will be provided to support the implementation of this work. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

The key position of technical personnel for the package and the expected qualifications are described in the detail ToR.

23. Award criteria, award of contract

The procuring *A2J Project* entity reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Proposer or any obligation to inform the affected Proposer or Proposers of the grounds for the Purchaser's action.

24. Signing of the contract

Within 7 days of receipt of the contract the successful Proposer shall sign and date the contract and return it to the Purchaser.



Selection of a Software Development Agency for Design, Development, Deployment, Maintenance and Support for an Integrated Legal Aid Service Reporting System (ILASRS)

Terms of References

1 Background

Enhancing Access to Justice through Institutional Reform Project – II (A2J – II) aims to support systematic changes in the national legislative, policy, and institutional frameworks and structures to contribute to strengthening peace, development, and human rights in Nepal. It primarily seeks to ensure that women and vulnerable groups are benefit from a protective and affirmative legal framework and the recent improvements in the field of administration of justice. Moreover, the program will further act to strengthen communication, coordination, and cooperation among justice sector institutions. To this end, the program focuses on three primary areas to achieve its goals: *First*, it supports the rule of law institutions to be responsive to the demand for justice service delivery; that is improving the supply-side aspects of the justice sector. *Second*, it strives to augment the demand for justice-related service delivery by developing institutional capacities of justice sector institutions by improving coordination and, also supporting women and vulnerable groups to access the rule of law institutions, and thereby assert and enjoy human rights as well as social protection entitlements. *Third*, it supports the criminal justice system, civil society, and the media to work together to ensure increased accountability for justice service delivery.

Similarly, the project is also collaborating with the non-formal justice sector to reinforce the formal efforts made by the government agencies to improve the administration of justice. This entails reforming the quasi-judicial mandates (of quasi-judicial bodies) and promoting a stronger interface between 'non-formal' and 'formal' justice systems.

One of the project's goals is to ensure that marginalized communities have access to justice. To accomplish this, the project identified the need for an efficient data collection methodology, user-friendly tools/apps, and a comprehensive web-based dashboard to archive the integrated legal aid beneficiary's information and data to accurately measure outreach among the underserved community. The integrated legal aid database includes information and data on beneficiaries who receive legal aid services from formal and informal legal aid service institutions, such as private attorneys, district legal aid attorneys, judicial committees, courts, paid attorneys, civil society organizations, pro bono attorneys, and others.

1.1 Objectives

A fully integrated ILASRS will support public to get access to justice service by using proposed system. Self-case registration and dynamic case management features of ILASRS supports to connect to various legal aid service provide and get update on status of registered cases.

System will also support to improve decision making processes, provide better level of reports of legal aid service provided by DLAC, Pro- Bono, district lawyer and other stake holder and enhance transparency, accountability, and inclusiveness, through provision of relevant, accurate and up-to-date data and information at all levels.

The specific objectives of ILASRS are to achieve the following targets:

- Establish to self-case registration mechanism from citizen/people
- Strengthen inclusive and integrated reporting system.
- Develop uniform reporting templates for all legal aid service provider in all municipalities /district / province level.
- Efficient and uniform data collection mechanism and store in one platform.
- Quick compilation of monthly / quarterly and semi / annual reports and reports on demand.



Brief Description

User registration (service seeker and service provider) and role management

This area covers the functions of self-user registration, approval, and role management of user's classification on **2.2 User classifications sections**. In this would link to all the other modules of the system. User registration and approval can do through the SMS and verified email and system administrator role.

Service Request Modules

- System should have features to request legal aid services via mobile and web application.
- System should have features to select the various service provider by registered service seeker.
- System should have features to show the # of solved cases, pending cases and availability of different legal aid service providers.
- System should allow to send the SMS and email notification to service provider upon service request.
- System should allow to send the SMS / email notification to service seeker after approving request from service provider.
- System should show the list (*rural municipalities and district wise*) of registered service provider and allow to choose.
- System should allow to make phone call from mobile application to service provider and vice versa.

Data Collection Modules (Mobile application and web application)

- System should have features to collect data in offline mode on provided format (*format will provided after selection of vendor*). Approx. fifteen different formats need to digitize for data collection excluding users and service provider registration.
- Mobile application should be compatible to both Android and iOS platform.
- Mobile application should link with data collection web application and synchronize data automatically when submitted from mobile application.
- Design of templates should be user friendly and follow human centric design approach.
- For data collection purpose mobile and web application should be in multilingual (Nepali and English). There should be option to add additional local languages.

Data Collection templates

- System should have features to manage all field of data collection templates to insert and manage the option dynamically.

Others features in mobile and web applications

- Mobile and web application should allow user to download self-entered data in the form of excel, pdf, csv file for the further analysis.
- Service seeker should get status of their registered case from notification (SMS and firebase)
- Both mobile and web data collection modules should have interactive system tour guide for users to support on data collection, editing and sending.
- Additionally, mobile application and web application should have about us, contact us, feedback form, service provider list.



- System should have separate interactive dashboard for service provider showing total number of registered cases, pending cases, solved cases, cases by type, disaggregated data with province, district rural / municipalities and date wise filter option in both mobile and web application.
- System should have separate service seeker information pages showing case details.

Profile page of registered service provider

- System should have features to show all registered service provider seeker with their information (Province, districts, local level, type, gender, expertise, availability etc.). This page also has features of data filter / selection criteria.
- System should have capabilities to download data of service provider in the form of excel, pdf, csv file for the further analysis.

Chat Feature

- System should chat features where service provider and seeker can text each other for communication.

Reporting and data analysis

- System should have capabilities to generate reports of all fifteen templates in cumulative and separate basis.
- System should generate various case report (requested, registered, pending, finalized, type, decision made, status etc.)
- System should allow to download all reports in the form of excel. pdf. csv for further analysis.
- System should have features to generate reports on demands by selecting reporting parameters and date interval.
- System should have features to download individual case report in Ms. Word, PDF etc.
- System should have features to generate graphical report (Bar, Pie, Line etc.)

Notification Management

- System should have capabilities to configure and setup Notification Criteria.
- System should have features to select the medium through which the message is transfer or alerts are send
- System should the notification after the event has occurred.

Dashboard

- The system should have two dashboards (for General Public and for middle and higher management)
- Dashboard of the system should compile and analyses information from wide range of source to support decision making process.
- Dashboard should show information on graphs like bar charts, pie charts, line charts, Maps (Rural



Municipalities, Districts, Province, and Country level information) with filter and date (to and from) picker features.

- System should have features to download the information show in dashboard for reporting purpose.

****Requirements of Public and Private level dashboard will discuss after selection of agencies.***

1.3 Current practice of data collection

At present, paper based manual reporting system is being practice for data collection.

2.0 User Classification

2.1 Operational Users

These are the users who would be responsible for entering data into system and so would need to have basic skills on typing and computer usage. User training manual and guidelines should design with the thought that operational users are the key users, and the success of the system is dependent upon them. At the end of the training, the participants must become comfortable with the use of computer, mobile and should be able to do minor troubleshooting also.

There are two types of operation users (a) Service seeker and (ii) Service Provider

2.2 Managerial / Executive Users

These include the senior and top-level staff that would verify, conduct limited data entry, and generate reports and query based upon any criteria. They would need to have basic skills on computer and mobile devices usages along with knowledge of using e-mailing. Manager being the decision makers should train in a way so that they can get complete and useful information from the system for analysis purpose. At the end of the training, the participants should be able to monitor the work done by operational users and should possess word processing and spreadsheet skills.

2.3 Technical Users

These would include MOLJPA and A2J / UNDP IT support who are responsible for system setup, maintenance, backup, and recovery services. They would have in-depth knowledge of application. Since it is not possible to provide any individual with extensive skills on all these areas, limited and selected groups of staffs should be able to perform this role.

3. Scope

3.1 Geographical Scope

The current scope of application implementation is at all provinces and districts of Nepal.

3.2 Functional Scope

The table below gives a broad description of ILASRS functions and reporting templates. The detailed description including details on input requirements and output requirements of each function given:

4. Application development approach and methodology

Selected agencies require to design and implement a comprehensive and effective project planning and management methodology together with efficient & reliable tools. The software development agency (consultant) will consult with A2J, and other stakeholder supporting various aspects of the program and seek technical inputs.

Detail list of tasks to be conducted by the consultant firm as part of this assignment is given below:

- Project Planning and Management
- System Requirement Study
- System Design
- System Development, Testing
- Capacity Building and Training
- User Acceptance Testing (UAT)
- Implementation, Transition and Hand over
- Post Implementation Maintenance and Support

At all points in the execution of the project, key senior resources including Project Manager must be based at Kathmandu, Nepal.



4.1 Project planning and management

To have an effective project management system in place, it is necessary for the software development agency to use effective Project Management tools to address the following:

- Identify activities/tasks at micro level for the project
- Coordinate and collaborate with various stakeholders
- Establish and measure resource assignments and responsibilities
- Construct a project plan schedule including milestones
- Measure project deadlines and performance objectives
- Communicate the project plan to stakeholders for approval / with meaningful reports
- Progress reports on a fortnightly basis

The Consultant shall commission and manage the required infrastructure (software, servers) for system, and maintain the same throughout the duration of the project including post implementation trainings. Test system hosted in consultant server will use by A2J / UNDP, MoLJPA even beyond the contract period.

4.2 Requirement Study

Consultations: The consultants will gather requirement from all internal and external stakeholders including other line agencies (Supreme Court, MoLJPA, Office of Attorney General, Nepal Bar Association, CSO etc.) identified by A2J / UNDP and will focus on understanding as to how system will capture and process data.

Requirement Gathering: The consultant will conduct a detailed study to understand the information needs at all levels. This would broadly include:

Information Needs: Identifying the information needs of MoLJPA, A2J/UNDP and other key stakeholders for effective decision making.

Information Flows: Understanding the origins of information, and determine the information flow and target/destination of information

MIS Reports: The requirements should include standard and customizable reports covering all analytical reports, graphic analysis, and online queries for addressing the decision making, monitoring, and reporting needs across all user levels

Data Quality Framework: Establishing a data quality framework covering modeling of existing data, defining the quality attributes, evaluating existing data quality levels, determine data quality priorities and identify remedies.

Documentation: All user requirements will document in a collaborative environment as process flow diagrams, user interface sketches and story boards, use cases and presented for review and approval. A common vocabulary and an integrated glossary would also be established.

4.3 System Design

The consultant will propose suitable solutions for a scalable and modular ILASRS system along with alternative options of overall architecture, based on the feedback and learning from stakeholders.

Database Design: Present database design options detailing staging, integration, and access layers.

Data Management: Methods and frequency of synchronizing including back-up and data purging policies etc.

Data Integrity: Check totals and validation checks for every data entry, data transformation, alerts/escalations for enforcing data discipline and maintaining transaction audit trail.

Data analysis reporting Tools: Define data analysis tool requirements on database types and query/reporting requirements including their frequency and distribution list, availability on reports portal, etc.

Front-end support devices: Describe UI interfaces in detail for use by different users/parties that also enable support for multi languages for central level users. Similarly define protocols for supporting input devices like tablets, mobiles, iPads, web and Laptops.

Data Center and Hardware aspects: Recommend server specification considering the desired response time, database sizes etc. This includes definitions of back-end servers, data storage / volumes.

Business and Legal aspects: Define business and licensing issues for external application to run the system smoothly.

Implementation Framework: Develop a comprehensive governance framework that define, inter-alia the following aspects:

- Work Processes: All relevant processes required by stake holders to utilize this system including operational workflows and associated procedures integrated with the centralized requirement management framework.
- Data Staging, Integration and Access: All processes associated with data capture, data migration and data conversion. In case of decentralized/distributed databases define processes associated with data synchronization integrated with the data quality management framework.
- Data security: Define security metrics and develop policies and procedures for information security including the processes associated with external party interfaces or third-party support along with the relevant service levels.
- Risk Management: Data management plan, security options for the system and access control, business continuity (BC) and disaster recovery (DR) processes.

E. 4.3.1 Multi - tenant environment

Considering the federal structure and independence of Municipalities, the Solution should design in a way to provide independence to local level to manage their data and environment. There will be a single portal for all the service providers. Individual access right will provide based on the requirement. The multitenant environment may be based on model driven approach.

4.3.2 Service Oriented Architecture (SOA)

- The solution at the service seeker should have the capability to work in both online as well as offline mode ensuring that citizens can continue with their transactions irrespective of the connectivity with the datacenter.
- The solution developed should have native Nepalese language and English and should leverage the Unicode support available within the client Operating System

F. 4.3.3 Scalability

One of the fundamental requirements of ILRAS System's architecture is its scalability. The architecture should be proven to be highly scalable and capable to add other features and modules in future.

G. 4.3.4 Security and Integrity

The proposed system for ILRAS will be highly secure, considering that it is intended to manage sensitive applications relating to personal information and other important records. The major security considerations are described below.

- The application and database security would integrate with platform security.
- The solution would provide for maintaining an audit trail of all transactions.
- The security services used to protect the information infrastructure will include identification, authentication, Access Control, Administration and Audit and support for industry standard protocols.
- The solution would provide single-sign-on, OTP verification features with password encryption and capability to enforce changing the passwords at system defined intervals.
- ILASRS security design would provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup & recovery, and disaster recovery system.

H. 4.3.5 Modular Design

System should develop in a modular fashion to enable ease of extension. The following illustrative generic modules are suggested in this regard:

4.3.5.1 Administration Module

Through this module, the system administrator should be able to maintain the system

- Create users providing roles and privileges
- Monitor data entered by service seekers and service provider.
- Monitor security breaches and control them in time.

I. 4.3.6 Multilingual

The solution will be UNICODE standard based and will support hosting of multilingual data/ forms (English & Nepali) and would enable data entry and report in the multilingual formats by the users in e-Forms or other web pages in both mobile and web application.

J. 4.3.7 Usability

The system and application should design in a user-friendly, citizen-centric manner and as per the standards laid down and the best practices. The usability requirements for the ILASRS solution include user and task analysis, data collection and analysis, information architecture design, and iterative usability testing.

The Portal pages shall be easy to navigate requiring minimal number of user actions for availing information or services. The developer should engage Usability Design Experts to ensure a pleasant user experience in terms of navigational comfort, look & feel, design of web pages.

K. 4.3.8 Data Validation

The system and application should design to provide well -define guarantees for accuracy and consistency for user input in ILASRS. Proper business rule of validation must develop in the system.

4.4 Development and Testing

Software Development: Present a description of the architectural design and overall development plan for the proposed comprehensive MIS application. Periodically present prototypes and application samples along with sample reports and progress reports etc. for review by A2J / UNDP and feedback during development. An agile software application development approach shall follow to promote collaboration, and process adaptability throughout the entire life cycle.

Software Testing: Design test scenarios and test cases for all levels of testing and furnish them along with test results and test data for review by A2J / UNDP team. Complete traceability of the test cases up to the requirements should establish through a requirement trace matrix. The test protocols will involve:

- i. Functional testing
- ii. System testing
- iii. Performance testing
- iv. Usability testing
- v. Feedback mechanism (to capture impact details from key stake holders)

4.5 Capacity Building and Training

The Consultant must impart training to the personnel from A2J/ UNDP and key stakeholder in the operation of the application software, generation of reports, maintenance of User Logins and operations of the backend servers, policies, and procedures. For all these training programs the Consultant would be responsible for providing necessary course material, manuals for troubleshooting and system admin to the trainees etc.

Develop operations manuals including user manuals, training manuals etc. The manuals will be developed in both English and Nepalese language.

4.6 User Acceptance Training (UTA)

The A2J / UNDP will undertake an exercise of Testing and User Acceptance of the system and application as soon as the Consultant declares the system to be ready for the exercise. The testing and user acceptance will happen on component basis for example Application Software and Data Center etc. The Consultant needs to identify the testing requirement and must clearly outline & demonstrate the testing methodology.

- The Consultant must outline the methodology that will use for testing.
- The Consultant must define the various levels or types of testing that will perform.
- The Consultant must provide necessary checklist/ documentation that will be require for testing.
- The Consultant must describe how the testing methodologies will conform to requirements.
- The Consultant must indicate how one will demonstrate to A2J / UNDP and stakeholder that all functions in the new system installed have been evaluated.
- The Consultant will be responsible for correcting all faults founds and add minor requirement added during the acceptance process at no extra cost to A2J / UNDP.

Below listed are the Acceptance Criteria for the overall solution implemented by the Consultant.

4.7 General Acceptance

The system will accept in a phased manner. The Consultant must ensure the delivery of the system as per the Implementation Plan. The A2J / UNDP and stakeholder will accept the system only when the system is up as per implementation plan.

The primary goal of Testing & Acceptance would be to ensure that the project meets requirements, standards, specifications, and performance as prescribed by the A2J / UNDP by ensuring that the following are associated with clear, quantifiable metrics for accountability

- Functional Requirements



- Availability
- Performance
- Security
- Manageability
- Project Documentation

For final acceptance testing consultant need to demonstration of all the features / facilities / functionalities as prescribed by the A2J / UNDP and stakeholder.

Functional Requirements

The detailed functional requirements of each component of system and application are mentioned on functional scope section of this ToR detail templates will provide after selection of vendor. The system developed by consultant shall be review and verified by the A2J/ UNDP against the Functional Requirements signed-off between A2J / UNDP and Consultant. Any gaps, identified as a severe or critical in nature, shall be addressed by consultant immediately prior to Go-live of the system. One of the key inputs for this testing shall be the traceability matrix to be develop by the Consultant for system. The acceptance testing w.r.t. the functional requirements shall be performed by select internal department users (i.e. User Acceptance Testing).

Security

Security is the aspect of the service of providing confidentiality and non-repudiation by authenticating the parties involved, encrypting messages, and providing access control.

Security Process will include

- Consultant should ensure proper data encryption mechanism
- Consultant should ensure data access privileges, retention periods and archival mechanisms

Project Documentation

The A2J / UNDP shall review the project documents developed by the Consultant including design, source code, training, user, and administration manuals, etc. Any issues/gaps identified by the A2J / UNDP, in any of the above areas, shall be address to the complete satisfaction of A2J / UNDP. The documentation requirement for the projects (but not limited to) are as follows:

- Technical, operational and user manuals for operation of the deployed solution.
- System design documents and source code
- Test cases, test data and test results

4.8 Implementation, Transition and Handover

Implementation: The consultant would be responsible for implementation of comprehensive system including hosting on GIDC data server, support to manage the servers, technical trainings for operation team.

Transition and Handover: The consultant will provide complete details of the technical specifications, detailed design documents, list of third-party tools used and licenses, source codes of all work packages/applications deployed, procedures, etc

The consultant shall be responsible for effective handover of all relevant and updated documents/soft copies/materials to A2J / UNDP.

The documents to be handed over would be, but not limited to, the following

- Design Document (prominent level and detailed)
- Other technical specifications including interface details with other applications
- List of third-party tools being used and licenses
- Test Scripts & Test results
- Training Material /Operation Manual / User Manual

The consultant will also handover final source code of the application along with relevant documents. A2J / UNDP will be the absolute owner of the software and will have all intellectual property right (IPR) and the agency shall not replicate or reproduce or use without the consent of the owner.

4.9 Maintenance and Support

Warranty: The firm should provide warranty support for four months which will include bug fixing and enhancements, if any. The consultant will also define post implementation maintenance process for the system application and provide onsite/offsite support as per the defined service level agreement. After four months of support paid Annual Maintenance Contract will be done with firms.

Help Line: The consultant will define guidelines and procedures for setting up helpdesk support and provide online help within the warranty period.

5.0 Work summary, deliverables, and tentative timelines

Based on the requirements described in this document, it is expected that the work will be finished in 45 (Sunday – Friday) working. (some of the activities listed below will have overlaps with other activities). Post Implementation of ILASRS will be in maintenance and support phase for one year.

This section describes the tentative timelines to be followed for various activities. The consultant will submit and agree the plan with A2J / UNDP and other stakeholder.

. #	Project Phase including activities and deliverables	Project activities / project deliverables	Duration in Days
A	Inception Report	1.Details project plan including details on workforce deployment plan	5
B	Requirement Study	2.Details study of system requirement	4
C	Development of all modules of system and testing	3. Code, database creation scripts 4. System and application <i>(Share the progress on weekly basis)</i>	45
D	Change management and capacity building	5. Detailed change management 6. Detailed training content.	10
E	User acceptance testing (UTA)	7. Test Cases and share test results 8. Detailed User Operation Manual 9. Go / No Go decision	5
F	Go – live for complete system	10.Fully functional system and application 11. Go – live acceptance from A2J / UNDP and stakeholder 12. Training for trainers	6
Post Implementation: Support and Maintenance			
G	for next 1 year from Go – live and complete roll out of system / application respectively.		

6. Workforce deployment requirement

The consultants are requiring deploying experienced and trained workforce for smooth development, implementation, and operations & maintenance of project. The qualifications and skills requirements are described in the table below. The Consultant is free to increase any inputs requirement or add any additional position. This should be reflected in the Work Plan and Staff Schedule. Duration in Person days includes the deployment of resources for Requirement, design, development, testing & implementation phase and for post implementation/ go-live phase.

6.1 List of experts

Role: Project Manager – 1

Qualification and skills

- ME/M Tech in IT/Other relevant university degree in IT.
- Excellent IT Project Management Skills
- Effective communication and interpersonal skills

Experience

- Preferred 15 years' experience on large IT projects
- Experience of managing a team of more than fifty members preferably.
- Expertise in web applications development, Training and Change Management, Portal Development etc.
- System level and holistic understanding of technical concepts

Broad Scope of Work

- Overall, in-charge for ensuring development and Implementation.
- Overall team management and managing escalations, if any.
- Overall team management and managing escalations, if any.
- Prepare project plan Team management and mobilization of team
- Ensure all facets of requirements are captured.
- Ensure system design as per the requirements
- QA of all deliverables
- Ensure delivery as per Project Plan

Senior Programmer – 1

Qualification

- ME/M Tech in IT/Other relevant university degree in IT.
- Good communications and interpersonal skills

Experience

- Preferably 10 years' experience on large IT projects
- Managed similar projects for preferably 3 years
- Extensive exposure to government projects

Broad Scope of Work

- Conduct system study & prepare SRS
- Prepare system design document to achieve the objectives of system
- Software testing and deployment

Deliverables:

- SRS document
- System design document
- Test Plan and reports
- Go-Live reports

Role: Front End Developers – 1

Qualification and skills

- Bachelor's degree in computer science / IT equivalent
- Good communications and interpersonal skills and fluency in written and spoken English

Experience

- Preferred 5 years' experience with HTML/XHTML, CSS, and Java Script
- Preferred 2 years front end development experience



Broad Scope of Work

- Work with development Team to develop detailed specification documents
- Convert templates into CSS/XHTML themes

Role: Programmer – 1**Qualification and skills**

- Bachelor's degree in computer science / IT equivalent
- Good communications and interpersonal skills

Experience

- Preferably 4 years of experience of writing programmers for IT projects preferably modular design architecture

Broad Scope of Work

- Write code to create software applications.
- Assist in UAT

Role: Flutter developer - 1**Qualification and skills**

- Bachelor's Degree in computer science / IT Equivalent
- Good communications and interpersonal skills
- Skilled in Android/iOS App Development, Firebase, Git, REST, and more.

Experience

- Preferably 2 years of experience mobile application development in Android and iOS platform

Broad Scope of Work

- Develop the mobile application
- Assist in UAT

Role: Quality Assurance – 1**Qualification and skills**

- Bachelor's degree in computer science / IT equivalent
- Good communications and interpersonal skills

Experience

- Preferably 5 years of experience in software testing and quality assurance.

Broad Scope of Work

- Test the system and application
- Produce the UAT report

Role: UI/UX designer – 1**Qualification and skills**

- Bachelor's degree in computer science / IT equivalent
- Good communications and interpersonal skills

Experience

- Preferably 5 years of experience as UI/UX designer in large scale project

Broad Scope of Work

- Support system / application development process
- Develop system / application prototyping, wireframing, user flows and mockups.

Role: Data visualization expert - 1

Qualification and skills

- Bachelor's degree
- Good communications and interpersonal skills

Experience

- Preferably 2 years of experience in data visualization, information analysis, interactive dashboard development.

Broad Scope of Work

- Present the strategy for standardization of data visualization at collected data in meaningful information.

Role: Dev Ops – 1

Qualification and skills

- Bachelor's degree in computer science / IT equivalent
- Good communications and interpersonal skills
- Fluency in written and spoken in English and Nepali

Experience

- Preferably 4 years of experience in server management and troubleshooting

Broad Scope of Work

- Support on installation of system in GIDC and test platform.
- Monitor the server
- Support on change management
- Support on testing process of the system and application

** Dev Ops support may be extended after handover of the project.*

Role: Documentation expert – 1

Qualification and skills

- Bachelor's degree in computer science / IT equivalent
- Good communications and interpersonal skills
- Fluency in written and spoken in English and Nepali

Experience

- Preferably 5 years of experience in software documentation and meeting documents

Broad Scope of Work

- Support to produce software related documents.
- Prepare meeting minutes and all necessary documents and shared with project team.

7.0 Required qualification of consultant

- Demonstrated five years of experience and expertise in the design and management of data collection, analysis, and reporting software in any open-source technology.

- Demonstrate experience and expertise in mobile data collection and reporting technology.
- The firm should have a proven record of MIS application development, at least five such products developed on the market and running for high-end version.
- The consultant / firm should have a proven record of system development in government sectors, at least two such products developed on the market and running for high-end version.
- Demonstrate experience in designing reporting and interactive dashboard in web - version and present / visualize the information.
- Demonstrate experience in mobile application in flutter technology.
- Prior experience with monitoring & evaluation and data analysis system.
- Demonstrated experience in analyzing data and visualizing the results in dashboard.
- Professional work experience in Nepal preferred.
- Proof of concept of similar project.
- Demonstrate the quality standards – maintained organization wide

8. Submission of proposal

8.1 Proposal submission details

Qualified bidders including (Joint Ventures) are expected to submit a detailed proposal for undertaking the task. The technical and financial proposal is to submit separately on provided format.

The submitted proposal should specifically highlight the following

- Prior experience in developing the similar system and application
- Prior experience with offline data collection, data management, data analysis and information visualization.
- Names, qualifications, and experiences of all staff to be involved with the assignment (name of team leader and other members)
- Plan for assignment and ensuring data protection and its management
- Detail technical proposal as per **proposal outline (section 8.2)**
- Detail breakdown budget.

8.2 Proposal outline

A suggestive format for the proposal is outline below:

Background: Brief background about the consulting firm and its objective and strength in (HR capacity, Project Management, # of successful projects etc.)

Work plan: The proposal should clearly mention details of each activity including preparatory work, designing, preliminary sharing, suggestion and feedback, and guidance notes. The timeline and person(s) responsible for each activity needs to clearly mention.

Architecture: The proposal should clearly state the architecture of modules mention on section **3.2**

Team composition: Provide the number of persons needed for assignment by position and assigned responsibilities. **(A2J / UNDP may ask additional documents for further verification of proposed team composition)**

Understanding of ToR: In this section consultant should present the detail on understanding of system and application concept, workflow and its diagram and wireframes of system. Proposal should clearly state detail plan of all functional and nonfunctional plan state on **section 3.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9**

Quality control mechanisms: Provide a section detailing the mechanisms to ensure data protection and maintaining its quality by clearly specifying steps for data validation. This section may also include supervisory mechanism for data quality and the role of editors.

Data processing plan (Dashboard): This section should clearly state details preparation and mechanism for data analysis, and representation of compiled information in tables and graphs etc.

Consultant/firm division of labor: Provide information on key professionals and their level of effort for the different activities of the assignment. A suggestive matrix is provided below:

S. #	Name of expert	Marks (500 points)	Working days	Education	Experience in years after last degree
1	Project Manager 1	80			
2	Programmer 1	70			
3	Flutter Developer 1	70			
4	Front end developer 1	70			
5	UX/UI expert 1	50			
6	Dev OPS expert 1	30			
7	Data visualization expert 1	40			
8	Documentation expert 1	50			
9	Quality Analyst	40			

Firm Expertise: This section should highlight experience of the consultant/firm in developing the similar application and system, preferably with innovative techniques/ designs.

Progress updates: This section should clearly indicate the mechanism that would be used to communicate with A2J / Officials on regular update about the recent MIS system status.

Detailed Budget: This section should provide the estimated budget for each activity, clearly mentioning rates and how rates estimated. Possible line items are suggested below:

- a. Daily rate of key professionals
- b. System development cost
 - i. Finalization of all modules
 - ii. Mobile application
 - iii. Dashboard
 - iv. Other costs (firebase)
- c. License cost of SSL certificates for 1 year period.
- d. 30,000 SMS credit of all operating network over the country for 1 year of period.
- e. Cloud server cost managed in Nepal for 1 year period (for test and training environment)
- f. Mobile application hosting cost in both (Android and iOS platform) for 1 year period.

8.3 Consultant/firm division of labor

Provide information on key professionals and their level of effort for the different activities of the assignment with estimated budget. A suggestive matrix is provided below:

Human resource cost (A)

S. #	Name of expert	Working days	rates (NPR)	total Amount (NPR)
1	Project Manager 1			
2	Programmer 1			
3	Flutter Developer 1			
4	Front end developer 1			
5	UX/UI expert 1			

6	Quality Analyst			
7	Dev OPS expert 1			
8	Data visualization expert 1			
9	Documentation expert 1			
ubtotal (A)				

System Deployment Cost (B)

S.#	Description	Year of subscription	Rate	Total Amount	Remarks
1	SSL	year			
2	Mobile apps hosting charge	year			
3	SMS				30,000 credits
4	VPS	year			Managed in Nepal
ubtotal (B)					
ubtotal (A+B)					
TAT (13%) for (A+B)					
Grand Total					

Amount in words:

Please submit separate technical and financial proposal in two different sealed envelopes in the name of: **A2J / UNDP - ILASRS application development** and send the document to the **A2J / UNDP Project Office, Babarmahal, Kathmandu (M8RF+RMP, काठमाडौं 44600) by September 22, 2022, or 15th day of notice published, before 05:00 PM**. The incomplete and late submission proposal will not review.

9.0 Payment

A2J / UNDP shall affect payments to the consultant/firm after acceptance by A2J / UNDP of the invoices submitted by the firms, upon achievement of the corresponding milestones.

- Thirty percent of the agreed amounts will pay after successful delivery and the submission of inception report with system prototype.
- Fifty percent of the agreed amounts will pay after the successful delivery of 70% of tasks listed on 3.2 functional scope
- Remaining twenty percent amount will pay after the completion of project i.e., after submitting final product with necessary documents

10.0 Selection process

Selection will base on the technical proposal submitted, qualifications and experience identified in **Section 6 and 7** of this document and proof of concept submitted. Only technically verified firms are qualified for financial evaluation and final calculation will be done on weighted average methods.

***Right to selection and reject of technical proposal remains on selection team.**

11.0 Questions from offers

Any clarification or question on the ToR can be send to procurement@a2jnepal.org 2 days before last date of submission.

PROPOSAL SUBMISSION FORM

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Professional Consulting services (activity for Project/Program) for the sum as may be ascertained in accordance with the Price Schedule attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 90 days from the date fixed for opening of Proposals in the Invitation for Proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that you are not bound to accept any Proposal you may receive.

Dated this day /month of year

Signature

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of



TECHNICAL PROPOSAL FORMAT

i) RFP Information

RFP Title:

(insert assignment name),

Basic Organization Information

Name of the organization:

Contact person's name:

Contact details :

Telephone:

E-mail:

Address:

ii) Organizational Profile:

Provide brief information on the structure of your organization and the field(s) and location(s) in which your organization operates. (Maximum of one pages)

iii) Organization's Experience

Provide a detailed information on organizational expertise and previous work your organization has undertaken in the field of similar baseline survey. (Maximum of two pages)

iv) Technical Proposal

Provide a detailed description of how your organization proposes to implement the above ToR. (Maximum of five pages) Please include the following:

- A) A detailed implementation schedule (work plan), manpower schedule, and narrative on how you would approach/ intend to meet the deliverables mentioned in the TOR.*
- B) A detailed outline of the approach taken to supervise and monitor the project to ensure all components can be delivered on time and to a high quality.*
- C) Identification of any risks and/or obstacles your organization may encounter while undertaking this project, how they may impact your ability to meet the deliverables, and how you might address these to ensure successful delivery.*

v) Human Resources

Provide details of the human resources of your organization that will be employed to undertake this task. Submission of CVs of all members of proposed team is highly recommended. (Including signed CVs of expert)



PRICE SCHEDULE

The Proposer is asked to prepare the Price Schedule as a separate envelope from the rest of the RFP response as indicated in Section D paragraph 14(b) of the Instruction to Proposers.

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

The specification has been developed for different packages. The name and number of packages shall be clearly mentioned in the proposal cover page, cover letter and inside proposal. **Design, Development, Deployment, Maintenance and Support for an Integrated Legal Aid Service Reporting System (ILASRS)**,

The format shown on the following pages should be used in preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

Cost Breakdown per Deliverables

Price Schedule for: REFERENCE: A2J/RFP/2022/02: "Design, Development, Deployment, Maintenance and Support for an Integrated Legal Aid Service Reporting System (ILASRS)" Request for Proposals for Services					
S. N.	Description	Unit (person, days etc.)	Quantity/ days	Rate	Amount (NPR)
1	Human resource cost				
1.1	Project Manager 1	Person			
1.2	Programmer 1	Person			
1.3	Flutter Developer 1	Person			
1.4	Front-end developer 1	Person			
1.5	UX/UI expert 1	Person			
1.6	Dev OPS expert 1	Person			
1.7	Data visualization expert 1	Person			
1.8	Documentation expert 1	Person			
1.9	Quality Analyst	Person			
	Subtotal of human resources (1)				
2	System Deployment Cost				
2.1	SSL	Pax			
2.2	Mobile apps hosting charge	Times			
2.3	SMS	Times			
2.4	VPS				
	Subtotal of System Deployment cost (2)				
	Subtotal				
	VAT @ 13%				

	GRAND TOTAL [1+2]				
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Note: Number of days for human resources are indicative only.

(Amount in Word:)

N.B. Administrative and all other associated costs need to be built into the respective line items proportionately. Number of lines may be added as per the requirement.

Acceptance of the proposed schedule of work and the timelines is a must and no deviation in the timeline is allowed.



GENERAL TERMS AND CONDITIONS IN EXECUTION OF THE TASK**1. Force Majeure**

Without prejudice to their rights the *A2J Project* and the party shall not be held responsible nor suffer any financial loss should the performance of the party be delayed or prevented by an event of Force Majeure, which shall include, but not limited to strikes, riots, civil commotion, fire accident or any other incident beyond the control of either party hereto which neither party was aware of or could have foreseen at the time of the signing of this contract. In event of an occurrence of the Force Majeure, either party shall notify the other of the event or during such event the rights and obligations of either party shall automatically be suspended.

2. Arbitration

Any dispute arising out of or in connection with this task not settled by mutual understanding shall be submitted to arbitration to three arbitrators. Each party shall appoint one arbitrator and the two arbitrators thus appointed shall agree on the third one. The arbitrators shall rule on the costs which may be divided between the parties. The decision rendered in the arbitration shall constitute final adjudication of the dispute.

3. Termination

Either party may terminate this contract at any time by giving the other party fourteen (14) days' notice in writing of the intention to do so. In the event of such termination, the party shall be compensated for the actual amount of work performed, upon valid justification for termination, by *A2J Project* on a pro rata basis.

4. Law Applicable

This contract shall be governed by the law of Government of Nepal and project guidelines.

5. Independent Relationship

Nothing contained in the contract shall be construed as establishing or creating between *A2J Project* and the party relationship of master and servant or principal and agent, it being understood that the party is an independent person vis-a-vis *A2J Project*.

6. Party's General Responsibilities

- a. The party shall carry out work under the contract with due diligence and efficiency and in conformity with the highest standards of professional and ethical competence and integrity.
- b. The party shall be responsible for the professional and technical work carried out by him/her in the implementation of this task.



7. Workmen's compensation and other insurance

The party shall make his/her own arrangements regarding insurance for medical expenses and for accident, death and permanent disability for the period of the task. All costs involved will be borne by the party.

8. Source of Instruction

The party shall neither seek nor accept instructions from any authority other than *A2J Project* and UNDP's authorized agent in connection with the work under the contract.

9. Prohibition on conflicting activities

The party shall ensure that he/she will not directly/indirectly engage in any activity that would conflict with those of *A2J Project* in respect of this project.

10. Officials not to benefit

The party warrants that no UNDP or *A2J Project* official has been or will be admitted by him/her to any direct/indirect benefit arising from this task or award thereof.

11. Assignment

The party shall not assign, transfer, pledge or make other disposition of the task or any other parts thereof or rights, claims or obligations under this task, without prior written approval of *A2J Project*.

12. Records, Accounts, Information and Audit

- a. The party shall maintain accurate and systematic records and accounts in respect of the work to be performed under this task.
- b. The party shall furnish, compile or make available at all times to *A2J Project* and UNDP any records or information, oral or written, which *A2J Project* may reasonably request for in respect of the work to be performed under this task.
- c. The party shall allow *A2J Project* and UNDP or its authorized agents to inspect and audit such records or information upon reasonable notice.

13. Language

Unless otherwise specified in the task, English language shall be used by the party in all written communications to *A2J Project* with respect to the services rendered and with respect to all documents procured or prepared pertaining to such services.



14. Confidential Nature of Documents

All maps, drawings, photographs, mosaics, plans, reports, recommendations, estimates, documents and all other data compiled by or received by the party under this task be the property of *A2J Project*, shall be treated by him/her as confidential and shall be delivered only to the duly authorized officials on completion of work under this grant. Under no circumstances shall the contents of such documents or data be made known to any unauthorized person without written approval of *A2J Project* and UNDP. Subject to the provision of this article, the party may retain a copy of the document (s) produced by him/her for his and universities record.

15. Amendments

The terms and conditions of this task may amend only in writing signed by both parties to this task or their duly authorized representatives.

16. Obligation to inform *A2J Project* of changes in conditions

The party shall promptly and fully notify *A2J Project* in writing of any conditions which interferes, or threatens to interfere, with successful carrying out of the services under this task. Such notice shall not however relieve the party of his/her obligations to continue to provide services under this task. On receipt of such notice, *A2J Project* shall take such action as in its sole discretion it considers to be appropriate or necessary under the circumstances.

17. Taxation

The party shall be liable for any tax levied on the fee paid as per this task. Income tax on the remuneration and allowances paid to the party will be deducted at source.

18. Right of *A2J Project*

In case of failure by the party to fulfil its obligations under the terms and conditions of execution of task, including but not limited to failure to obtain necessary or to make delivery of all or part of the services by the agreed delivery date or dates, *A2J Project* may, after giving the party reasonable notice to perform and without prejudice to any other rights or remedies, exercise one or more of the following rights:

- a. Procure all or part of the services from other sources, in which event *A2J Project* may hold the party responsible for any excess cost occasioned thereby.
- b. Refuse to accept delivery of all or part of the services.
- c. Cancel the contract without any liability for termination charges or any other liability of any kind of *A2J Project*.



Late Delivery

Without limiting any other rights or obligations of the party hereunder, if the party will be unable to deliver the services by the delivery date(s) stipulated in the ToR, the party shall (i) immediately consult with *A2J Project* to determine the most expeditious means for delivering the services and (ii) use an expedited means of delivery, at the party's cost (unless the delay is due to Force Majeure), if reasonably so requested by *A2J Project*.

19. Settlement of Disputes**Amicable Settlement**

The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, the task or the breach, termination or invalidity thereof.



STATEMENT OF COMPLIANCE WITH TERMS AND CONDITIONS

MUST BE DULY COMPLETED AND RETURNED WITH PROPOSAL.
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Please confirm acceptance of the following:

ITEM	DESCRIPTION	ACCEPTED (Y/N)
CONDITIONS:	Instruction to Proposers – Annex I	
	Terms of Reference (ToR) – Annex II	
	Proposal Submission Form – Annex III	
	Technical Proposal Format – Annex IV	
	Price Schedule – Annex V	
	General Terms and Conditions in Execution of the Task – Annex VI	
	Statement of Compliance with Terms and Condition – Annex VII	
TIMELINE:	Refer to detail ToR	
PAYMENT TERMS:	Refer to detail ToR	
VALIDITY OF PROPOSAL:	<u>Minimum</u> 90 days	
CURRENCY OF PRICES	<u>Must</u> be in Nepalese Rupees.	

Submitted by:

Name:

Organization:

Designation:

Address:

Telephone:

Email:

Web Portal:



Date:

Organization Seal:

A handwritten signature in black ink, appearing to be "Rashid" or similar, with a stylized flourish at the end.