



Expression of Interest (EOI)

Procurement of Consulting Services: *Document Imaging with Digital Archiving and Retrieval System*

**Issued By:
Birgunj Metropolitan City**

Date: 2075-11-19

Expression of Interest (EOI)

Title of Consulting Services: Document Imaging with Digital Archiving and Retrieval System

Method of Consulting Service: National

Project Name: Document Imaging with Digital Archiving and Retrieval System

Office Name : *Birgunj Metropolitan City*

Office Address: *Adarshnagar, Birgunj*

Issued on: 2075-11-19

Financing Agency: *Birgunj Metropolitan City*

Abbreviations

CV	-	Curriculum Vitae
DO	-	Development Partner
EA	-	Executive Agency
EOI	-	Expression of Interest
GON	-	Government of Nepal
PAN	-	Permanent Account Number
PPA	-	Public Procurement Act
PPR	-	Public Procurement Regulation
TOR	-	Terms of Reference
VAT	-	Value Added Tax

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Request for Expression of Interest
Birgunj Metropolitan City
Office of the Municipal Executive
Adarshnagar, Birgunj, Province 2, Nepal
Document Imaging with Digital Archiving and Retrieval System
Date: 2075-11-19

- Birgunj Metropolitan City has allocated fund toward *the cost of Document Imaging and Digital Archiving and Retrieval System* and intends to apply a portion of this **fund** to eligible payments under the Contract for which this Expression of Interest is invited for *National consulting service*.
- The *Birgunj Metropolitan City* now invites Expression of Interest (EOI) from eligible consulting firms (“consultant”) to provide the following consulting services: *Document Imaging with Digital Archiving and Retrieval System*.
- Interested eligible consultants may obtain further information and EOI document free of cost at the address *Birgunj Metropolitan City, Birgunj* during office hours on or after **2075-11-16, 5:00 PM** or visit the client’s website <http://www.birgunjmun.gov.np>
- Consultants may associate with other consultants to enhance their qualifications.
- Expressions of interest shall be delivered manually to the address Birgunj Metropolitan City, Birgunj on or before **2075-12-02, 12:00 NOON**.
- 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.
- EOI will be assessed based on *Qualification 60%, Experience 20%, and Capacity 20%* 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.
- Minimum score to pass the EOI is **60%**.
- The consultant will be selected in accordance with *QCBS* method specified in the Public Procurement Act and Regulations.
- *Birgunj Metropolitan City* reserves the right to accept or reject any or all applications, or cancel the entire proceedings without giving any reasons, whatsoever.

- Pre-bid meeting will be held 10 days before of last date of submission after 2:00 pm in BMC office.

INSTRUCTIONS FOR SUBMISSION OF EXPRESSION OF INTEREST

- Expression of Interest may be submitted by a sole firm or a joint venture of consulting firms.
- 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*).
- This expression of interest is open to all eligible [*insert consulting firm/person/ company/ organization*].
- In case, the applicant is individual consultant, details of similar assignment experience, their location in the previous 4 years and audited balance sheet and bio data shall be considered for evaluation.
- The assignment has been scheduled for a period of *one year from the date of agreement*. A Consultant will be selected in accordance with the **QCBS** method.
- Expression of Interest should contain following information:
 - A covering letter addressed to the representative of the client on the official letter head of company duly signed by authorized signatory.
 - 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).*
- Applicants may submit additional information with their application but shortlisting will be based on the evaluation of information requested and included in the formats provided in the EOI document.
- 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 **Document Imaging with Digital Archiving and Retrieval System**". The Envelope should also clearly

indicate the *name and address of the Applicant*. Alternatively, applicants can submit their EOI application through e-GP system by using the forms and instructions provided by the system.

- 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.

TERMS OF REFERENCE FOR DOCUMENT IMAGING WITH DIGITAL ARCHIVING AND RETRIEVAL SYSTEM

Birgunj Metropolitan City keeps all documents related to house registration certificates on physical format which should access and retrieve frequently. To solve the queries of customer designated member should rush from their premises to store room to access it, but due to unmanaged and misplace way, it's hard to solve the customer queries frequently which make the day to day work more hassle and time consuming. BMC do not have any medium of securing the documents from future disaster.

To maintain a competitive advantage, Birgunj Metropolitan City must deliver high quality customer service while lowering operational costs. The typical office handles tens of thousands of documents and images each year requiring the allocation of physical space to store the documents and files of house certificates.

The majority of this information is handled through manual processes. The requirement is for an easy-to-use yet powerful, digital archival solution that enables Birgunj Metropolitan City to store, access, manage, and share critical documents across a broad range of functions, departments and through end to end security.

PROJECT OBJECTIVES

Birgunj Metropolitan City is looking for archiving solution and service to process the physical files into the proposed Archiving system. Currently BMC intends to archive 15,000 documents consisting of tentatively 20 pages each of files with different document paper sizes.

The purpose of this project is to implement a Digital Archiving Solution that will meet the following goals:

- Serve as a main repository for documents within Birgunj Metropolitan City
- Make documents available and findable easy and fast way
- Save public interest
- To ensure the optimum uses of the resources
- To ensure the better services to the stake holders
- To computerize and digitized regular activities of organization
- To prevent files/documents missing/misplacement
- To reduce cost and achieve efficiency
- To easy access of documents
- For disaster recovery

The result will be less paper consumed, printed and stored. Appropriate information will be more readily available to the users through the system. Furthermore, BMC will reduce employee costs for time spent on tasks of finding papers that can be kept on a centralized system.

The scanning & archiving service provider will have the following objectives:

- Provide preprocessing service for scanning and after scanning the files and documents should be post processed as it was.
- Physical documents can be easily located for legal purposes where applicable.
- Electronic documents must be in very high quality.
- Electronic documents are of minimum file size and cleaned image.
- Document preprocessing without damaging & mixing the document order.
- Quality assurance of digitized images and indexed data.
- Digitized records should be stored in a hierarchical folder structure based on BMC requirement.
- Scanning should be carried out in BMC premises itself. Under the supervision of their concern staffs. Data entry should be accurate and subsequently validated by BMC as well as vendor.
- Service provider must bring their own equipment (Scanners/computers) software and other to the space provided by BMC and carry out the operation under the supervision of BMC.

EXPECTED BENEFITS

- Saves time and eliminates errors by providing easily accessible information
- Increase efficiency and productivity
- Reduce cost of management and administration
- Create a highly reliable and extensible infrastructure
- Promotion of independent and flexible management
- Protect environment by limiting the use of papers for duplication
- Archive, Backlog Document Digitization
- Establish disaster recovery mechanism

SCOPE OF WORK

Scanning of various sizes of approximately 15,000 documents consisting of tentatively 20 pages each for archiving of the documents in the proposed archiving software and skilled man power as required. The vendor should bring in all the necessary resources for the service delivery. BMC will only provide power and space for the service delivery.

Vendor must provide a list of hardware and software that will be used for the document scanning service. The vendor is also requested to declare the availability of the software and hardware since BMC may acquire the resources for further use.

The following steps are required for document scanning and indexing:

- **Collection of documents:** Vendor should collect the documents of BMC at their own premise with the signature of the authorized representative of the organization for the scanning process.

- **Document pre-validation and preprocessing:** Document should be validated before scanning and any damage will be reported to BMC authorities. Based from the approval of the concern authorities document will be replaced or repair.
- **Scanning:** Once sorted out, the documents are to be fed to a scanner. The vendor should bring effective scanner including resolution, contrast, simplex or duplex operation, advanced threshold options etc.
- **Image enhancement:** The quality check of the output produce by the vendor will be perform by both BMC and the vendor to ensure that the desirable quality is provided on elements including size of image, resolution of image, file format etc.
- **Indexing and Data Entry:** The digitized batches of the documents would then be taken for data entry and indexing. Indexing is done as per the reference of BMC for easy search and retrieve.
- **Storing:** Once the document is scanned and index then it will release in Document Archival System for fast access, easy search, disaster recovery etc. The Document Archival System should be in the ownership of BMC.
- **Index Validation:** Ensuring that data collected is correctly catalogued and can be searched appropriately and should have a document life cycle policy as per BMC requirements.

DUTIES

Duties of Birgunj Metropolitan City

- Make documents available to the vendor for digitization.
- Closely work with the vendor to identify and document the business process and logics during the analysis phase.
- Perform UAT's on time
- Ensure availability of the files at the work place and instruct the regional/divisional office for necessary resources and co-operations.
- Provide Vendor's team members access to necessary hardware, system software, software media during the application-testing and development phase.
- Provide consultant with integration method or API's, if 3rd Party integration required. Arrange meeting with the developers if necessary.
- Feedback by Client, if any, on any documents /software submitted by Vendor to Client, should be communicated in writing. Any further delay shall have equivalent impact on the project schedule.
- Ensure availability of test environment with documents.
- Provide proper security of vendor's hardware/software for testing or service at client's site, deploy proper server and storage solution to receive image and data on daily basis.
- Provide utilities (i.e. power, water etc.) during scanning service delivery.

Duties of the Vendor

The vendor will undertake the following responsibilities:

- Doing thorough study of the existing process involved for archiving process.
- Deploy necessary software, hardware and human resources to complete the job in time.
- Responding to change requirements under the guideline agreed upon by all stakeholders.
- Producing detailed documentation on all aspects of work.
- Provide test data/document/image and complete test plan and testing the system.
- Provide necessary hardware, furniture and network connectivity.
- Provide proper security of the documents (image and database).
- Provide necessary training to handle the software for BMC staffs.

BIDDING COMPANY REQUIREMENT

Local Presence and Experience

- The bidder should be a legal entity and a registered company that have not been prohibited by Nepal or International court(s) to enter contracts. (Certificate of incorporation and years of business declaration required. Also, a declaration that none of the bidder has been prohibited by Nepal or international court(s) to enter contracts should be furnished)
- Should have at least 3 years of local presence and experience.
- The bidder must be an assessee under Income Tax Department (Please provide proof of submitting tax return, Income Tax Certificate and VAT certificate for 3 years)
- Bidder should have a professional team of in house personnel in the discipline of imaging architecture, scanning, data extraction and data entry, and document management.

OWNERSHIP AND INTELLECTUAL PROPERTY

Upon payment of the contract BMC and consultant agree on, the BMC shall acquire ownership of all assigned deliverables in their tangible form (hard and soft copies) and the right to use them as deemed fit. The deliverables may thus not be published or used without the expressed permission of the BMC.

• Tentative Work Schedule

Activities	1	2	3	4	5	6	7	8	9	10	11	12
Months												
Prepare Detailed work plan and document review												
Problem Analysis and Design Review												

Inception Report and Review Meeting																				
Scanning, Indexing & Database Management																				
Application Testing																				
User Acceptance Test																				
Job Completion Report and Handover																				

Qualification of Consulting Firm and Human Resources

- The Consulting Firm should have at least 3 project references of digitization of physical files.
- At least 2 Software Application should have been developed by The Consulting Firm.
- The Consulting Firm should have the following qualified human resources:

S.N.	Position	No.	Qualification	Experience
1.	Team Leader	1.00	At least Master's degree.	At least 3 years' experience in Digitization Conversion of House Registration files and Physical files in any Government / Non-Government Agencies.
2.	Software Developer	1.00	Bachelor's degree in IT.	At least 2 year experience in software development.
3.	Supervisors	2.00	High school or Intermediate Level Certificate	At least 2 years' experience in relevant field with Information Security Management training or Certified Document Imaging Architect.
4.	Scanner and scanner helper	2.00	High school or intermediate level certificate	At least 1 year of experience for scanning documents.
5.	Data Entry Operators	4.00	High school or intermediate level certificate	At least 1 year of experience in data entry.

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.

<u>I) Eligibility & Completeness Test</u>	Compliance
Copy of Registration of the company/firm	

VAT/PAN Registration (<i>for National consulting firm only</i>)	
Tax Clearance/Tax Return Submission/Letter of Time Extension for Tax Return Submission [2075/2076]	
EOI Form 1: Letter of Application	
EOI Form 2: Applicant's Information Form	
EOI Form 3: Experience (3(A) and 3(B))	
EOI Form 4: Capacity	
EOI Form 5: Qualification of Key Experts	

<u>EOI Evaluation Criteria</u>	<u>Insert Minimum Requirement if Applicable</u>	<u>Score [Out of 100%]</u>
A. Qualification (60%)		
Qualification and Experience of Key Experts		
Team Leader Master's Degree-4 Experience – 5 Digitization of House Registration Files in Government Agencies – 5 Digitization of Physical Records – 2		1*(4+5+5+2)=16
Software Developer Bachelor's Degree-4 Experience-4		1*(4+4)=8
Supervisor High school or intermediate level certificate- 3 Experience – 2		2*(3+2)=10
Scanner and helper High school or intermediate level certificate- 3 Experience – 2		2*(3+2)=10
Data Entry Operators High school or intermediate level certificate-2 Experience – 2		4*(2+2)=16

B. Experience of the Firm (20%)

General Experience of consulting firm • For 1 project-1 • For 2 projects-2 For 3 or more projects-3	<u>3</u>
Specific experience of consulting firm within last 5 years	<u>13</u>
• Experience of company in Document Digitization of Government Organizations	7

<ul style="list-style-type: none"> • For 2 running or completed projects-5 • For 4 or more running or completed projects-7 	
<ul style="list-style-type: none"> • Experience of company in Development of Application Software • For 1 project-4 • For 2 or more projects-6 	6
Similar Document Digitization experiences of consulting firm in Government Agencies <ul style="list-style-type: none"> • For 1 project-1 • For 2 projects-2 • For 3 projects-3 For 4 or more projects-4	<u>4</u>

C. Capacity 20%

Financial Capacity (Average turnover of last 3 years) For 0.25 Crore– 4 For 0.25 -0.5Crore – 6 For 0.5-1 Crore – 8 For more than 1Crore – 10	10
Infrastructure/ equipment related to the proposed assignment	10
<ul style="list-style-type: none"> • 8 x Branded desktop computers (i5 with genuine licenses) • Industrial level scanner (At least 130 page per minute) • Power backup system (At least 15 mins back up for above equipment) 	0.5*8=4 4 2

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

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,

Birgunj Metropolitan City
Office of the Municipal Executive
Birgunj, Parsa 2 No. Province, Nepal
Telephone No.: +977 051 522802, 522803
Email Address: info@birgunjmun.gov.np | ito.birgunjmun@gmail.com

Sir/Madam,

- 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 Birgunj Metropolitan City as Consultant for *{Insert brief description of Work/Services}*.
- Attached to this letter are photocopies of original documents defining:
 - the Applicant's legal status;
 - the principal place of business;
- **Birgunj Metropolitan City** 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.
- **Birgunj Metropolitan City** and its authorized representatives are authorized to contact any of the signatories to this letter for any further information.

- All further communication concerning this Application should be addressed to the following person,
[Person]
[Company]
[Address]
[Phone, Fax, Email]
- 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.
- 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.
- 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):

APPLICANT’S INFORMATION FORM

(In case of joint venture of two or more firms to be filled separately for each constituent member)

- Name of Firm/Company:
- Type of Constitution (*Partnership/ Pvt. Ltd/Public Ltd/ Public Sector/ NGO*)
- Date of Registration / Commencement of Business (*Please specify*):
- Country of Registration:
- Registered Office/Place of Business:
- Telephone No; Fax No; E-Mail Address:
- Name of Authorized Contact Person / Designation/ Address/Telephone:

- Name of Authorized Local Agent /Address/Telephone:
- Consultant's Organization:
- Total number of staff:
- 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.)

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.						

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\$):
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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\$):
Start date (month/year):	No. of professional person-months provided by the joint venture partners or the Sub-Consultants:
Completion date (month/year):	
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: _____

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)

<i>No</i>	<i>Name of the Project</i>	<i>Location (Country/ Region)</i>	<i>Execution Year and Duration</i>
•			
•			
•			
•			

•			
•			
•			

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**

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

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

No	Infrastructure/equipment Required	Requirements Description
•		
•		
•		
•		
•		

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)