

Expression of Interest (EOI)

Title of Consulting Services

Development and Implementation of an Online Examination System for Licensing

Method of Consulting Service National Consulting Service

Project Name: Development and Implementation of an Online Examination System for

Licensing

EOI: *MOLET/online exam/01/2081-2082*

Office Name : Ministry Of Labour, Employment and Transport

Office Address: Bagmati Province, Hetauda

Issued on: 2081/07/27

Financing Agency: Government Budget

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Abbreviations

CV - Curriculum Vitae

DO - Development Partner

EA - Executive Agency

EOI - Expression of Interest

GON - Government of Nepal

PAN - Permanent Account Number

PPA - Public Procurement Act

PPR - Public Procurement Regulation

TOR - Terms of Reference
VAT - Value Added Tax

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A. Request for Expression of Interest

Government of Bagmati Province

Ministry Of labour, Employment and Transport

Date: 2081/07/27

Name of Project: Development and Implementation of an Online Examination System for Licensing

Name of the Donor Agency [if applicable]:	
Donor Loan/Credit/Grant No [if applicable]:	

- 1. Government of Bagmati Province (GoP) has allocated fund *toward the cost of* Development and Implementation of an Online Examination System for Licensing 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
- 2. The Ministry of Labour, Employment and Transport, Bagmati province now invites Expression of Interest (EOI) from eligible consulting firms ("consultant") to provide the following consulting services: Development and Implementation of an Online Examination System for Licensing
- 3. Interested eligible consultants may obtain further information and EOI document free of cost at the address e-GP system www.bolpatra.gov.np/egp or visit the client's website https://molet.bagamati.gov.np/ before 2081/08/12
- 4. Consultants may associate with other consultants to enhance their qualifications.
- 5. Expressions of interest shall be delivered online through e-GP system www.bolpatra.gov.np/egp on or before 2081/08/12
- 6. In case the last date of obtaining and submission of the EOI documents happens to be a holiday, the next working day will be deemed as the due date but the time will be the same as stipulated.
- 7. EOI will be assessed based on *Qualification 48%*, *Experience 40%*, and *Capacity 12%* of consulting firm and key personnel. Based on evaluation of EOI, only shortlisted firms will be invited to submit technical and financial proposal through a request for proposal.
- 8. Minimum score to pass the EOI is 65.



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B. Instructions for submission of Expression of Interest

- 1. Expression of Interest may be submitted by a sole firm or a joint venture of consulting firms and the maximum number of partners in JV shall be limited to three.
- 2. Interested consultants must provide information indicating that they are qualified to perform the services (descriptions, organization and employee and of the firm or company, description of assignments of similar nature completed in the last 7 years and their location, experience in similar conditions, general qualifications and the key personnel to be involved in the proposed assignment).
- 3. This expression of interest is open to all eligible *consulting firms*. ¹
- 4. 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.²
- 5. The assignment has been scheduled for a period of 1 *month*. Expected date of commencement of the assignment is 2081/10/01.
- 6. A Consultant will be selected in accordance with the **QCBS** method.
- 7. Expression of Interest should contain following information:
 - (i) A covering letter addressed to the representative of the client on the official letter head of company duly signed by authorized signatory.
 - (ii) Applicants shall provide the following information in the respective formats given in the EOI document:
 - EOI Form: Letter of Application (Form 1)
 - EOI Form: Applicant's Information (Form 2)
 - EOI Form: Work Experience Details (Form 3(A), 3(B) & 3(C))
 - EOI Form: Capacity Details (Form 4)
 - EOI Form: Key Experts List (form 5).
 - 8. 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.
 - 9. The Expression of Interest (EOI) document must be duly completed and submitted "by electronically only using the forms and instructions provided by the system"
 - 10. The sealed envelope shall be clearly marked as "EOI Application for Short-listing for the Development and Implementation of an Online Examination System for Licensing. The Envelope shall also clearly indicate the *name and address of the Applicant*.³
 - 11. 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.

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¹ Client should delete as appropriate.

² Delete if EOI is not called for person.

³ In case of option "electronically only" delete this paragraph

C. Objective of Consultancy Services or Brief TOR

1. Introduction

The purpose of this Terms of Reference (ToR) document is to outline the development and implementation of a secure and comprehensive Online Examination System for licensing. This system will automate the exam process, streamline communication with the existing EDL (Electronic Driver's License) system, ensure the secure handling of candidate data, and provide a seamless experience for administrators and candidates. This system will include features for biometric-based attendance, random question selection, mobile application for exam conduction, and real-time monitoring and reporting.

2. Objectives

The key objectives of the system are to:

- Provide a secure, reliable, and fair platform to conduct online exams.
- Ensure data integrity, security, and privacy at all stages of the exam.
- Facilitate dynamic and random question selection for each candidate.
- Provide a mobile application to conduct online exams on **150 tablets** while restricting access to other applications and internet services during the exam.
- Automatically calculate and transmit exam results to the EDL system when the EDL system is ready.
- Procure **150 tablets** with a minimum of 6 GB RAM, 128 GB internal storage, and secure secure mode setup for exam conduction.
- Provide a comprehensive dashboard for administrators to monitor the exam process, schedules, results, and system performance.

3. Key Features and Functional Requirements

3.1. Questions Library Module

- Comprehensive Library: Develop a centralized library of questions, categorized by license type (e.g., motorcycle, car, commercial vehicle). The library will contain questions of varying difficulty levels, formats (multiple choice), and topics (e.g., traffic rules, safety, etc.).
- **Automatic Grading**: Each question will be linked with predefined correct answers to enable automated grading upon exam completion.
- Question Management: The system will allow authorized administrators to:
 - Add new questions.
 - Update existing questions.
 - Delete outdated or incorrect questions.
 - o Organize questions by difficulty, category, and relevance to the license type.
- **Secure Storage**: Ensure that questions and answers are securely stored, with encryption to protect data from unauthorized access or tampering.

3.2. Random Question Selection Module

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- Randomization Logic: The system will dynamically select a set of questions from the library for each candidate to ensure that no two candidates receive the same set of questions, maintaining the integrity of the exam.
- Customizable Criteria: Administrators can configure the random selection criteria, such as:.
 - o Difficulty levels.
 - Balance of topics (e.g., road signs, driving ethics).
- **Difficulty Scaling**: The module will adjust the question difficulty based on predefined criteria.

3.3. Exam Scheduling Module

• Create and Manage Schedules: Administrators can create and manage exam schedules.

3.4. Mobile Application for Exam

- **Dedicated Mobile App**: Develop a mobile application for tablets to conduct online exams in a secure environment.
- **Secure Mode**: The mobile app will operate in a "secure Mode," restricting candidates from accessing other applications or the internet during the exam to prevent cheating.
- Offline Mode: The app will allow candidates to take exams offline (if internet connectivity is unavailable), and exam data will be automatically synchronized with the server when connectivity is restored.
- Exam Security:
 - Full Data Encryption: All exam-related data (questions, answers, results) will be fully encrypted during transmission and storage to ensure security.
 - Auto-Save Feature: The app will periodically auto-save candidates' progress, preventing data loss in case of technical issues.
 - App Lockdown: Once the exam starts, the app will lock the device into the exam environment, preventing candidates from switching to other apps or accessing unauthorized content online.
- **Tablet Specifications**: The tablets with the following minimum specification should be delivered:

• **RAM**: 6 GB

• Internal Storage: 128 GB or higher

O Display: 10.5 inches or larger

o **Processor**: Octa-core 1.6 GHz or higher

o Battery: 8200 mAh or larger for extended usage during exams.

3.6. Result Update Module

 Automatic Grading: Upon exam completion, the system will automatically grade the candidate's answers and calculate the final score.

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- Immediate Feedback: Candidates will receive their results immediately after completing the exam via the mobile app and their EDL portal. This feature will be active after the EDL system is available for integration.
- **Integration with EDL**: The system will transmit the final results to the EDL system in real time, ensuring seamless synchronization of candidate exam statuses with their license application records.

3.7. Dashboard for Administration

- **Real-Time Monitoring**: The system will feature a comprehensive dashboard that provides administrators with real-time monitoring of key metrics:
 - Question Library: Total number of questions available, categorized by license type and difficulty.
 - Exam Schedules: A calendar view of upcoming and completed exams.
 - Results Updates: Instant updates on completed results.
 - **Result Section**: Administrators will be able to view results, including daily and date-wise filtered reports.

3.8 System security and database access control

- To enforce security policies and prevent unauthorized access, modifications, or data
 breaches post-launch, the software developer team or company must have their
 database access monitored and supervised by a province's IT engineer. This means
 that the development firm cannot access the database directly or independently; they
 must do so under the oversight of an authorized IT professional from the province.
- Any future updates that require new database migration should be carried out under the oversight of province's IT engineer.
- VAPT (Vulnerability Assessment and Penetration Testing) by Nepal government, Department of IT

4. Deliverables

The following deliverables are expected from the development team:

- Online Examination System: A fully functional, secure online examination system with mobile app.
- **Mobile Application**: A dedicated mobile app with secure mode for secure exam conduction on tablets.
- **Result Update Module**: A module that calculates and updates results in real time.
- Administrative Dashboard: A comprehensive dashboard to monitor and report on exam activities, including real-time results.
- **Documentation**: Complete documentation covering system architecture, database design, user guidelines, and maintenance procedures.
- QA test summary report: Unit test, Integration test report from QA expert
- **Training and Support**: User training sessions and post-deployment support for administrators and system users.

6. KEY PERSONNEL REQUIREMENT

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The consultant firm for this project shall have enough organizational capacity in terms of having the necessary human resources both technical and support staff. In this regard, the requirements of key professionals are estimated by the employer as indicated in the table below.

The Consultant should demonstrate the following advanced skill sets within its team as well as the indicative qualifications of the individual and the associated duration of each team member's involvement in the project.

No.	Position	No	Minimum Qualification	Total Work Experience
1	Team Leader	1	BSc./MSc. Degree in Computer Science, Information Systems, Computer Eng., Electrical Eng.	5 years
2	Senior Mobile App Developer	1	BSc./MSc. Degree in Computer Science, Information Systems, Computer Eng.	4 years
3	Mobile App Developer	2	BSc./MSc. Degree in Computer Science, Information Systems, Computer Eng.	4 years
4	UI/UX Designer	1	BSc./MSc. Degree in Computer Science, Information Systems, Computer Eng.	2 years
5	Quality Assurance Expert	1	BSc./MSc. Degree in Computer Science, Information Systems, Computer Eng.	2 years
6	Documentation Officer	1	Bachelor's Degree in any field	3 years

7. Qualification and work experience

- The consultant must have the following qualifications and experience:
- •Min 5 years of experience in system/software and web-based applications, development, and implementation of similar project types for government, NGOs, INGOs, and similar others.
- Evidence of average financial turnover of 20 lakh annually for the last three years.
- Other relevant documents including company registration, VAT registration, latest tax clearance, etc. are necessary.

8. Confidentiality

• Confidential Information: The Consultant should acknowledge that during the development and implementation of the Automated License Management System () for the Ministry of Labour, Employment, and Transport, it may have

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access to confidential information. This includes but is not limited to user data, government policies, project designs, technical documents, personal information of applicants, financial details, medical reports, testing outcomes, and other sensitive data (collectively referred to as "Confidential Information"). The Consultant agrees to keep all such information strictly confidential and not to disclose, use, or share such information with any third party without the prior written consent of the Ministry, except as required by law.

- •Scope of Confidentiality: Confidential Information encompasses all information whether communicated in writing, verbally, electronically, or otherwise. This includes data from the National ID (NID) system, medical records of applicants, license application data, test results, and any other information related to the functioning of the EDL.
- Protection of Confidential Information: The Consultant agrees to implement strict data security measures, including encryption, secure access control, and data protection protocols in compliance with national and international standards. These measures will be applied to safeguard all Confidential Information from unauthorized access, use, or disclosure.
- •Obligation to Report Breaches: In the event of any actual or suspected unauthorized disclosure or breach of Confidential Information, the Consultant must notify the Ministry immediately and take all necessary steps to mitigate the breach and prevent any further unauthorized access or dissemination.

9. Termination Clause

- Termination by the Ministry: The Ministry of Labour, Employment, and Transport may terminate the contract, in whole or in part, at any time with thirty (30) days written notice to the Consultant. Termination may occur in the following circumstances:
- Non-Performance: If the Consultant fails to deliver the project as per the agreed timeline, specifications, or quality standards.
- •Breach of Terms: If the Consultant is found to have breached any of the terms of the contract, including confidentiality, intellectual property, or data security obligations.
- Force Majeure: If a force majeure event (such as natural disaster, war, or other unforeseeable events) makes it impossible for the Consultant to continue with the project.
- Termination by the Consultant: The Consultant may terminate the contract by providing written notice of at least thirty (30) days if the Ministry fails to make payments as agreed or if the Ministry consistently fails to provide necessary support, data, or approvals required for the completion of the project.

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- Effects of Termination: Upon termination of the contract;
- •All work, reports, data, and other project-related materials must be returned to the Ministry or delivered as per the agreed terms.
- The Consultant shall immediately cease all work related to the project.
- •Both parties shall continue to be bound by the Confidentiality Clause even after termination.
- Termination for Convenience: The Ministry reserves the right to terminate this agreement for convenience at any point during the contract term, with thirty (30) days' notice. In such a case, the Consultant shall be compensated for any completed work or deliverables up to the termination date.

10. Intellectual Property Rights

- •Ownership of Intellectual Property: All intellectual property rights, including but not limited to software code, databases, system designs, processes, algorithms, user interfaces, documentation, training materials, and any other outputs created during the development and implementation of the EDL (hereinafter referred to as "Project Outputs") shall be the sole property of the Ministry of Labour, Employment, and Transport. The Consultant acknowledges that the Ministry will hold all rights, title, and interest in the Project Outputs.
- •Assignment of Rights: The Consultant hereby irrevocably assigns all intellectual property rights, including copyrights, patents, trademarks, design rights, and any other proprietary rights related to the Project Outputs, to the Ministry upon completion of the project. This assignment covers both the original outputs and any subsequent modifications, enhancements, or updates made during the support period or beyond.
- •Consultant's Pre-Existing Intellectual Property: If the Consultant incorporates any pre-existing intellectual property (such as code libraries, frameworks, tools, etc.) into the EDL, the Consultant must identify such elements to the Ministry. The Consultant shall grant the Ministry a perpetual, royalty-free, and transferable license to use, modify, and distribute such pre-existing intellectual property as part of the EDL.
- •Use of EDL for Other Projects: The Consultant shall not use, replicate, or transfer any part of the Project Outputs to any other client, third party, or project without the prior written consent of the Ministry. All elements of the EDL are considered proprietary to the Ministry.
- Intellectual Property Indemnity: The Consultant agrees to indemnify and hold the Ministry harmless from any claims, losses, liabilities, damages, or expenses arising out of or related to any claim that the Project Outputs infringe upon the intellectual property rights of any third party

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11. Ownership of Software Application

The Ministry will have full ownership of the software and any other documents and source code. The Ministry will have the full and sole authority to license, copyright, modify, re-engineer, and distribute without binding any obligation to any other institution.

12. Support and Maintenance

Support and Maintenance agreement would be made between the consultant and the Ministry for the regular maintenance of the software system. This includes the periodic support and maintenance of the software application from time to time. The consultant should provide support and maintenance service to the client for at least 1 year from the date of its successful implementation.

13. Security

The software must have standard security features inbuilt so that the software has all the checks and balances to ensure the integrity of data and the software does not have any flaws or bugs which inadvertently or by design, permit the users to tamper, alter or modify any data without the appropriate permissions.

The software should provide the highest degree of security in the architecture. The vendor must suggest suitable security components required in software. In case of any failure, consultants shall be liable for the penalty. The following are some of the security issues, but not limited to, which must be addressed in the proposal:

- a. The system would ensure that the users follow login procedures.
- b. Access to the database should be based on the user roles of the organization.
- c. *SSL Certificate would be provided by the Ministry.*

The system developed must be compatible with and well rendered in Microsoft Internet Explorer 11 and above, Mozilla Firefox 50.0 and above, Google Chrome 55.0 and above, and safari.

14. Duration

Work has to be complete within 2 month (8 Weeks) after signing the contract. The key time frame for the system development will be as follows.

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Description	1	2	3	4	5	6	/1/8
	·						9

Inception Phase				
Study, Analysis, Design and Development				
Testing and Demo Deployment				
Deployment, Data Update, Troubleshooting and Training				
Final Acceptance				

Besides this, the consulting firm should provide the post-delivery maintenance to address the bug, error and other problems. In addition, if it requires additional modules then the firm should develop and successfully implement the additional requirement within support period.

15. Mode of Payment

This is a lump sum contract for delivery of a defined set of outputs. The Ministry will release full payment after final acceptance of the system by the ministry.

D. Evaluation of Consultant's EOI Application

Consultant's EOI application which meets the eligibility criteria will be ranked on the basis of the Ranking Criteria.

i) Eligibility & Completeness Test	Compliance
Copy of Registration of the company/firm	_
VAT/PAN Registration (for National consulting firm	
only)	
Tax Clearance/Tax Return Submission/Letter of Time	
Extension for Tax Return Submission [insert Fiscal year]	
(for National consulting firm only)	
In case of a natural person or firm/institution/company which is already declared blacklisted and ineligible by the GoN, any other new or existing firm/institution/company owned partially or fully by such Natural person or Owner or Board of director of blacklisted firm/institution/company; shall not be eligible consultant.	
EOI Form 1: Letter of Application	
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	- /0

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ii) EOI Evaluation Criteria	Insert Minimum Requirement if Applicable	Score [Out of 100%]
A. Qualification		<u> </u>
Qualification of Key Experts	As per TOR	48%
Experience of Key Experts	As per TOR	-
B. Experience		
General of consulting firm	As per TOR	40 %
Specific experience of consulting	As per TOR	
firm within last 7 years.		
In case of person, specific		
experience of the person within		
last 4 years.		
Similar Geographical experience	As per TOR	
of consulting firm		
C. Capacity		
Financial Capacity ⁴	As per TOR	12 %
Infrastructure/equipment related	As per TOR	
to the proposed assignment ⁵		

Note: In Case, a corruption case is being filed to Court against the Natural Person or Board of Director of the firm/institution /company or any partner of JV, such Natural Person or Board of Director of the firm/institution /company or any partner of JV such firm's or JV EoI shall be excluded from the evaluation, if public entity receives instruction from Government of Nepal.

E. EOI Forms & Formats

Form 1. Letter of Application

Form 2. Applicant's information

Form 3.Experience (General, Specific and Geographical)

Form 4. Capacity

Form 5. Qualification of Key Experts

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⁴ Average turnover required shall not exceed 150% of cost estimate

⁵ This Evaluation criteria should be deleted if infrastructure/equipment are not the part of the proposed assignment.

1. Letter of Application

(Letterhead paper of the Applicant or partner responsible for a joint venture, including full postal address, telephone no., fax and email address)

	address, telephone no., fax and email address)
	Date:
	To,
	Full Name of Client:
	Full Address of Client:
	Telephone No.:
	Fax No.:
	Email Address:
	Sir/Madam,
1.	Being duly authorized to represent and act on behalf of (hereinafter "the Applicant"), and having reviewed and fully understood all the short-listing information provided, the undersigned hereby apply to be short-listed by [Insert name of Client) as Consultant for {Insert brief description of Work/Services}.
2.	Attached to this letter are photocopies of original documents defining:
	a) the Applicant's legal status;
	b) the principal place of business;
3.	[Insert name of Client] and its authorized representatives are hereby authorized to verify the statements, documents, and information submitted in connection with this application. This Letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by yourselves to verify statements and information provided in this application, or with regard to the resources, experience, and competence of the Applicant.
4.	[Insert name of Client) and its authorized representatives are authorized to contact any of the signatories to this letter for any further information. ⁶
5.	All further communication concerning this Application should be addressed to the following person,
	[Person]
	[Company]
	[Address]
	[Phone, Fax, Email]
6.	We declare that, we have no conflict of interest in the proposed procurement proceedings and we have not been punished for an offense relating to the concerned profession or business and our

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

Company/firm has not been declared ineligible.

- 7. We further confirm that, if any of our experts is engaged to prepare the TOR for any ensuing assignment resulting from our work product under this assignment, our firm, JV member or subconsultant, and the expert(s) will be disqualified from short-listing and participation in the assignment.
- 8. The undersigned declares that the statements made and the information provided in the duly completed application are complete, true and correct in every detail.

Signed

Name :

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



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2. Applicant's Information Form

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

- 1. Name of Firm/Company:
- 2. Type of Constitution (Partnership/Pvt. Ltd/Public Ltd/Public Sector/NGO)
- 3. Date of Registration / Commencement of Business (*Please specify*):
- 4. Country of Registration:
- 5. Registered Office/Place of Business:
- 6. Telephone No; Fax No; E-Mail Address
- 7. Name of Authorized Contact Person / Designation/ Address/Telephone:
- 8. Name of Authorized Local Agent /Address/Telephone:
- 9. Consultant's Organization:
- 10. Total number of staff:
- 11. Number of regular professional staff:

(Provide Company Profile with description of the background and organization of the Consultant and, if applicable, for each joint venture partner for this assignment.)

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3. Experience

3(A). General Work Experience

(Details of assignments undertaken. Each consultant or member of a JV must fill in this form.)

S. N.	Name of assignment	Location	Value of Contract	Client	Description of work carried out
1.					
2.					
3.					
4.					
5.					
6.					
7.					



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3(B). Specific Experience

Details of similar assignments undertaken in the previous seven years

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

Assignment name:	Approx. value of the contract (in current NRs; US\$ or Euro) ⁷ :
Country:	Duration of assignment (months):
Location within country:	
Name of Client:	Total No. of person-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in current NRs; US\$ or Euro):
Start date (month/year):	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 ser the EOI assignment.	rvices provided by the consultant as required by
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⁷ Consultant should state value in the currency as mentioned in the contract

3(C). Geographic Experience

Experience of working in similar geographic region or country

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

No	Name of the Project	Location (Country/ Region)	Execution Year and Duration
1.			
2.			
3.			
4.			
5.			
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4. Capacity

4(A). Financial Capacity

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

Annual Turnover					
Year	Amount Currency				
- Average Annual Turnover of Best of 3 Fiscal Year Of Last 7 Fiscal Years					

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

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4(B). Infrastructure/equipment related to the proposed assignment⁸

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

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⁸ Delete this table if infrastructure/equipment for the proposed assignment is not required.

5. Key Experts (Include details of Key Experts only)

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

SN	Name	Position	Highest Qualification	Work Experience (in year)	Specific Work Experience (in year)	Nationality
1						
2						
3						
4						
5						

(Please insert more rows as necessary)

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