Office of the Auditor General

Anamnagar, Kathmandu

Date: 2083 Ashwin 21

Name of Project: **Consulting Services for Regular Enhancement, Maintenance and Support of OAG ICT Systems.**

1. Office of the Auditor General (OAG) has allocated funds *toward the cost of* ***Consulting Services for Regular Enhancement, Maintenance and Support of OAG ICT Systems*** and intends to apply a portion of this ***fund*** to eligible payments under the Contract for which this Expression of Interest (EOI) is invited for **National consulting service**.
2. The ***Office of the Auditor General*** now invites Expression of Interest (EOI) from eligible consulting firms ("consultant") to provide the following consulting services: Consulting Services for Regular Enhancement, Maintenance and Support of OAG ICT Systems.
3. Interested eligible consultants may obtain further information and EOI document free of cost from Office of the Auditor General, Anamnagar, Kathmandu, https://oag.gov.np/ or +977-1-4772220 during office hours.
4. Consultants may associate with other consultants to enhance their qualifications.
5. Expressions of interest (EOI) shall be delivered manually to the Office of the Auditor General, Anamnagar, Kathmandu or District Treasury Controller Office, Babarmahal, Kathmandu before ***2083 Ashwin 28, 12:00 PM***.
6. In case the last date of obtaining and submission of the EOI documents happens to be a holiday, the next working day will be deemed as the due date, but the time will be the same as stipulated.
7. EOI will be assessed based on ***Qualification 40 %, Experience 50 %, and Capacity 10 %*** of consulting firm and key personnel. Based on evaluation of EOI, only shortlisted firms will be invited to submit technical and financial proposals through a **request for proposal.**
8. Minimum score to pass the EOI is ***65.***

Expression of Interest

(EOI)

Regular Enhancement, Maintenance and Support of OAG ICT Systems

Method of Consulting Service:
National Competitive Bidding

Project Name: Consulting Services for Regular Enhancement, Maintenance and Support of OAG ICT Systems.
EOI: *OAGN/NCB/EOI/003/2083-84*
Office Name: *Office of the Auditor General*
Office Address: *Anamnagar, Kathmandu*
Issued on: *2083/06/21*

Financing Agency: Government Budget

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A. Request for Expression of Interest

Office of the Auditor General

Anamnagar, Kathmandu

Date: 2083 Ashwin 21

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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 (***Consulting Services for Regular Enhancement, Maintenance and Support of OAG ICT Systems***).
3. This expression of interest is open to all eligible *consulting firms/company.*
4. The assignment has been scheduled for a period of *7* ***months.*** Expected date of commencement of the assignment is ***2083 Poush.***
5. A Consultant will be selected in accordance with the ***Quality and Cost Based Selection (QCBS)*** method.
6. Expression of Interest should contain following information:
   (i) A covering letter addressed to the representative of the client on the official letter head of company duly signed by authorized signatory.
   (ii) Applicants shall provide the following information in the respective formats given in the EOI document:
      - *EOI Form: Letter of Application (Form 1)*
      - *EOI Form: Applicant's Information (Form 2)*
      - *EOI Form: Work Experience Details (Form 3(A), 3(B) & 3(C))*
      - *EOI Form: Capacity Details (Form 4)*
      - *EOI Form: Key Experts List (form 5).*
7. Applicants may submit additional information with their application, but shortlisting will be based on the evaluation of information requested and included in the formats provided in the EOI document.
8. The Expression of Interest (EOI) document must be duly completed and submitted Hard Copy only using the forms and instructions.
9. The completed EOI document must be submitted on or before the date and address mentioned in the **"*Request for Expression of Interest*".** In case the submission falls on public holiday the submission can be made on the next working day. Any EOI Document received after the closing time for submission of proposals shall not be considered for evaluation.

C. Objective of Consultancy Services or Brief TOR

Terms of Reference (TOR) for

Consulting Services for Regular Enhancement, Maintenance and Support of OAG ICT Systems

1. Introduction

The Office of the Auditor General (OAG) of Nepal, established under the Constitution of Nepal (Article 241) and operating under the Audit Act, 2075 (2018), is mandated to conduct independent audits of all federal, provincial, and local government bodies, fully government-owned organizations, and other entities designated by federal law. The OAG's audit covers financial regularity, compliance, economy, efficiency, effectiveness, and propriety of public resource utilization, with the overarching objective of promoting accountability, transparency, and good governance.

In alignment with its constitutional mandate and to modernize its audit processes, the OAG has developed and implemented the Nepal Audit Management System (NAMS): an electronic, risk-based, end-to-end audit management platform. NAMS digitizes the entire audit lifecycle, including risk-based planning, auditing, evidence collection, reporting, and archival, in accordance with Nepal Government Auditing Standards and the Audit Act.

To ensure the continued robustness, security, scalability, and integration of NAMS with other government ICT systems, the OAG invites Expression of Interest (EOI) from qualified and experienced IT consulting firms or software development vendors. The selected firm will provide comprehensive technical support, system enhancement, database administration, network infrastructure management, and application maintenance services for NAMS. This engagement is critical to sustaining OAG's digital transformation and strengthening public financial oversight through technology-driven audit practices.

Interested firms meeting the eligibility criteria are requested to submit their Expression of Interest (EOI) within the specified deadline and in accordance with the submission instructions issued by the Office of the Auditor General (OAG). Shortlisted firms will subsequently be invited to participate in the Request for Proposal (RFP) stage for final selection.

2. Objectives

Software Support:

The overall objective of this consultancy assignment is to engage a qualified and experienced consulting firm to provide support, maintenance, and enhancement services including the development of specific module within NAMS for the Office of the Auditor General's (OAG) and ICT infrastructure.

The specific objectives are to:

a. Ensure the continuous availability, security, and optimal performance of OAG's core software systems (NAMS) and supporting ICT platforms.
b. Provide ongoing maintenance, bug fixing, upgrades, and feature enhancements to keep OAG's digital systems aligned with evolving business needs and applicable standards.

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c. Strengthen information security through timely patching, vulnerability management, and secure software development practices consistent with Government of Nepal ICT policy.
d. Provide responsive technical support and incident management for timely resolution of software-related issues.
e. Build OAG's institutional capacity through knowledge transfer and technical documentation.
f. Support the integration, interoperability, and future scalability of OAG's digital systems.

Hardware Support:

The objective of this package is to provide comprehensive operation, administration, maintenance, monitoring, optimization, and technical support services for the Office of the Auditor General's ICT infrastructure, including the Primary Data Center, Disaster Recovery Site, network infrastructure, servers, virtualization platform, storage systems, security infrastructure, and end-user computing devices to ensure high availability, reliability, security, and business continuity.

The specific objectives are to:

a. Ensure the continuous availability, reliability, security, and optimal performance of OAG's ICT infrastructure, including the Primary Data Center, Disaster Recovery Site, servers, virtualization platform, storage systems, network infrastructure, security systems, and end-user computing environment through proactive monitoring, preventive maintenance, and timely corrective actions.
b. Provide comprehensive operation, administration, maintenance, optimization, and technical support for ICT infrastructure, including servers, operating systems, virtualization platform, storage systems, network devices, backup and recovery systems, cybersecurity infrastructure, communication systems, and business continuity services.
c. Manage, maintain, monitor, and troubleshoot the complete network infrastructure of all OAG offices and premises, including LAN, WAN, Wi-Fi, internet connectivity, structured cabling, network equipment, IP addressing, VLANs, network security, and related connectivity services to ensure reliable, secure, and uninterrupted network operations.
d. Strengthen OAG's ICT infrastructure through security hardening, vulnerability management, system and firmware updates, performance optimization, capacity planning, technical documentation, knowledge transfer, and compliance with applicable Government of Nepal ICT policies, standards, and guidelines.
e. Ensure business continuity and future readiness by supporting backup and recovery operations, disaster recovery preparedness and testing, infrastructure modernization, technology integration, and scalable ICT solutions to meet OAG's evolving operational requirements.

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3. Scope of the Consulting Services

Software support:

The Office of the Auditor General (OAG) seeks to engage a consulting firm for the ongoing support, maintenance, and incremental development of its existing software applications and databases hosted at its Data Center and Disaster Recovery Center (DRC), along with the development, support, and maintenance of any applications OAG introduces during the contract period. The consultant will operate as an embedded extension of OAG's ICT Division. Responsibilities under this engagement, grouped by category, include without limitation the following:

3.1 Application Support and Maintenance

1. Keep NAMS and all other OAG IT systems always running reliably covering routine server configuration and upgrades, clearing temporary files and unused resources, and performing scheduled health checks to ensure continuous accessibility.
2. Maintain and support the Nepal Audit Management System (NAMS), Nepal Audit Learning Management System (NALMS), Library Management System (LMS), OAG's official website, and any other application in active use, ensuring each remains easy to access and operate for end users.
3. Deploy and maintain all OAG applications on however many servers are added during the contract, at no additional charge regardless of scale increase.
4. Apply consistent version control practices across NAMS and all other systems.
5. Complete all consultancy tasks within timelines set by OAG's IT Division, except where a different timeframe is explicitly agreed.
6. Improve the underlying code and logic of NAMS and other systems to boost performance, and act on corrective measures identified through OAG's information system audits.
7. Keep the OAG's website and iOS/Android mobile applications updated and functioning per OAG's evolving requirements.
8. Update applications promptly to reflect new legal provisions or Government of Nepal decisions, with implementation completed as soon as possible after the decision becomes available.
9. Manage the OAG website's administrative backend, content updates, database layer, security configuration, and load-balancing setup.

3.2 Database Administration and Storage Reporting

11. Provide database administration, backup, and recovery services, and direct user support across all applications.
12. Submit quarterly reports covering database storage status, data-growth trends, projected storage needs, and recommended actions to maintain a healthy system environment.

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3.3 Security and Compliance

13. Maintain security hygiene across every system in scope patch management, vulnerability assessment, and access control enforcement in accordance with Government of Nepal ICT security policy, the Audit Act 2075, Nepal Government Auditing Standards.

3.4 Technical Support and Helpdesk

14. Guarantee round-the-clock (24×7) availability of support to applications and users, extending coverage to holidays and after-hours periods whenever operational needs demand.

15. Extending technical assistance to other divisions or units within OAG for resolving security or system-related issues, whenever such support is requested.

3.5 Documentation and Reporting

16. Continuously refine and modernize existing reports and produce ad hoc reports on request whenever operational needs arise.

17. Log every issue, user request, and system change in a structured record, and provide a monthly summary to relevant OAG officials.

18. Keep all documentation for NAMS and other systems revising materials as applications evolve.

19. Compile and circulate periodic reports (daily, weekly, or monthly as operationally relevant) on system activity, issues identified, and incident outcomes, keeping OAG IT management continuously informed in addition to standard monthly, quarterly, and annual reporting cycles.

3.6 Change Management

20. No system change, modification, or enhancement shall be implemented without prior written approval from OAG IT Management. All change requests, approvals, testing results, rollback plans, and implementation records shall be maintained in paper-based records. If OAG subsequently adopts an approved electronic change management or ticketing system during the contract period, the Contractor shall maintain such records through that system in accordance with OAG's directions. All changes shall be validated in a staging environment before deployment to production. Any work performed without the required approval shall not be recognized or compensated.

3.7 Capacity Building and Knowledge Transfer

21. Deliver training sessions covering any system feature, whenever OAG determines a need.

22. Assign one on-site developer to provide technical knowledge transfer on the software system's architecture, installation, configuration, deployment, infrastructure, database, APIs, troubleshooting, and operational continuity. The knowledge transfer shall be limited to technical and operational aspects required for system administration and

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routine maintenance and shall exclude application business logic and proprietary implementation details.

3.8 Exclusions

23. Out of scope: Development of entirely new, standalone systems outside OAG's current application portfolio (other than the NAMS-embedded components/modules) and costs associated with third-party software licenses.

Hardware Support:

The consulting firm shall provide comprehensive operation, administration, monitoring, maintenance, troubleshooting, optimization, and technical support services for the Office of the Auditor General's (OAG) ICT infrastructure to ensure high availability, security, reliability, and business continuity. The scope of services shall include, but not be limited to, the following:

1. **Data Center, Server and Virtualization Management**

   - Install, configure, administer, monitor, maintain, and troubleshoot physical and virtual server infrastructure.
   - Manage virtualization platforms, virtual machines, operating systems, clusters, storage resources, firmware updates, system patches, and performance optimization.
   - Perform preventive and corrective maintenance of Data Center infrastructure and maintain system availability.

2. **Network Infrastructure, Security and Connectivity**

   - Design, configure, administer, monitor, and maintain OAG's network infrastructure, including core and access switches, routers, firewalls, network load balancers, wireless networks, LAN/WAN, VLANs, structured cables, internet connectivity, and network security.
   - Maintenance/upkeep of physical network infrastructure, including cabling, router and switches.
   - Resolve all networking, connectivity, and communication-related issues across OAG premises and ensure secure, reliable, and uninterrupted network services.

3. **Backup, Disaster Recovery and Business Continuity**

   - Plan, implement, monitor, and periodically test backup, restoration, replication, and disaster recovery mechanisms to ensure compliance with defined Recovery Time Objective (RTO) and Recovery Point Objective (RPO), including the execution of scheduled disaster recovery drills as per requirement.
   - Conduct periodic backup verification and recovery testing and provide recommendations to improve infrastructure resilience and disaster recovery preparedness.

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4. **Hardware Support, Preventive Maintenance and Monitoring**

- Install, configure, maintain, upgrade, and troubleshoot servers, storage systems, desktops, laptops, printers, scanners, UPS, and other IT equipment.
- Operate and maintain infrastructure monitoring systems to continuously monitor the health, availability, capacity, and performance of IT infrastructure and perform regular preventive maintenance.

5. **Technical Support, Incident Management and Documentation**

- Provide on-site and remote technical support for IT infrastructure, system software, and end-user computing resources during office hours and emergency support outside office hours whenever required.
- Diagnose and resolve incidents, maintain technical documentation, network diagrams, asset inventories, configuration records, and submit periodic maintenance and performance reports.
- Provide knowledge transfer and technical guidance to OAG ICT personnels.

6. **Infrastructure Enhancement and Technology Advisory**

- Assess existing ICT infrastructure and recommend improvements for performance, scalability, reliability, availability, and security.
- Provide technical assistance for the procurement, installation, configuration, testing, migration, and commissioning of new ICT infrastructure and ensure seamless integration with the existing OAG environment.

Note: Residency Arrangement

- Must station the specified onsite consultant (mentioned in terms of references) in OAG premises for the duration of the contract, must be available during the working hours and have to maintain the daily attendance.
- Location: Primarily OAG's premises in Kathmandu, Anamnagar with periodic travel to the DC and DR as needed.

4. Team Composition

The Office of the Auditor General (OAG) intends to engage a qualified consulting firm with demonstrated experience in software development, application support, ICT infrastructure management, database administration, DevOps, quality assurance, and information security. The consulting firm shall propose a multidisciplinary team of qualified professionals to carry out the assignment. The team composition presented below represents the **minimum key experts** required. The consultant may propose additional experts, if necessary, to ensure successful delivery of the assignment, and shall scale up manpower as workload increases during the contract period, at no additional cost to OAG.

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Software Support:

S.N.	Position	No. of Person	Duration (Months)	Estimated Man-Months
1	Team Leader	1	7	3.5 (0.5× 7)
2	Sr. Software Developer	2	7	7 (1 × 7) 3.5 (0.5 × 7): Onsite Developer
3	Database Administrator	1	7	3.5 (0.5 × 7)
4	Junior Developer (System Support)	2	7	14 (2 × 7): Onsite
Total	4 Positions	6	7	31.5 Man-Months

Hardware Support:

S.N.	Position	No. of Person	Duration (Months)	Estimated Man-Months
1	Infrastructure Expert	1	7	3.5 (0.5× 7)
2	System/Network Administrator	1	7	3.5 (0.5 × 7): Onsite
Total	2 Positions	2	7	7 Man-Months
In Total				**38.5 Man-Months**

4.1 General Requirements

The proposed experts shall:

- Possess relevant academic qualifications and professional experience correspond to their proposed positions.
- Demonstrate experience in software development, ICT infrastructure, database administration, DevOps, quality assurance, and cybersecurity, as applicable.
- Have good communication, analytical, and problem-solving skills.
- Be available for deployment upon contract award.

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The consulting firm shall submit:

- Signed Curriculum Vitae (CV) of all proposed key experts; All proposed Key Experts shall be dedicated to this assignment during the contract period. The curriculum vitae (CV) of any Key Expert proposed for this assignment shall not be used simultaneously in another consultancy procurement process where the implementation period overlaps with this assignment.
- Copies of academic certificates and relevant professional certifications;
- Experience certificates or documentary evidence supporting the claimed experience.

4.2 Availability of Experts

The proposed key experts will be available during the implementation of the assignment. The Consultant shall not replace any Key Expert proposed in the Technical Proposal during the contract period except in cases of death, serious illness, resignation, accident, or any other circumstance beyond the Consultant's reasonable control. Any replacement shall require prior written approval from OAG and shall possess qualifications and experience equal to or better than those of the originally proposed Key Expert.

4.3 Evaluation of Key Experts

The qualifications and experience of the proposed key experts shall be considered during the evaluation of the EOI in accordance with the evaluation criteria specified in this document.

The shortlisted consulting firms shall be required to propose the final team composition, deployment schedule, and staffing arrangements during the Request for Proposal (RFP) stage.

5. Roles and Responsibilities of experts

5.1 Team Leader

The Team Leader shall lead the software consulting team and shall be responsible for planning, coordination, quality assurance, and successful delivery of all software-related services.

The Team Leader shall:

- Lead, supervise, coordinate, and monitor all software module development, maintenance, enhancement, testing, and support activities.
- Analyze business requirements and recommend new modules, enhancements, and process improvements.
- Review software architecture, source code quality, security controls, and application performance.
- Plan feature releases, deployment schedules, version control, and change management.
- Coordinate software testing, user acceptance testing (UAT), production deployment, and post-deployment support.

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- Review technical documents, architecture diagrams, implementation reports, and monthly progress reports.
- Ensure compliance with IT Standards, Nepal Government Auditing Standards, secure coding practices, and OAG IT practices.
- Act as the primary technical focal person between OAG and the consulting firm.
- Provide structured knowledge transfer and technical mentoring to OAG ICT staff.

5.2 Senior Software Developer

The Senior Software Developers shall support development, maintenance, enhancement, and day-to-day operation of OAG software systems.

They shall:

- Develop, maintain, and enhance new modules, reports, dashboards, and workflow components as assigned of NAMS and other software systems.
- Fix software bugs, optimize performance, and improve application usability.
- Participate in software testing, debugging, code review, and deployment.
- Support database-related application development.
- Maintain source code repositories and version control.
- Prepare user manuals, developer documentation, and change logs.
- Develop APIs and integrate software with external government systems.
- Conduct knowledge transfer sessions for OAG IT personnel.

5.3 Database Administrator (DBA)

The Database Administrator shall be responsible for administration, security, availability, and performance of all application databases.

The DBA shall:

- Install, configure, administer, and maintain PostgreSQL, MySQL, or other supported databases.
- Perform database monitoring, performance tuning, indexing, optimization, and capacity planning.
- Configure database backup, recovery, replication, and high-availability mechanisms.
- Perform database migration, upgrades, patching, and health checks.
- Implement database security policies, access control, encryption, and auditing.
- Support application developers during database design and optimization.
- Maintain database documentation, backup reports, and storage utilization reports.

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- Recommend improvements for database performance and scalability.

5.4 Junior Developer (System Support)

The Junior Developers shall provide operational support and assist in software development activities.

They shall:

- Provide first-level application support to OAG users.
- Register, monitor, and resolve incidents.
- Assist in software testing.
- Prepare user manuals, FAQs, and training materials.
- Assist developers in bug fixing and minor feature development.
- Support deployment and software installation.
- Maintain issue logs and documentation.
- Provide user training and day-to-day technical assistance.

5.5 Infrastructure Expert

The Infrastructure Expert shall lead the IT infrastructure support team and be responsible for the planning, design, operation, administration, maintenance, optimization, and continuous improvement of OAG's IT infrastructure.

The Infrastructure Expert shall:

- Lead and supervise all IT infrastructure operation, administration, maintenance, and support activities.
- Design, implement, manage, and optimize all OAG's IT infrastructure including Data Center servers, virtualization platforms, storage systems, backup infrastructure, and network architecture.
- Plan and maintain IT infrastructure architecture, network topology, virtualization environment, storage architecture, business continuity, and disaster recovery strategy.
- Lead installation, configuration, firmware upgrades, lifecycle management, and capacity planning of servers, storage, virtualization platforms, firewalls, routers, switches, load balancers and other IT infrastructure components.
- Review infrastructure health, availability, performance, security, and capacity, and recommend improvements for reliability and scalability.
- Oversee backup, disaster recovery planning, recovery testing, and business continuity activities.
- Ensure compliance with Government of Nepal IT policies, cybersecurity standards, and OAG IT practices.

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- Prepare infrastructure standards, SOPs, architecture diagrams, technical reports, asset documentation, and monthly progress reports.
- Coordinate with software support teams, service providers, and OAG management for infrastructure maintenance, upgrades, warranty support, and technology enhancement.
- Provide technical leadership, mentoring, and structured knowledge transfer to OAG IT personnel.

5.2.2 System / Network Administrator

The System / Network Administrator shall be responsible for the day-to-day operation, monitoring, maintenance, troubleshooting, and technical support of OAG's IT infrastructure and office network.

The System / Network Administrator shall:

- Install, configure, administer, monitor, and maintain Windows and Linux servers, operating systems, virtualization platforms, virtual machines, storage systems, and backup solutions.
- Configure, manage, monitor, and troubleshoot routers, switches, firewalls, VPNs, VLANs, load balancers, wireless networks, LAN/WAN infrastructure, internet connectivity, and structured network services throughout OAG.
- Administer Active Directory, DNS, DHCP, Group Policy, file services, authentication services, SSL certificates, licenses, and system security configurations.
- Perform preventive maintenance, firmware updates, operating system patching, security updates, backup verification, disaster recovery testing, and system health monitoring.
- Install, configure, maintain, and troubleshoot desktops, laptops, printers, scanners, UPS, biometric devices, and other ICT hardware and peripherals.
- Diagnose and resolve hardware, server, storage, virtualization, network, operating system, and connectivity issues, and coordinate with OEMs or vendors whenever required.
- Monitor network performance, system logs, security events, and infrastructure alerts using monitoring tools, and perform vulnerability remediation and security hardening.
- Maintain ICT asset inventory, IP address management, network topology diagrams, infrastructure documentation, and maintenance records.
- Provide timely technical support and troubleshooting services to OAG users for all ICT infrastructure, networking, and hardware-related issues, including support outside normal office hours whenever required.
- Prepare periodic reports on infrastructure availability, performance, maintenance activities, incidents, and recommendations for infrastructure improvement.

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6. **Duration**

The duration of the consultancy services shall be seven (7) months from the date of contract signing with the possibility of extension subject to mutual agreement and approval of the competent authority.

7. **Consultant Facilities:**

OAG shall provide suitable office space, workstation (desktop for onsite support staff), furniture, electricity, internet connectivity, and access to the relevant ICT infrastructure, systems, applications, and technical documentation required for the performance of the consultancy services.

The Consultant shall be responsible for providing all communication devices, mobile internet (where required), and any other equipment, tools, or resources necessary for carrying out the consultancy services. The Consultant shall also bear all costs related to transportation, and other operational expenses incurred in the performance of the services unless otherwise specified in the Contract.

8. **Failure of Service Delivery:**

- The Consultant shall ensure the continuous availability and reliable operation of the assigned systems and ICT infrastructure and shall provide technical support on a 24×7 on-call basis for critical incidents.
- Service interruptions resulting from application failures, database failures, web server (IIS) failures, system software failures, infrastructure misconfiguration, or consultant negligence shall be considered Service Downtime.
- Any unplanned service downtime exceeding 1 (one) hr., excluding scheduled maintenance approved by the OAG, shall be subject to a penalty of NPR 20,000 per day until the affected service is restored.
- If the Consultant fails to resolve a critical issue within a reasonable period, the OAG reserves the right to engage another service provider or technical expert. Any additional costs incurred shall be recoverable from the Consultant or deducted from payments due under the contract.
- Repeated service failures or persistent non-performance may be considered a breach of contract and may result in termination of the contract in accordance with prevailing procurement laws and contract conditions.

9. **Specific Responsibilities of the Consultant:**

- The consultant shall be provided with the access to all the required information related to OAG's Operations. The information is highly confidential, and any negligence can hamper the operations of OAG. Thus, the prospective consultant shall maintain integrity and confidentiality of all the information during and after the contract period.
- The consultant shall not distribute or expose source code, architecture, design document of OAG application as well as schema, structure, functions and stored procedure of OAG database in any means to unauthorized persons, institution, any online media, companies or community without written approval from OAG.

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10. Deliverables:

The Consultant shall submit, at a minimum, the following deliverables:

i. **Inception Report and Work Plan** within **fifteen (15) days** from the date of contract signing, including methodology, implementation schedule, deployment plan, and risk management approach.

ii. **Monthly Progress Report**, to be submitted within **seven (7) days** after the end of each month, including the chapter:

- Activities completed;
- Attendance of deployed personnel;
- Incident and problem summary;
- Preventive maintenance activities;
- Risks, challenges, and recommendations.

iii. Updated technical documentation included, as applicable, to be submitted as per requirement:

- System/ Application Architecture Document;
- Database Design Document;
- Software Requirements Documents (SRD);
- Source Code;
- Change Logs;
- Configuration Documents;
- Installation Guides;
- Operation Manuals;
- User Manuals.

iv. Technical documentation for RESTful APIs and integration interfaces.

v. **Final Completion Report** summarizing all services performed, system status, recommendations and updated documentation at the end of the contract.

11. Non-disclosure of Confidential Information

For the purpose of this consultancy, **Confidential Information** shall include all non-public information, documents, software, source code, databases, audit records, financial information, reports, technical documents, system configurations, credentials, security information, and any other information belonging to the OAG or obtained during the execution of the consultancy services.

The Consultant and all personnel engaged under this contract shall:

- maintain strict confidentiality of all Confidential Information;
- use such information solely for the purposes of this consultancy;
- not disclose, reproduce, or share such information with any third party without prior written approval of the OAG; and
- continue to maintain confidentiality even after completion or termination of the contract.

12. Ownership:

All reports, software source code, scripts, databases, configurations, documentation, manuals, designs, architectural documents, APIs, enhancements, custom developments, technical artifacts, and any other deliverables produced under this consultancy shall become the exclusive

property of the Office of the Auditor General (OAG). The Consultant shall have no ownership rights, intellectual property rights, copyright, or licensing rights over any deliverable developed under this contract unless otherwise expressly agreed in writing by the OAG. Upon completion or termination of the contract, the Consultant shall hand over all source code, documentation, credentials, configuration files, backups, and related materials to the OAG.

13. Consultant Selection Method:

The consulting Firm shall be selected as per **Quality and Cost Based Selection Method (QCBS)** set out in the Public Procurement Act, 2063 and Public Procurement Rules, 2064.



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 company/firm registration of the Consulting firm	
VAT/PAN Registration	
Copy of Tax Clearance of fiscal year 2081/82	
Signed CVs of key experts	
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.	
In case the Applicant is a Joint Venture (JV), all experts proposed by each member of the JV shall possess relevant experience in the field of software development/support and/or IT consulting. Failure to demonstrate such experience for any consultant proposed by any JV partner shall render the EOI application non-compliant	
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	

Note: The above constitutes a mandatory Pass/Fail eligibility requirement. Non-fulfillment thereof by the Applicant, or by any member/consultant in the case of a Joint Venture, shall result in the EOI application being declared non-responsive, thereby disqualifying it from further consideration under the Ranking Criteria.

ii) EOI Evaluation Criteria		**Minimum Requirement**	**Score [Out of 100%]**
A. Qualification (40 points)			
Team Leader (Number of Staff:1)	*Qualification*	**Academic Qualification**	

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		Master's degree in computer science, Computer Engineering, Electronics Engineering, Information Technology, or related field (or equivalent).	
	Experience	**Relevant Professional Experience**	
		• Five (5) years of professional experience after obtaining a bachelor's degree in design, development, maintenance, enhancement, troubleshooting, and production support of enterprise-level application. • Experience with ReactJS, Node.js, Java, PostgreSQL, or equivalent modern web application technologies, demonstrated through participation in two (2) enterprise-level or government software application development, maintenance, or support projects completed within the last four (4) years.	
	Experience in government *Sector*	**Similar Assignment / Government Environment Experience**	
		• Served as Team Leader/Project Lead in one (1) government software application development, maintenance, or support project completed within the last four (4) years.	
Sr. Software Developer (Number of Staff:2)	*Qualification*	**Academic Qualification**	
		Bachelor's degree in computer science, Computer Engineering, Electronics Engineering, Information Technology, or related field (or equivalent)	
	Experience	**Relevant Professional Experience**	
		• Three (3) years of professional experience after obtaining a bachelor's degree in design, development, maintenance, enhancement, troubleshooting, and production support of enterprise-level application • Experience with ReactJS, Node.js, Java, PostgreSQL, or equivalent modern web application technologies, demonstrated through participation in one (1) enterprise-level or government software application development, maintenance, or support projects completed within the last four (4) years.	
	Experience in government *Sector*	**Similar Assignment / Government Environment Experience**	
		• Experience in one (1) government software application development, maintenance, or support project completed within the last four (4) years.	
Database	*Qualification*	**Academic Qualification**	

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Administrator (Number of Staff:1)		Bachelor's degree in computer science, Computer Engineering, Electronics Engineering, Information Technology, or related field (or equivalent)	
	Experience	**Relevant Professional Experience**	
		• Three (3) years of professional experience after obtaining a bachelor's degree in database administration for enterprise-level applications. • Experience with Experience with database installation, configuration, migration, performance tuning, backup and recovery, security hardening, and operational support for one (1) enterprise-level application database system completed within the last four (4) years.	
	Experience in government *Sector*	**Similar Assignment / Government Environment Experience**	
		• Experience in one (1) government application database system completed within the last four (4) years.	
Junior Developer for system support (Number of Staff: 2)	*Qualification*	**Academic Qualification**	
		12 or equivalent with major in IT	
	Experience	**Relevant Professional Experience**	
		• One (1) year of professional experience after obtaining a mentioned degree in support system for enterprise-level applications.	
	Experience in government *Sector*	**Similar Assignment / Government Environment Experience**	
		• Experience of Support in one (1) government application system completed within the last two (2) years.	
Infrastructure Expert (Number of Staff:1)	*Qualification*	**Academic Qualification**	
		Bachelor's degree in computer science, Computer Engineering, Electronics Engineering, Information Technology, or related field (or equivalent) • At least one recognized professional certification relevant to infrastructure, such as VMware VCP, Microsoft, Red Hat, Cisco, Fortinet, HPE, Dell EMC, AWS, Azure, or equivalent	
	Experience	**Relevant Professional Experience**	

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		• Five (5) years of professional experience after obtaining a bachelor's degree in ICT infrastructure engineering for enterprise-level Data Center (DC) and Disaster Recovery (DR) environments, including infrastructure design, implementation, administration, maintenance, troubleshooting, and operational support of servers, virtualization platforms, storage systems, network infrastructure, and security systems etc.. • Experience in enterprise-level Data Center (DC) and Disaster Recovery (DR) environments technologies, demonstrated through participation in two (2) enterprise-level or government level projects completed within the last four (4) years.	
	Experience in government *Sector*	**Similar Assignment / Government Environment Experience**	
		• Served as Infrastructure Lead / Technical Lead or Project Lead in one (1) government ICT infrastructure implementation, operation, or maintenance project completed within the last (4) years.	
System/Network Administrator (Number of Staff:1)	*Qualification*	**Academic Qualification**	
		Bachelor's degree in computer science, Computer Engineering, Electronics Engineering, Information Technology, or related field (or equivalent)	
	Experience	**Relevant Professional Experience**	
		• Three (3) years of professional experience after obtaining a bachelor's degree in system administration, server administration, network administration, virtualization, storage management, backup, and ICT infrastructure support.	
	Experience in government *Sector*	**Similar Assignment / Government Environment Experience**	
		• Experience as system/Network administrator in one (1) government application system completed within the last four (4) years.	
B. Experience (50 points)			
Criteria		**Minimum Requirement**	**Marks**
General experience of consulting firm		The consulting firm must have at least five (5) years of experience in the field of Information Technology sector.	

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Specific Experience in Enterprise Software Development/Maintenance	Completion of at least two (2) enterprise software application development, enhancement, maintenance, and/or support consulting assignments procured through National Competitive Bidding (NCB) within the last seven (7) years. A maximum of four (4) assignments shall be considered for evaluation.	
Specific Government Sector Experience	Completion of at least two (2) enterprise software application development, enhancement, maintenance, and/or support consulting assignments for Government organizations or public sector entities procured through National Competitive Bidding (NCB) within the last seven (7) years. A maximum of four (4) assignments shall be considered for evaluation.	
C. Capacity (10 points)		
Financial Capacity	*Average annual turnover calculated based on the **best three (3) fiscal years out of the last five (5) fiscal years**, supported by audited financial statements. **Minimum Requirement:** NRs 45 Lakhs*	

Note:

- *The same assignment may be counted under both Enterprise Software Experience and Government Sector Experience if it satisfies both criteria.*
- *Only completed assignments supported by completion certificates/client confirmation shall be considered.*
- *For the purpose of this EOI, an 'Enterprise-level application' shall mean a multi-user, organization-wide software system that supports core business operations, involves database-driven functionality, complex business logic, and/or integration with other systems, and is used across departments or by multiple stakeholders — excluding general informational or brochure websites.*
- *Average turnover required shall not exceed 150% of cost estimate*

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.

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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



1. Letter of Application

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

Date:
.....

To,

Full Name of Client: _____

Full Address of Client: _____
Telephone No.: _____
Fax No.: _____
Email Address: _____

Sir/Madam,

1. Being duly authorized to represent and act on behalf of (hereinafter "the Applicant"), and having reviewed and fully understood all the short-listing information provided, the undersigned hereby apply to be short-listed by ***[Insert name** of Client)* as consultant for ***{Insert brief description** of Work/Services}*.

2. Attached to this letter are photocopies of original documents defining:

    a) the Applicant's legal status;

    b) the principal place of business;

3. ***[Insert name of Client]*** and its authorized representatives are hereby authorized to verify the statements, documents, and information submitted in connection with this application. This Letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by yourselves to verify statements and information provided in this application, or with regard to the resources, experience, and competence of the Applicant.

4. ***[Insert name** of Client)* and its authorized representatives are authorized to contact any of the signatories to this letter for any further information.[1]

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

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

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[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 Company/firm has not been declared ineligible.

7. We further confirm that, if any of our experts is engaged to prepare the TOR for any ensuing assignment resulting from our work product under this assignment, our firm, JV member or sub-consultant, and the expert(s) will be disqualified from short-listing and participation in the assignment.

8. The undersigned declares that the statements made and the information provided in the duly completed application are complete, true and correct in every detail.

Signed :

Name :

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



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.)



3. Experience

3(A). General Work Experience

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

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

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3(B). Specific Experience

Details of similar assignments undertaken in the previous seven years
(In case of joint venture of two or more firms to be filled separately for each constituent member)

Assignment name:	Approx. value of the contract (in current NRs; US$ or Euro)[2]:
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total No. of person-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in current NRs; US$ or Euro):
Start date (month/year): Completion date (month/year):	No. of professional person-months provided by the joint venture partners or the Sub-Consultants:
Name of joint venture partner or sub-Consultants, if any:	Narrative description of Project:
Description of actual services provided in the assignment: **Note: Provide highlight on similar services provided by the consultant as required by the EOI assignment.**	

Firm's Name: _____

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[2] 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.			
6.			
7.			

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4. Capacity

4(A). Financial Capacity

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

Annual Turnover	
Year	**Amount Currency**

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

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

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4(B). Infrastructure/equipment related to the proposed assignment[3]

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

[3] *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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