Expression of Interest

Consulting Services for the Establishment and Implementation of Data Network Connectivity
For
Ministry of Federal Affairs and Local Development

Loan/Credit/Grant No.: Credit No. 4750-NP H579
Project Name & ID: Social Safety Nets Project (P120538)

First Date of Publication: 11th Febuary 2013

1. The Ministry of Federal Affairs and Local Development (MoFALD) under the Social Safety Net Project (SSNP) intends to apply part of the proceeds for eligible Internet/Data Network Service Providers (DNSP) for the establishment and implementation of Data Network connectivity in 12 district offices of the Ministry.

2. The objective of this assignment is to establish and implement a secure and reliable Data Network Connectivity at 12 districts for allowing districts offices to use and operate a centralized MIS system hosted centrally by the Ministry. The high level scope of work and services cover the following:-

   - Establishment and Implementation of 1/1 Mbps Data Network Connectivity in 12 districts (Bajhang, Acham, Surkhet, Banke, Baglung, Tanahu, Rautahat, Sindhuli, Mahotari, Sankhuwasabha, Sunsari, Morang) including aggregated 12/12 Mbps at the Head Office, Kathmandu
   - 1/1 Mbps dedicated Internet Bandwidth at the Head Office, Kathmandu
   - Network Equipment Installation, Testing, Configuration and Implementation
   - Network Management Support and Administration
   - Hands-on training

3. <u>The DNSP must submit their proposal with clearly reflecting the following details in order to qualify for the Request for Proposal (RFP).</u> Failure to meet and submit the satisfactory documentary evidence will automatically lead to rejection of the EOI proposal. The MoFLD shall issue the Request for Proposal (RFP) document ONLY to short-listed firms based on the following evaluation criteria.

S.No.	EOI Evaluation Criteria	Supporting documents to be submitted
1.	The Service Provider must be in the business of providing Internet/Data Network Connectivity Services in Nepal over the past ten years.	Company Profile/Company Registration Certificate/Any other relevant supporting document
2.	The Service Provider must have a valid license from the Nepal Telecom Authority (NTA) to operate as a Network Service Provider and/or Internet Service Provider	Relevant supporting document such as license certificate

	(ISP)	
3.	The Service Provider must have successfully executed the contract for providing Internet or Data Connectivity in at least 12 districts of Nepal (besides Kathmandu Valley).	Client Reference/Project Implementation Certificate/Project Description/ Any other relevant supporting document
4.	The Service Provider must have an average annual turnover of at least 20 Million Nepalese Rupees over past three years.	Attested financial document/Attested Audited Balance Sheet/Any other relevant supporting document
5.	The Service Provider must submit the valid Company attested VAT/TAX registration certificate	Attested VAT/TAX registration certificate as applicable, With tax clearance of FY 2068/69

A consultant will be selected in accordance with the procedures set out in the World Bank's Guidelines: Selection and Employment of Consultants by World Bank Borrowers (current edition) based on Selection of Quality Cost Based Selection (QCBS). An eligible consulting firm shortlisted based on above evaluation criteria shall be issued the RFP document and requested to submit the detailed Technical and Financial Proposals. The Authority reserves the right to accept or reject any or all EOIs received without assigning any reason thereof.

Interested consultants may obtain further information at the address below during office hours. The notice and EOI form can be downloaded from the web page www.mofald.gov.np

Expressions of interest must be delivered to the address below by 13 /03/2013. If in case application deadline falls on a government holiday, the deadline shall be extended automatically to the next working day.

The purchaser shall not be responsible for any costs or expenses incurred by the Consultant for the preparation or delivery of the EOI

Ministry of Federal Affairs Local Development
Population and Vital Events Registration Management Section
Attn: Project Coordinator
Singha Durbar, Kathmandu
Tel: +977 1 4200292
Web site: www.mofald.gov.np

TERMS OF REFERENCE

For

Consulting Services for the Establishment and Implementation of Data Network

Connectivity

A. BACKGROUND

The Ministry of Federal Affairs and Local Development delivers a number of Social Assistance programs across the country that aims to provide cash benefits to the target beneficiaries or households. The Ministry is managing the distribution of these cash transfers designed by central Government for the last 15 years. Although the transfer amounts are described in monthly terms, the money is aggregated and delivered three times a year by the Village Development Committees (VDCs).The assistance primarily includes Senior citizen's Allowance (Old Age Pension), Single Women's allowances, Child Grants, Scholarships Widow's Allowance, Disability Allowance, and other programs.

The Social Safety Net Pilot, funded by the World Bank, primarily supports a partnership between the Government of Nepal and the World Food Program to bring urgent help to food insecure areas by providing food and cash for work by facilitating this partnership, the Bank has emphasized the need to build country systems to respond to vulnerable areas by increasing the focus on agriculture production and safety net responses where needed. Since country systems remain weak, the project also provides support to build capacity and improve monitoring and response by Government agencies. It also aims to increase the efficiency and effectiveness of the delivery of cash transfers and increase the accountability in the management and administration of these programs at the central and local levels. The SSNP will be implemented over the course of one year (with additional time for preparation and reviews) in twelve districts and will include a variety of activities in three main areas that includes payments, management information system, and institutional strengthening.

One of the key challenges faced by the Government in implementing such large program is the absence of effective MIS system which would allow the Government in effectively maintain and manage information given that all the records both at the central level (MoFALD) and the local level (Districts/VDCs) are completely manual based. In order to address this issue, the Ministry has already initiated a separate procurement of consulting services for the design, development and implementation of MIS systems. However, the success of the MIS system implementation depends on the presence of robust network connectivity at the district level. The Terms of Reference (TOR) therefore defines the scope of work and services for Data Network Service Provider (NSP) for establishing and implementing the data network connectivity in 12 districts to connect to the MoFALD head office where the MIS system will be centrally hosted.

OBJECTIVES

The objective of this assignment is to: -

- Establish and implement a point-to-point Internet/Data Network Connectivity in 12 districts and the MoFALD Head office for the purpose of implementing the Social Protection MIS System. In addition, the objective also includes

- Impart basic user training relate to Network architecture and troubleshooting techniques to MoFALD key staffs and stakeholders (district/VDC offices)

- Provide comprehensive Network Management and Administration support during the contract period to ensure the smooth operation of the Data connectivity.

SCOPE OF WORK AND SERVICES

The Scope of work and services under this assignment covers the establishment and the implementation of secure and reliable data network connectivity across twelve District Development Committee (DDC) offices of the Ministry of Federal Affairs and Local Development that would connect to the Government Integrated Data Center (GIDC), which is located within the Singha Durbar premises. The MIS system will be hosted at the GIDC, which is further connected to the MOFALD head office (within Singha Durbar premises) through the dedicated fiber connectivity for the purpose of providing the Internet connectivity to MOFALD through GIDC. It is expected that the same fiber connectivity will be used for MIS data sharing once MIS system is hosted at the GIDC premises. However, the NSP is expected to stake a stock of the data connectivity between GIDC and MOFALD in terms of MIS system location and recommend an appropriate solution to ensure that the MIS data transmission between the GIDC and MOFALD, and ultimately to the districts are done in a most secure and reliable manner. Besides providing the recommendation, it is the responsibility of the Service Provider to actually implement the proposed solution as a apart of this scope of work and services. The proposed solution might involve installing and/or configuring network equipment, which the Service Provider is expected to do if needed. Besides, if there is a need to supply, install and implement new network equipment for the network implementation at MOFALD and/or GIDC for achieving the overall project objective, it is the responsibility of the NSP to procure, supply, install, configure and commission such equipment needed. Such equipment supplied shall be fully owned by the Ministry. The MOFALD will facilitate necessary coordination with the GIDC technical staffs to conduct the situation analysis followed by the network implementation.

As a result of the establishment of such connectivity, the Ministry will be able to facilitate its district offices to operate online or web-based MIS system application and subsequently allow the authorized District Staffs to perform necessary transactions such as Data Entry, update, MIS report generation etcusing a secure network channel. Given the nature of data sensitivity, it becomes the core responsibility of the Service Provider to establish and ensure proven security measures (such as VPN) and methodology to prevent from possible data hacking and frauds.

Establishment and Implementation of Data Network Connectivity

The NSP should provide at least 1/1 Mbps data network connectivity in twelve districts as follows, including an aggregated bandwidth of at least 12/12 Mbps data connectivity at the Government Integrated Data Center Office (GIDC), Singha Durbar, Kathmandu where the central MIS system will be hosted.

1. District Development Committee Office, Bajhang, 1/1 Mbps
2. District Development Committee Office, Acham, 1/1 Mbps
3. District Development Committee Office, Surkhet, 1/1 Mbps
4. District Development Committee Office, Banke, 1/1 Mbps
5. District Development Committee Office, Baglung, 1/1 Mbps
6. District Development Committee Office, Tanahu, 1/1 Mbps
7. District Development Committee Office, Rautahat, 1/1 Mbps
8. District Development Committee Office, Sindhuli, 1/1 Mbps
9. District Development Committee Office, Mahotari, 1/1 Mbps
10. District Development Committee Office, Sankhuwasabha, 1/1 Mbps
11. District Development Committee Office, Sunsari, 1/1 Mbps
12. District Development Committee Office, Morang, 1/1 Mbps
13. Ministry of Local Development, Head Office, Kathmandu, Aggregated 12/12 Mbps

- The NSP should provide two separate primary and secondary optical fiber link for the central location of the customer with the provision of auto failover between the two links. The two different links shall be terminated through two different paths catering from vendor's two different points of presence(s). However the back-bone of the NSP should have inbuilt network redundancy.

- The network must be highly secure, reliable and be available at least 99%. However, under unavoidable circumstances, even in case of failover of the primary network, there should be a mechanism to resume an operation using a redundancy network for all locations. It is the responsibility of the DSNP to provide a suitable network backup provision.

- The NSP should provide L2 and/or L3 VPN or equivalent secured network so that there is a possibility of deploying L2 network or IPSEC VPN over L3 network or both from its Central Location (Head Office) to all the district sites. For instance, the Ministry may wish to provide Internet to the district offices that is controlled and monitored by the Head office. To address this needs, it is a full responsibility of the NSP to supply, deliver, install, configure, test and implement the required network equipment such as firewall or router at all sites including the central location to provide the necessary security to the network. The NSP should hand over RJ45 Ethernet Connectivity to respective sites. All supplied equipment under the assignment should be a brand new. Refurbished or second-hand equipment will be unacceptable.

- In district offices, the NSP should provide Ethernet connection as the last mile connection. Therefore it is the responsibility of the NSP to provide and include any additional equipment used (such as media convertor). In the Head Office, the NSP must provide Fiber connectivity as the last mile connection.

Internet Bandwidth at MoFALD Head Office

- The NSP should provide 1/1 Mbps dedicated Internet connectivity at MoFALD Head Office for a period of twelve months.

Network Equipment Installation, testing, configuration and Implementation

- It is the full responsibility of the NSP to supply, deliver, install and configure all the necessary equipment in all the locations mentioned. The NSP must include all the costs associated with network equipment such as media convertor and/or installation charges (if any), testing, configuration and implementation.

- Apart from the Network infrastructure that is owned by the NSP, all other network equipment (if any) supplied and delivered to the respective DDCs/Ministry under this contract execution will be owned by the Ministry. The NSP must handover all the equipment (if any) after the completion of the contract period.

- In addition, the NSP should also supply, on-site delivery, install, test and configure the following: -

  (i) Fifteen (15 quantity) – 24 port managed switches for implementing in the district offices and head office;
  (ii) Router/switch (1 quantity)–12 port for the head office with following specification
    - Ability to configure and implement firewall, antispam, VLAN, VPN (client)
    - Firewall, antispam subscription for at least 1 year
  (iii) UPS (14 quantity) – 2 KVA switches for district switches

Network Management Support and Administration

- The security and reliability of the network becomes one of the most critical factors, as most of the MIS operation is expected to operate in the centralized architecture. Unless the network is reliable, secure and fast, the adoption of such MIS system becomes less meaningful. There must be at least99% availability of the network that is secure with highest reliability. In order to ensure such mechanism, the NSP is expected to provide network management support and administration services to broadly undertake the following responsibilities: -

  - Overall monitoring and management of network, services and equipment to ensure 100% secure, reliable, high speed data transfer, with uptime 24x7.

- Provide comprehensive Technical Support such as Help support Desk, online Help, online submission of error/bug reports, and technical troubleshoot guide and manuals.
- Network Administration and monitoring
- Troubleshooting network related problems if arises.
- Manage required network upgrades when an as required
- Configuration and Implementation of network protocols such as VPN, VLAN, Security, Firewall, anti-spam.

- The NSP should provide SLA in terms of *Network Availability*, *Transit Delay* & Mean Time to Repair (*MTTR)*

- The NSP should provide Real-time Network Monitoring Tool. Real-time network status should be received of all sites on the monitoring tool. For any downtimes or problem on the network, the Monitoring tools should provide the downtime details so that the Ministry's concerned personnel are well aware of the network at all times.

- The service provider should install provide network monitoring tool such as MRTG tool so that the details of the network can further be known to the Ministry's technical staff.

Providing Hands-on Network Training

- The NSP should provide basic network training to the Ministry's technical staffs both at the district level and at the centre. The objective of training is to build staff capacity and be able to perform a first level of technical support and try minimizing dependency on NSP.

Acceptance Level of Performance

- The standard of Performance (SP) for this contract is 97% for outside Kathmandu links (100 percent less 3 percent each month for corrective and preventive maintenance) and 99.9% for inside Kathmandu links. The NSP should provide monthly availability ranging 97% to 99.5% as per the remoteness of the branches and the NSP should have built in redundancy on its backbone.

- Latency between central office and its different sites should be: -

    a. Less than 10 ms through optical fiber
    b. Less than 25 ms through microwave/wireless

OTHER REQUIREMENTS

The Technical Proposal should present the NSP's overall approach towards designing and implementing the network architecture that meets the expectation of services as outlined above. The NSP's proposal should address the following: -

Approach and Methodology

A. Executive Summary. A summary of the Bidder 's proposal

B. ***NSP's Overview and Background.*** The NSP must provide basic information on the history of the organization, its experience in the implementing similar network architecture, technical capabilities, and success stories in the similar nature of assignment.

C. ***Technical Approach.*** The NSP must describe its overall approach and methodology for providing the required services. The key concepts and issues, from the NSP's perspective, need to be highlighted in this section. In addition, the NSP needs to describe how the project will be organized and carried out. Overall, a compelling case needs to be made that demonstrates that the NSP's proposed approach will be successfully implemented.

The Technical Approach should describe the NSP's understanding of the task and demonstrate its ability to deliver a successful implementation. This should include a brief description of the main tasks envisioned, proposed network architecture,, the organizational structure of the project team and how the team will be managed to ensure successful implementation of the proposed system.

The NSP should provide the details of it's support team at different location around the country. This team is expected to provide after sales support as required by the Ministry in each site for the smooth operation of it's applications during the contract period.

D. ***Service Specifications***. The NSP should also clearly explain how NSP will be able to provide effective support to the Ministry in ensuring highest level of network security and reliability. The NSP is encouraged to describe its Quality Assurance Program(s) that are relevant to the implementation and ongoing support of the system.

E. ***Past Performance / Successful Implementations.*** The NSP should provide a reference of successful implementation of similar system and should include descriptions of system implementations they have completed. The mentioned project references must include names, telephone numbers, addresses and email addresses of the respective clients so that MoFALD can contact and verify the project summaries. It should be assumed that the clients of these projects would be contacted during the evaluation of the Bidder 's response.

F. ***Work Plan.*** Based on the *scope of work and services, the NSP should provide detailed work plan and implementation schedule including the timeline from start to finish.*

The EOI selection criteria shall be based on the following: -

S.No.	EOI Evaluation Criteria	Supporting documents to be submitted
6.	The Service Provider must be in the business of providing Internet/Data Network Connectivity Services in Nepal over the past ten years.	Company Profile/Company Registration Certificate/Any other relevant supporting document
7.	The Service Provider must have a valid license from the Nepal Telecom Authority (NTA) to operate as a Network Service Provider and Internet Service Provider (ISP)	Relevant supporting document such as license certificate
8.	The Service Provider must have successfully executed the contract for providing Internet or Data Connectivity in at least 12 districts of Nepal (besides Kathmandu Valley)	Client Reference/Project Implementation Certificate/Project Description/ Any other relevant supporting document
9.	The Service Provider must have an average annual turnover of at least 20 Million Nepalese Rupees over past three years.	Attested financial document/Attested Audited Balance Sheet/Any other relevant supporting document
10.	The Service Provider must submit the valid Company attested VAT/TAX registration certificate	Attested VAT/TAX registration certificate as applicable.

Technical Team Size

The NSP should maintain the required technical team and support staffs as deemed suited for successfully executing this assignment. However, the NSP must submit the CVs of at least the following key resources involved in the assignment for the evaluation of the team strength.

Team Leader: One [CV must be provided]
- *Three years of professional* experience in executing assignment of similar size and nature;
- Demonstrated experience working as the Team Leader in Projects related to the implementation of network such as VPN, WLAN;
- Demonstrated ability to manage project of this size and nature;
- Master degree in IT/Network Engineering or in relevant technical field

Network Engineer: Three [CV must be provided]
- Three years of experience in network design and implementation, trouble shooting, implementing network and security techniques
- Demonstrated experience working as the Network Engineer of similar project size and nature
- Experience in implementing VPN, VLAN; network trouble shooting
- Bachelor degree in IT/Network engineer or in relevant technical field

Project Management and Reporting

The NSP is expected to assign a full-time Team Leader (in addition to other technical staffs) for executing the assignment. This person will be the primary contact for the assignment, will be responsible for ensuring timely completion of deliverables, oversee project implementation, manage the Technical Support during configuration and implementation, manage and coordinate the implementation aspects, conduct biweekly status meetings and address any other concerns or issues the assignment may have. During the biweekly status meetings, the Team Leader must do a minimum review progress against the work plan, highlight deliverables that have been completed, notify the Project of any problems or delays, report on change requests and supply updated statistics on key performance indicators as agreed with the Project.

Key Deliverable

The NSP is expected to submit the following key deliverables at minimum or may propose deliverables based on NSP's own proposed approach and methodology.

- **Project Inception Report** – Provides, at a minimum, NSP's plan for completing the assignment; describes the manner in which the NSP's team will work with MoFALD, provides a timeline for project execution including dates, resources, and dependencies, provides a plan for communications/issue resolution with the Project Team, and agreed Terms of Reference.

- **Technical Documentation** – Provides a brief description of the network architecture and the key guidelines for trouble shooting including online application to monitor bandwidth utilization such as MRGT

- **Connectivity –** Supply, installation, configuration, testing and implementation of connectivity as per the requirements stated.

- **Biweekly Status Reporting** – Copies (and electronic) of status reports provided by the NSP during the execution. Each status report should include, at a minimum, the current period's activity, current issues, and planned activity for the next period.

Timeline

The NSP is expected to execute the contract successfully as per the Scope of Works and Services in less than two months from the date of contract agreement.

BASIS FOR COST BREAKDOWN

The cost items have been broken down based on the recurring costs and the one time costs as follows. The NDSP must provide its financial proposal breakdown for each task, as follows. The NDSP may add any other line times that has the cost implications as deemed necessary, besides the following items.

A. Recurring Cost Items

SNo.	Items	Monthly recurring Amount (NPR)	Months	Total Cost
1.	Data connectivity in Bajhang		12	
2.	Data connectivity in Acham		12	
3.	Data connectivity in Surkhet		12	
4.	Data connectivity in Banke		12	
5.	Data connectivity in Baglung		12	
6.	Data connectivity in Tanahu		12	
7.	Data connectivity in Rautahat		12	
8.	Data connectivity in Sindhuli		12	
9.	Data connectivity in Mahotari		12	
10.	Data connectivity in Sankhuwasabha		12	
11.	Data connectivity in Sunsari		12	
12.	Data connectivity in Morang		12	
13.	Aggregated connectivity at the Head Office, KTM		12	
14.	Internet Connectivity		12	
15.	Network Management and Administration		12	
16.	Any other cost (add here)…			
	VAT (13%)			
	TOTAL OF A			

B. One Time lump sum cost Items

S.No.	Items	Total Cost (NPR)
1.	Network Management and Administration	
2.	Installation Cost	
3.	Total equipment Costs (such as media convertor, if any)	
4.	Training	
5.	Switches for districts (15 quantity)	
6.	Router/Switch for Head Office (1 Quantity)	
7.	UPS for districts (14 quantity)	
8.	Any other costs (add here)….	

	VAT (13%)	
	TOTAL OF B	

Total Bid Price (TOTAL OF A+ TOTAL OF B): _____

PAYMENT TERMS

SNo.	Payment Milestones	Percentage
1.	Advance Payment	20%
2.	Network installation, configuration and testing in any six locations including Head Office including supply, delivery, configuration of equipment	30%
3.	Network installation, configuration, testing and acceptance in allocations including Internet Connectivity and supply, delivery, configuration of equipment	30%
4.	Upon the submission and acceptance of final completion report	20%
	Total	100%