GOVERNMENT OF NEPAL
MINISTRY OF FEDERAL AFFAIRS AND GENERAL ADMINISTRATION (MOFAGA)
PROVINCIAL AND LOCAL GOVERNANCE SUPPORT PROGRAM (PLGSP)

Terms Of Reference For Hiring Consultancy Service for

Development of Website for PLGSP and Support on Servers Administration

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September 2021
Kathmandu, Nepal

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1. Summary

	Brief Note Proposed Activity
Fiscal Year	2078/79 (2021/22)
Output	Output 2: Federal level institutions develop tools and systems to support provincial and local governments in a consultative process.
Activity Num	2.29
Activities (ENG)	Develop content management system based website for PLGSP (PCU/PPIU/PCGG)
Activities (NEP)	PLGSP (PCU/PPIU/PCGG) को लागि सामग्री व्यवस्थापन प्रणालीमा आधारित वेबसाइट विकास गर्ने ।
Milestone Unit	1
Milestone Explanation	Developed content management system based Website for PLGSP
Total Budget	500
Budget Source	JFA
Executing Unit	Program Coordination Unit (PCU)
Responsible	IT & eGovernance Specialist
Support	HR and Liaison Specialist

2. Overview

The Provincial and Local Government Assistance Program (PLGSP) under the Ministry of Federal Affairs and General Administration (MoFAGA), is a major national program of the Government of Nepal. This program is more focused on building the institutional, organizational and personal capacity of the federal, state and local governments. PLGSP provides a common framework for coordination and cooperation in good governance programs at the state and local levels as an umbrella program. It also coordinates grants programs from other development partners. Achieving the objectives of the PLGSP requires effective management of public financial management related activities such as planning, budgeting and implementation, procurement management, accounting, reporting and auditing processes. The task of financial management should focus not only on the technical process but also on the role, responsibilities, institutional motivation and information of the officials.

The rationale of the programme derives from the provisions of the constitution that envisions three levels of government– federal, provincial and local– that are based on the principle of coordination, cooperation and coexistence. The schedules under the constitution provide for exclusive and concurrent rights between the three levels of government.

The closer programme stakeholders with whom the programme will work are the federal ministries and other federal agencies; provincial ministries and their agencies; and local governments. Some important ministries and agencies are: MOFAGA, Office of the Prime Minister and Council of Ministers (OPMCM), Ministry of Finance (MOF), NNRFC, FCGO, National Planning Commission (NPC), Line Ministries, Steering Committees and other management committees, the Office of the Chief Minister and Council Of Ministers (OCMCM), provincial line ministries, PCGG and branches at local governments. The key officials at the provincial and local levels as stakeholders of this programme are provincial ministers and members of assemblies; bureaucrats and civil servants at provincial level; mayors; deputy mayors; chairpersons and vice-chairpersons and civil servants at the local governments.

Implementing Agency: The Office of Chief Minister and Council of Minister will be responsible for implementation of PLGSP at province level. The Provincial Programme Director (PPD) / Provincial Programme Manager (PPM) will be responsible for overall implementation of PLGSP at province level. The policy, institution and system support will be provided through PPIU to concerned agencies.

The Provincial Programme Implementation Unit (PPIU) is established in the Office of Chief Minister and Council of Ministers. The PPIU will provide guidance support to PCGG for institutional development and training delivery to the staff and elected representatives of local and PGs. The PPIU will be responsible for proper execution of the IPF at the provincial levels. The annual work plan of the PPIU will be approved by the PCC. It will be the responsibility of the Provincial Programme Director to provide a copy of the approved annual work plan to the MOFAGA/PCU. The MOFAGA/PCU will provide annual plan and budget formulation directives to the PPIUs

Service Providers: The Provincial Center for Good Governance (PCGG) is established, developed and institutionalized by the PGs in each province with the support available under the PLGSP and the federal government, especially MOFAGA as the CD service provider in provinces. Provincial Centre for Good Governance will work as a CD Service Provider. The GoN has realized the need to restructure the existing Regional Training Centres of the LDTA to develop as centres of good governance at provincial levels and to act as a service provider for CD to the provincial agencies and the local governments within the province. This Centre can also work as a coordinator for all training providers in the public sector within the province to avoid duplication and overlap in the changed context.

The PLGSP has a functional website running as plgsp.gov.np, however this website is centrally accessed with all resources posted only at federal (Program Coordination Unit-PCU). There is no provision of separate access for each provincial unit (PPIU and PCGG) therefore they have to rely on PCU for each and every update. The provision for document management and archival is not available, and that available is centrally accessed. Also other updates like, staff information, event updates, gallery section are also not as per the requirement. Therefore, there is a need of a robust website that can help PLGSP in information management and dissemination, and document management with access and dedicated section for each 15 units (7 PPIU, 7 PCGG and 1 PCU). Such a website will be a hub for all over all information and document archival of PLGSP- with information at federal, province and local governance.

PLGSP wants to design and develop an organizational website to share regular program updates to the public with access and integrated information and updates from provincial units.

- Basic introductory information
- Document Management Section

- News and updates section
- Program related activity section
- Event related Information (accessed as API from CDMIS) section
- Staff Information Section
- Social media section
- Success cases section
- Monthly Digest section
- Archiving and Backup
- Provincial units' (14) access to update all above contents.

In addition to the website, PLGSP also needs support on hosting of the website, administration and monitoring of the PLGSP web server (email server, web server of/ at federal and province).

This Terms of Reference (ToR) is developed as a proposal of consultancy service for design, development of the website (with integrated information from provincial units and ensuring regular technical support on the developed website) and deployment and support on web-server and mail server at federal and provincial level.

The website solution should have a CMS website to enable this organization's web administrators to easily update the content of the website without the need for programming. And the support on mail and web servers should be provided by dedicated human resource competent on Linux based server administration.

The solution provided should require no technical knowledge on web administration (to update content, adding pages, updating the home page navigation menu, managing users, uploading media content and any other operations needed to control and update the website) and on PLGSP's mail and web server, with no or least need to contact the solution provider.

3. Objectives

The objective of this consultancy service is to:

- Enhance information and document dissemination of PLGSP by developing a Content Management System (CMS) website with custom-made design, functions, and features as per requirements gathered

- Provide ease of use, integrate the web content updated from provincial units of PLGSP (7 PPIU and 7 PCGGs)

- Effective implementation of PLGSP mail and web-server deployed (or to be deployed) at federal and provincial level.

4. Scope of work

Consultancy support of will have the CMS-based following scope of work under this assignment:

4.1. Domain Analysis and Consultation

The consulting team, in consultation and coordination with PLGSP officials, will discuss with PLGSP Team on

- Detailed requirements for the website
- Development platform and hosting environment
- Existing mail and web servers of MoFAGA/ PLGSP

4.2. Web Solution

After domain analysis and collection of requirements, the consulting team will:

- involve a web design and development team and develop a CMS based website, as per the requirements enlisted in the requirement section.
- Involve dedicated human resource in deployment, improvement and support on mail and web-server (existing and to be deployed) of MoFAGA/ PLGSP

4.3. Documentation

Upon completion of the web solution, the consulting team will provide the following documents:

- A work completion report

- A comprehensive user manual in the English language with all necessary flow charts and screenshots

4.4. Handover

Upon completion of the system development, the consulting team will handover following:

- Conduct a handover to PLGSP officials. The handover will compulsorily include the updated and functional source code along with the signed document for the website and a descriptive standard operational procedure of mail and web-server.
- Conduct capacity development training for PLGSP officials. The training will be a technical orientation to the ICT team (if any, who will be Master Trainer for the website). Or the training will be delivered as technical as well as nontechnical orientations on technical aspects of the website and web-server so that it can be operated with no/ little support from developers.

4.5. Support

After the official handover, the consulting team proposes to provide support on update and upgrade service on both website and server (mail and web server of MoFAGA/ PLGSP) for 12 months.

The team will designate support personnel with contact details to PLGSP who shall provide on-demand support as required.

A proper log of time consumed on support will be kept and shared to be mutually agreed upon.

5. Requirements On website

This section lists out major requirements for the proposed website of PLGSP. A detailed requirement shall be discussed and finalised once the contract is signed and agreed by the consulting firm. The consulting team shall discuss final requirements with all stakeholders and develop a well structured final software requirement specification (SRS) for the website.

5.1. Technical Requirement

5.1.1. The website should have the following sections/ modules.

5.1.1.1. User Management Section

5.1.1.1.1. Admin User (1) for administrative updates, structure management and content management of all following content/ section at federal (PCU) level.

5.1.1.1.2. Content Management (14) for regular updates of all following content/ sections at provincial (7 PPIU, 7 PCGG) level.

5.1.1.2. Basic introductory information: An introductory page for detailed information about the program and respective provincial unit. It contains objectives, program management personnel (NPD, NPM, PPD PPM, ED, other staff), scope of work, geographical coverage, contacts, etc.

5.1.1.3. Document Management Section: a comprehensive archive of all the documents, reports, updates, case studies, and success cases. This will be a tabular form with the title, download page, and document type. This shall be fully searchable with tags.

This section should allow the archival of documents even after completion of the project. DMS is proposed considering the following aspects:

5.1.1.3.1. Projects need a dedicated section for regular updates, storage, and publicizing documents, reports, updates, case studies, and success cases for the public.

5.1.1.3.2. DMS should allow easy store and navigation of documents

5.1.1.4. Recent Publication Section: any latest report that shall be highlighted on the front page and all other documents will be listed as archives in Document Management Section

5.1.1.5. Recent highlight section: Recent highlight section should allow posting details on three (flexible to add/ remove) categories, like News, Notice, Announcement.

5.1.1.6. Program related activity section: this section is highlight of program related activities which can be following:

5.1.1.6.1. Event related Information (to be accessed as API from CDMIS)

5.1.1.6.2. Visit details (Monitoring visits, Field visits)

5.1.1.6.3. Regular Meeting (NEC, TASC, PPC meeting etc.)

5.1.1.7. Gallery Section: Photo Gallery in banner as well as in album format. This should be linked to the program related activity section.

5.1.1.8. Staff Information Section: A comprehensive database of staff including the following.

5.1.1.8.1. Provision for both types of management: Government Officials (Program Director and Manager, Admin and account officers, Executive Directors etc.), and the TA Staffs (Specialists and Experts, Support Staffs).

5.1.1.8.2. This section should have dynamic and interactive tabular as well as grid view of staff.

5.1.1.8.3. The grid view should show Photo, Name, position, Unit, Contact, Tenure from, Tenure to, etc.

5.1.1.8.4. The tabular view should show Name, Position, Unit and Contact.

5.1.1.8.5. The list also should show the term of staff, as current staff or terminated staffs, where there should be a separate list of ex-staffs and current staffs.

5.1.1.9. Social media section: There should be a dedicated section for social media for Facebook, Twitter and Youtube. This shall be available on the front page and in the gallery section (for video).

5.1.1.10. Success cases section: This section should have following:

5.1.1.10.1. Data entry form with at least of following fields

5.1.1.10.1.1. Title (of success story)

5.1.1.10.1.2. Thematic area (e.g. GESI, PFM, ICT etc)

5.1.1.10.1.3. Location (Province/ LG/ Ward)

5.1.1.10.1.4. Photos and Documents (if any)

5.1.1.10.1.5. Body (summary of success story).

5.1.1.10.2. The form entered if approved by the Administrator should be available in the dedicated success case section and also shall be highlighted in the front page.

5.1.1.10.3. There should be a separate section for a month-wise list of all success cases, titles, thematic area, location, link to details .

5.1.1.11. Monthly Digest section: This section is to showcase monthly updates, newsletter of the activities or reports of the PLGSP. It should have following:

5.1.1.11.1. Data entry form with at least of following fields

5.1.1.11.1.1. Title (of monthly activity or update of province)

5.1.1.11.1.2. Thematic area (e.g. GESI, PFM, ICT etc)

5.1.1.11.1.3. Location (Province)

5.1.1.11.1.4. Photos and Documents (Links)

5.1.1.11.1.5. Body (a very brief note of monthly activities or reports).

5.1.1.11.2. The form entered if approved by the Administrator should be available in the dedicated "Monthly Digest Section" and also shall be highlighted in the front page.

5.1.1.11.3.   There should be a separate section for a month-wise list of all digests.

5.1.1.12. Contact Section: Separate section for public access to provide feedback and grievance.

5.2. Non-Technical Requirements on website

5.2.1. Performance: the website should have quick response time, not exceeding average response time and throughout.

5.2.2. Scalability: The website should be scalable to meet future expansion and update of the system and its module.

5.2.3. Interoperability: The website should be able to share data as an API to other systems and vice versa.

5.2.4. Security: the website should be secure to handle the possible threats and breaches

5.2.5. Capacity: The website should be able to handle at least a hundred requests at a time into the website, without hampering its performance.

5.2.6. Availability: The website should be available all the time.

5.2.7. Recoverability: The website should be resilient to recover from unexpected errors, if any.

5.2.8. Usability: The front-end design and functionality of the website should give users easy navigation, clear text and images, guidance, relevance of related contents.

5.3. Technical Requirement on mail and web server

5.3.1. Provide maintenance, configuration, and reliable operation of mail and web systems and servers of MoFAGA/ PLGSP.

5.3.2. Actively resolve problems and issues mail and server systems to limit work disruptions.

5.3.3. Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.

5.3.4. Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure

5.3.5. Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures

5.3.6. Lead desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions

5.3.7. Responsible for capacity, storage planning, and database performance

5.4. Product Quality Requirement

It includes a means of monitoring the software engineering processes and methods used by the consultant to ensure quality. The consultant shall demonstrate for verifying or determining whether products or services meet expectations of PLGSP. This includes:

5.4.1. a process-driven approach with specific steps to help define and attain goals.

5.4.2. This website should consider design, development, production, and service as per Government Enterprise Architecture (GEA) 2.0.

5.4.3. The Software developed should have basic features of Service Oriented Architecture (SOA).

5.4.4. The security audit of the website should be done by a third party and the recommendations given by the security audit team must be incorporated by the consultant.

5.5. Documentation Requirements

5.5.1. The firm shall deliver technical documents (system design, database design, ER, system design, system configuration etc.), user manuals, and admin manuals.

5.5.2. The user manual should be delivered as a part of a website, available online and interactive text.

5.5.3. A detailed FAQ- frequently asked question, shall be developed and available into the system.

5.6. Support Requirements

5.6.1. The tenure of the support will be for 1 (one) year, starting from the official handover.

5.6.2. The consulting firm should provide this free support warranty on developed websites and mail/ web servers keeping in mind to undertake necessary tasks and render services as may be required for the successful completion and operationalization of the assignments for the contract period at no additional cost to PLGSP/ MOFGA.

5.6.3. The development team shall provide necessary support to the ICT team of MOFAGA/ PLGSP in hosting the system, configure/ maintain server, and making it operational, and if necessary, to migrate data from the existing system.

5.6.4. The development team should provide 1 extensive orientation/ training to officials mentioned by MoFAGA/ PLGSP.

5.6.5. The development team should provide separate training to system administrators and other users.

5.6.6. For other training, if deemed necessary by the MOFAGA/ PLGSP, within the tenure of support, MOFAGA/ PLGSP will provide remuneration and cost of the trainers and their logistics.

5.6.7. The development team should provide Level- 3 Support to PLGSP, which includes:

   5.6.7.1. Handling email and telephone queries. The team shall response based on the urgency or nature of issue/ problem

   5.6.7.2. Fixing issue and bugs, if any during operation

   5.6.7.3. Minor updates or enhancements of the system

   5.6.7.4. Upgrade system and its development platform to meet security requirements.

5.7. Other general requirement on web system and servers

5.7.1. The website should be multilingual- supporting Nepali and English language.

5.7.2. There should be separate role based access to provincial units' (14) access to update all above contents.

5.7.3. There should be provision of regular archiving and Backup

5.7.4. The website should provide API for major sections.

5.7.5. The website should have extensive search features of all content and text.

5.7.6. The website should allow a dedicated web-analytics of the user to track access.

5.7.7. Any materials produced for the purpose of this consultancy contract shall be the copyright property of MoFAGA/ PLGSP

5.7.8. The consulting firm shall use their own logistics and space during a development and deployment of the website. Other documentation support, facilitation support will be provided by the PLGSP if deemed necessary and mutually agreed.

5.7.9. Incorporate modifications in the system to ensure smooth functioning as per PLGSP's need.

5.7.10. The consultant should be responsible to design software in such a way that if any new business logic is introduced in future by MoFAGA/ PLGSP, the software should be able to incorporate the business logic change as a pluggable upgradable module.

5.7.11. Extra and beyond jobs other than TOR and SRS consultants will be resettled.

6. Input and Expertise

6.1. Technology

The consulting team can propose the platform of the website, however it has to be agreed by PLGSP. Despite any platform or technology used, for the ease of user access and knowledge on existing systems and websites, we propose the website to be developed in Drupal or Laravel. Most of the existing mail and web servers are Linux based therefore, configuration, maintenance and support on mail and web servers should consider the technology accordingly.

6.2. Organizational

The organization shall provide the proposal for this assignment, where the consultant should meet following criteria:

6.2.1. Registered firm with at least 3 years of relevant work experience

6.2.2. The firm must be registered in the VAT.

6.2.2.1. Registration of the company/firm VAT/PAN Registration (for National consulting firm only)

6.2.2.2. Tax Clearance/Tax Return Submission/Letter of Time Extension for Tax Return Submission latest fiscal year (for National consulting firm only)

6.2.3. The firm with following condition will not be eligible:

6.2.3.1. 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.

6.3. Human Resource/ Consultants

This system development requires a minimum of following ICT Experts.

Expert Required	Criteria	Requirement
Cloud and infrastructure Expert	Responsibility	Configuration, maintenance and provide support on computer systems, network servers, and virtualization. Install and upgrade and manage virtual servers, and integrate automation processes, troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues. Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure.
	Qualifications	Minimum Bachelors in ICT or Computer Engineering or equivalent
	Experience	At least 5 years of experience in network administration, or system administration. Strong practical experience of virtualization, VMWare, or equivalent. Experience with scripting and automation tools and a proven track record of developing and implementing IT strategy and plans
	Added Advantage	Strong knowledge in advanced server administration, preferably Linux Experience of web server administration, cloud technology in the domain of federal governance
Website Developers	Responsibility	Design the front-end of the system as per requirement and write server-side web application codes and logic ensuring integration of the front-end part. Prepare the web services and APIs to be used by the front-end.
	Qualifications	Minimum Bachelors in ICT or Computer Engineering or equivalent
	Experience	At least 5 years of experience in web development (both client and server side), API handling

	Added Advantage	Strong knowledge in advanced web technologies, CMS based web development and administration, preferably Drupal Experience of web management in the domain of federal governance
Documentation Experts	Responsibility	Develop and maintain the documents for a firm, change and update records to new and changing requirements. Prepared detailed manual for admin and basic users
	Qualifications	Minimum Bachelor degree in any stream with good knowledge in IT (shall have basic computer or IT certification)
	Experience	At least 2 years sound experience documentation, including manuals, of online products
	Added Advantage	Experience of projects in the domain of local governance

7.   Tentative Work Plan

Activities	Duration (in weeks)						Deliverable
	1	**2**	**3**	**4**	**5**	**6**	
Analysis (Problem and requirements)	**X**						Requirement Report
Web template Design, Server architecture design	**X**	**X**					Initial Web Template
Website development, Server Configuration (incl. presentation, approval)		**X**	**X**	**X**	**X**		Functional Website, mail & web server
Finalizing website development and testing, and server implementation				**X**	**X**		Functional Website, stable mail & web server
Handover, Documentation, and orientation						**X**	Manual and orientation
Support (fixing and resolving issues, updates and upgrades)	**X**						Long term support, updates and documentation
Note: blue shades and cross denote implemting weeks							

8. Estimated Budget

The estimated budget of the consultancy service is NPR. 498,179 (Nepalese Rupees Four Lakhs Ninety Eight Thousand One hundred and Seventy Nine Only)

Please use following template for proposal of the budget:

Experts/ Activities	Num	Input Days	Rate/day*	Total Cost (NPR)	Remarks
Cloud and infrastructure Expert	1				
Website developer	1				
Documentation Expert	1				
	Total exclusive of Tax				
	13% Tax				
	Total inclusive of Tax				
Note: As the website needs integration with the other existing system, the consulting firm should be responsible for management of any resources needed for the purpose for coordination or any other technical operation required in this regard.					

9. Payment Modality

The consulting firm will be paid in following phases:

- 20% after approval of inception report submitted by firm
- 60% after approval of work completion report submitted by firm
- 20% after completion of successful support period