Request for Proposal

for

Optical Ring Maintenance

Issued by:
Government of Nepal
Ministry of Science and Technology
National Information Technology Center
Singhadurbar, Kathmandu

November 2017
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Request for Proposals

RFP # 2

Country: Nepal

Title of Consulting Services:

Optical Fiber Maintenance

Office Name: National Information Technology Center
Office Address: Singhadurbar
Financing Agency: Government of Nepal
Section 1. Letter of Invitation

नेपाल सरकार
विज्ञान तथा प्रौद्योगिकी मन्त्रालय
राष्ट्रीय सूचना प्रौद्योगिकी केन्द्र
सम्बन्धी सिलवन्दी प्रौद्योगिकी तथा आर्थिक प्रस्ताव आव्हानको सूचना

Optical Ring Maintenance सम्बन्धी सिलवन्दी प्रौद्योगिकी तथा आर्थिक प्रस्ताव आव्हानको सूचना प्रमुख पटक प्रकाशित थिए २०७४।१५।१२

यस केन्द्रले आ.व. २०७४/७५ तथा प्रकाशित कार्यक्रम अनुसार यस सूचना उल्लेखित कार्य गराउनु पनि भएको उक्त कार्य गर्नु इच्छुक दर्जा नगरालाई संध्या राख्नु रिता पूर्वका छुट्टा छैन दिस्ने सिलवन्दी प्रौद्योगिकी तथा आर्थिक प्रस्ताव पश्चात गर्नु हुन यो सूचना प्रकाशित गरिएको छ।

1. यो सूचना प्रकाशित नगरको मिलित १५ (पर्दा) दिन भित्र अध्याविक (आ.व.०७३३/७४) निविडक गरिएको फर्म दर्ताको ईजाजत पत्र, मूलता अनुसुधिकर्म दर्ता भएको मूलता पत्र, स्थायी रेखा नम्बरको मूलता पत्रको रिमिटी प्रामाण्यको प्रथम गरि यस केन्द्रलाई प्रस्ताव आव्हाननाः प्रस्ताव गर्न सकिएको छ।
2. प्रस्ताव केन्द्रले प्रस्ताव आव्हाननाः प्रस्ताव पटक प्रकाशित थिए १६ (सहस्रो) दिनको १२:०० बजे सम्म प्रौद्योगिकी तथा आर्थिक प्रस्ताव वेबसाइटमा सिलवन्दी खामाको सार्थक यस केन्द्रमा दर्ता गराउन सकिएको छ। यस दर्ता हुन आएका आर्थिक तथा प्रौद्योगिकी प्रस्ताव धर्म आधारित प्रतिविधि प्रस्ताव दाताको सहायी दिनको २:०० बजे प्रस्ताव तथा निजसहित प्रशिक्षण सहित रोहतरमा खोलिएको छ। प्रस्ताव तथा निजसहित प्रशिक्षणमा सहित नम्बरको पत्र पृथ्वी प्रस्ताव प्रतिवारह खोला बाधा पन्नेहुन।
3. प्रस्ताव आव्हाननाः प्रविष्टि गरिेको अनिमित दिन र दर्ता गरिेको दिन विवा यस खामा तथा निजसहित प्रस्ताव पनि सूचीकृत प्रस्ताव गरिएको छ।
4. प्रशिक्षण प्रस्तावमा इनौट गरिएको प्रत्येक प्रतिबंधक दाताको नाम आधारित प्राप्त प्रस्ताव खोलिएको छ।
5. प्रस्ताव प्राप्तिने मूल्यत्वको प्राप्ति र मूल्यको इतिहास लागि इनौट गरिएको प्रस्ताव दाताको प्रस्ताव दाताको नामको प्रस्ताव खोलिएको छ।
6. आधारित प्रस्ताव प्राप्त प्रशिक्षण तथा निजसहित प्रशिक्षण र कर्मचारी प्रशिक्षणसहित रोहतरमा खोलिएको छ। प्रशिक्षणालाई निजसहित प्रशिक्षण दाताको प्रवेश रोहितको सूचना प्रस्ताव दाताको नामको प्रस्ताव खोलि बाधा पन्नेहुन।
7. एक फर्मको नामाको नामको प्रशिक्षण अर्थको फर्मको नामाको नाम दाखिला गर्न पाइन्छ।
8. तीत नुसारको बाट स्वीकारमा प्रस्ताव नामको प्रतिवारह स्वीकृत गरिएको छ।
9. आधारित प्रस्तावहरूमा मू.अ कर जीवनको अंक र अधिकार प्रभावी साथ लेखकु पन्नेहुन। अंक र अधिकार प्रस्ताव पनि गरमा भविष्यको लेखिएको दरेतलाई मायन्त्र सन्देह दिइन्छ।
10. प्रस्तावको मान्य अवधि ४५ दिन हुनेहुन।
11. प्रस्ताव पेशामा भित्रको २० दिन प्रस्तावको सम्पन्न बाट प्रस्ताव पश्चात गर्न अनित्र प्रस्ताव प्रतिवारह चाँदको रिमिटी गरिएको छ।
12. यो सूचना उल्लेख नकारको हकमा सार्वजनिक खार्दिँ ऐन २०६३ र सार्वजनिक खार्दिँ नियमालयको २०७४ अथवा प्रकाशित ऐन कारण अनुसार हुनेहुन।
13. प्रस्ताव प्रकाशित गर्ने जस अथवा नम्बरको अधिकारी केन्द्रले निम्न दिइन्छ।
14. अन्य केही कुरा इत्यादि प्रस्तावको नाम नै २०११/१०२०३१७ मा सम्पन्न गरी युन सकिएको र यो सूचना केन्द्रको वेबसाइट: www.nitc.gov.np मा समेत हेन्छ सकिएको छ।
15. कायमको विश्वास

(स्क्रिन) ते नो २-०७३३/७४ Optical Ring Maintenance.
Section 2. Information to Consultants

1. Introduction

1.1 The Client named in the Data Sheet will select a consultant among those listed in the Letter of Invitation, in accordance with the method of selection specified in the Data Sheet.

1.2 The consultants are invited to submit a Technical Proposal and a Financial Proposal, for services as specified in the Data Sheet. The proposal will be the basis for contract negotiations and ultimately for a signed contract with the selected consultant.

1.3 The consultants must familiarize themselves with local conditions and take them into account in preparing their proposals. To obtain first hand information on the assignment and on the local conditions, consultants are encouraged to visit the Client before submitting a proposal and are advised to attend a pre-proposal conference if one is specified in the Data Sheet.

1.4 The Client will provide the inputs specified in the Data Sheet, assist the consultant in obtaining licences and permits needed to carry out the services, and make available relevant project data and reports.

1.5 Please note that (i) the costs of preparing the proposal and of negotiating the contract, including a visit to the Client, are not reimbursable as a direct cost of the assignment; and (ii) the Client is not bound to accept any of the proposals submitted.

1.6 GoN (or Donor Agency) policy requires that consultants provide professional, objective, and impartial advice and at all times hold the Client’s interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests. Consultants shall not be hired for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of not being able to carry out the assignment in the best interest of the Client.

1.7.1 Without limitation on the generality of this rule, consultants shall not be hired under the circumstances set forth below:

   a. A consultant, which has been engaged by the Client to provide goods or works for a project, and any of their affiliates, shall be disqualified from providing consulting services for the same project. Conversely, consultants hired to provide consulting services for the preparation or implementation of a project, and any of their affiliates, shall be disqualified from subsequently providing goods or works or services related to the initial assignment (other than a continuation of the consultant’s earlier consulting services) for the same project.

   b. Consultants or any of their affiliates shall not be hired for any assignment which, by its nature, may be in conflict with another assignment of the consultants.

1.7.2 Any previous or ongoing participation in relation to the assignment by the consultant, its professional staff or affiliates or associates under a contract with the GoN may result in rejection of the proposal. Consultants should clarify their situation in that respect with the Client before preparing the proposal.
1.8 It is the GoN’s policy to require its implementing agencies, as well as consultants under GoN (or Donor Agency) financed contracts, to observe the highest standard of ethics during the selection and execution of such contracts. In pursuance of this policy, the GoN:

a. defines, for the purposes of this provision, the terms set forth below as follows:

i. “corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and

ii. “fraudulent practice” means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the Client, and includes collusive practices among consultants (prior to or after submission of proposals) designed to establish prices at artificial, non-competitive levels and to deprive the borrower of the benefits of free and open competition.

b. will reject a proposal for award if it determines that the consultant recommended for award has engaged in corrupt or fraudulent activities in competing for the contract in question;

c. will cancel the consultant’s contract if it at any time determines that corrupt or fraudulent practices were engaged in by representatives of the consultant or the Client during the selection process or the execution of that contract;

d. will debar a consultant for a stated period of time, to be awarded a contract if it at any time determines that the consultant has engaged in corrupt or fraudulent practices in competing for, or in executing, a contract; and

e. will have the right to require that, a provision be included requiring consultants to permit the Client inspect their accounts and records relating to the performance of the contract and to have them audited by auditors appointed by the Client.

1.9 Consultants shall not be under a debarment for corrupt and fraudulent practices issued by GoN accordance with the above sub para. 1.8 (d).

1.10 Consultants shall be aware of the provisions on fraud and corruption stated in the Standard Contract under the clauses indicated in the Data Sheet.

2. Clarification and Amendment of RFP Documents

2.1 Consultants may request a clarification of any of the RFP documents up to the number of days indicated in the Data Sheet before the proposal submission date. Any request for clarification must be sent in writing by paper mail, cable, telex, facsimile, or electronic mail to the Client’s address indicated in the Data Sheet. The Client will respond by cable, telex, facsimile, or electronic mail to such requests and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all invited
consultants who intend to submit proposals.

2.2 At any time before the submission of proposals, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by an invited consultant, amend the RFP. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail, cable, telex, facsimile, or electronic mail to all invited consultants and will be binding on them. The Client may at its discretion extend the deadline for the submission of proposals.

3. Preparation of Proposal

3.1 Consultants are requested to submit a proposal Sub - Clause 1.2 written in the language(s) specified in the Data Sheet.

Technical Proposal

3.2 In preparing the Technical Proposal (TP), consultants are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.

3.3 While preparing the Technical Proposal, consultants must give particular attention to the following:

- i. If a consultant considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other consultants or entities in a joint venture or sub-consultancy, as appropriate. Consultants may associate with the other consultants invited for this assignment only with approval of the Client as indicated in the Data Sheet. Consultants must obtain the approval of the Client to enter into a joint venture with consultants not invited for this assignment.

- ii. For assignments on a staff-time basis, the estimated number of professional staff-months is given in the Data Sheet. The proposal shall, however, be based on the number of professional staff-months estimated by the consultant. For fixed-budget-based assignments, the available budget is given in the Data Sheet, and the Financial Proposal shall not exceed this budget.

- iii. It is desirable that the majority of the key professional staff proposed be permanent employees of the consultant or have an extended and stable working relationship with it.

- iv. Proposed professional staff must, at a minimum, have the experience indicated in the Data Sheet, preferably working under conditions similar to those prevailing in Nepal.

- v. Alternative professional staff shall not be proposed, and only one curriculum vitae (CV) may be submitted for each position.

- vi. Reports to be issued by the consultants as part of this assignment must be in the language(s) as specified in the Data Sheet.

3.4 The Technical Proposal shall provide the following information using the attached Standard Forms (Section 3):

- i. A brief description of the consultant’s organization and an outline of recent experience on assignments (Section 3B) of a similar nature. For each assignment, the outline should indicate, inter alia, the client, location and duration of the assignment, contract amount, and consultant’s involvement.
ii. Any comments or suggestions on the Terms of Reference and on the data, a list of services, and facilities to be provided by the Client (Section 3C).

iii. A description of the methodology and work plan for performing the assignment (Section 3D).

iv. The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member, and their timing (Section 3E).

v. CVs recently signed by the proposed professional staff and the authorised representative submitting the proposal (Section 3F). Key information should include number of years working for the consultant/entity and degree of responsibility held in various assignments during the last ten (10) years.

vi. Estimates of the total staff input (professional and support staff; staff time) needed to carry out the assignment, supported by bar chart diagrams showing the time proposed for each professional staff team member (Sections 3E and 3G).

vii. A detailed description of the proposed methodology, staffing, and monitoring of training, if the Data Sheet specifies training as a major component of the assignment.

viii. Any additional information requested in the Data Sheet.

3.5 The Technical Proposal shall not include any financial information.

Financial Proposal

3.6 In preparing the Financial Proposal (FP), consultants are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms (Section 4). It lists all costs associated with the assignment, including (a) remuneration for staff (in the field and at headquarters), and (b) reimbursable expenses such as subsistence (per diem, housing), transportation (mobilization and demobilization), services and equipment (vehicles, office equipment, furniture, and supplies), office rent, insurance, printing of documents, communication (Telephone, Fax etc.) surveys, and training, if it is a major component of the assignment. If appropriate, these costs should be broken down by activity.

3.7 The Financial Proposal should include all duties, taxes and other levies, and other charges imposed under the applicable law payable by the Consultant under the Contract or for any other cause.

3.8 Consultants shall express the price of their services in Nepalese Rupees.

3.9 The Data Sheet indicates the required validity period of the proposals. During this period, the consultant is expected to keep available the professional staff proposed for the assignment. The Client will make its best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the proposals, the consultants who do not agree have the right not to extend the validity of their proposals.
### 4. Submission, Receipt, and Opening of

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<tr>
<td>4.1</td>
<td>The original proposal (TP and FP) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the consultant itself. Any such corrections</td>
</tr>
</tbody>
</table>
Proposal

must be initialled by the persons or person who sign(s) the proposals.

4.2 An authorized representative of the Consultants shall initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Proposal.

4.3 For each proposal, the consultants shall prepare the number of copies indicated in the Data Sheet. Each Technical Proposal and Financial Proposal shall be marked “ORIGINAL” or “COPY” as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original governs.

4.4 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked “Technical Proposal,” and the original and all copies of the Financial Proposal in a sealed envelope clearly marked “FINANCIAL PROPOSAL” and warning: “DO NOT OPEN WITH THE TECHNICAL PROPOSAL.” Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Data Sheet and be clearly marked, “DO NOT OPEN, EXCEPT IN PRESENCE OF THE EVALUATION COMMITTEE.”

4.5 The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the Data Sheet. Any proposal received after the closing time for submission of proposals shall be returned unopened.

4.6 After the deadline for submission of proposals, the Technical Proposal shall be opened immediately by the evaluation committee. The Financial Proposal shall remain sealed and deposited with the Client’s Procurement Unit until all submitted proposals are opened publicly.

5. Proposal Evaluation

General

5.1 From the time the bids are opened to the time the contract is awarded, if any consultant wishes to contact the Client on any matter related to its proposal, it should do so in writing at the address indicated in the Data Sheet. Any effort by the consultant to influence the Client in the Client’s proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the consultant’s proposal.

5.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation, is concluded.

5.3 The evaluation committee, appointed by the Client as a whole, and each of its members individually, evaluates the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria and point system specified in the Data Sheet. The evaluation committee shall compute the score obtained by each proposal by taking the average of the scores given by each member to the particular proposal. Each responsive proposal will be given a technical score (St). A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.

5.4 In the case of Quality-Based Selection, the highest ranked consultant is invited to negotiate its proposal and the contract on the basis of the
Technical Proposal and the Financial Proposal submitted in accordance with the instructions given in para. 1.2 and the Data Sheet.

<table>
<thead>
<tr>
<th>Public Opening and Evaluation of Financial Proposals (CBS Only)</th>
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<tbody>
<tr>
<td>5.5. The Financial Proposals shall be opened publicly in the presence of the consultants’ representatives who choose to attend. The name of the consultant and the proposed prices shall be read aloud and recorded. The Client shall prepare minutes of the public opening.</td>
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<tr>
<th>Public Opening and Evaluation of Financial Proposals (QCBS, FBS, LCBS)</th>
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<tr>
<td>5.6. After the evaluation of quality is completed, the Client shall notify those consultants whose proposals did not meet the minimum qualifying mark or were considered non-responsive to the RRF and Terms of Reference, indicating that their Financial Proposals will be returned unopened after completing the selection process. The Client shall simultaneously notify the consultants that have secured the minimum qualifying mark, indicating the date and time set for opening the Financial Proposals. The opening date shall be 7 after the notification date. The notification may be sent by registered letter, cable, telex, facsimile, or electronic mail.</td>
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</table>

| 5.7. The Financial Proposals shall be opened publicly in the presence of the consultants’ representatives who choose to attend. The name of the consultant, the technical scores, and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. The Client shall prepare minutes of the public opening. |

| 5.8. The evaluation committee will determine whether the Financial Proposals are complete (i.e., whether they have costed all items of the corresponding Technical Proposals; if not, the Client will cost them and add their cost to the initial price), correct any computational errors. |

| 5.9. In case of Fixed Budget Selection (FBS), the consultant’s Financial Proposals with cost more than the specified fixed budget ceiling by the Client in Data Sheet shall be rejected. |

| 5.10. In case of Least Cost Based Selection (LCBS), the consultant’s proposal which has scored the minimum pass mark in the Technical proposal and is of the least cost in the financial proposal shall be invited for negotiation. |

| 5.11. In case of QCBS and FBS with financial proposal within specified fixed budget ceiling, the lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) indicated in the Data Sheet: S = St x T% + Sf x P%. The consultant achieving the highest combined technical and financial score will be invited for negotiations. |

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<th>6. Negotiations</th>
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<tr>
<td>6.1. Negotiations will be held at the address indicated in the Data Sheet. The aim is to reach agreement on all points and sign a contract.</td>
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| 6.2. Negotiations will include a discussion of the Technical Proposal, the proposed methodology (work plan), staffing and any suggestions made by the consultant to improve the Terms of Reference. The Client and consultant will then work out final Terms of Reference, staffing, and bar charts indicating activities, staff, periods in the field |
and in the home office, staff-months, logistics, and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the “Description of Services” and form part of the contract. Special attention will be paid to getting the most the consultant can offer within the available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the assignment.

6.3 Unless there are exceptional reasons, the financial negotiations will involve neither the remuneration rates for staff (no breakdown of fees) nor other proposed unit rates in the cases of QCBS methods. For QBS, the consultant should provide the information on remuneration rates described in the Appendix to this information.

6.4 Having selected the consultant on the basis of, among other things, an evaluation of proposed key professional staff, the Client expects to negotiate a contract on the basis of the experts named in the proposal. Before contract negotiations, the Client will require assurances that the experts will be actually available. The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or that such changes are critical to meet the objectives of the assignment. If substitution is considered then the proposed alternative candidate shall be evaluated as per the original criteria. The qualification and experience of the substitute candidate shall equal to or higher than the originally proposed candidate. If this is not the case and if it is established that key staff were offered in the proposal without confirming their availability, the consultant may be disqualified.

6.5 The negotiations will conclude with a review of the draft form of the contract. If negotiations fail, the Client will invite the consultant whose proposal received the second highest score to negotiate a contract.

7. Award of Contract

7.1 Pursuant to Sub-Clause 6.5, the consultant, with whom agreement is reached following negotiation, shall be selected for approval of his proposal and the Client shall notify its intention to accept the proposal to the selected consultant and other short-listed consultants within 7 days of selection of the winning proposal.

7.2 Any consultant, who has submitted a proposal and is not satisfied with the procurement process or Client’s decision provided as per Sub-Clause 7.1 and believes that the Client has committed an error or breach of duty which has or will result in loss to him then the consultant may give an application for review of the decision to the Client with reference to the error or breach of duty committed by the Client. The review application should be given within 7 days of receipt of information regarding the issue of letter by the Client notifying its intention to accept the winning proposal pursuant to Sub Clause 7.1.

7.3 If the review application is not received by the Client pursuant to Sub-Clause 7.2 then the proposal of the Consultant, selected as per Sub-Clause 7.1 shall be accepted and the successful consultant shall be notified to come for signing the Agreement within 15 days.

7.4 If the Consultant fails to sign an agreement pursuant to Sub-Clause 7.3 then the Client will invite the consultant whose proposal received the next highest score to negotiate a contract.
7.5 If a review application is received by the Client pursuant to Clause 7.1 then the Client will clarify and respond within 5 days of receiving such application.

7.6 If the applicant is not satisfied with the decision given by the procuring entity and/or the decision is not given by the Procuring Entity Chief within 5 days then the applicant can file a complaint to the Review committee within 7 days.

7.7 The Client shall return the unopened Financial Proposals of those consultants who did not pass the technical evaluation.

7.8 The consultant is expected to commence the assignment on the date and at the location specified in the Data Sheet.

8. Confidentiality

8.1 Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the consultants who submitted the proposals or to other persons not officially concerned with the process, until the letter of intention to accept the proposal is not issued to the selected consultant pursuant to Sub-Clauses 7.1.

9. Conduct of Consultants

9.1 The Consultant shall be responsible to fulfill his obligations as per the requirement of the Contract Agreement, RFP documents and GoN’s Public Procurement Act and Regulations.

9.2 The consultant shall not carry out or cause to carryout the following acts with an intention to influence the implementation of the procurement process or the procurement agreement:

a. give or propose improper inducement directly or indirectly,

b. distortion or misrepresentation of facts

c. engaging or being involved in corrupt or fraudulent practice

d. interference in participation of other prospective bidders.

e. coercion or threatening directly or indirectly to impair or harm, any party or the property of the party involved in the procurement proceedings,

f. collusive practice among consultants before or after submission of proposals for distribution of works among consultants or fixing artificial/uncompetitive proposal price with an intention to deprive the Client the benefit of open competitive proposal price.

g. contacting the Client with an intention to influence the Client with regards to the proposals or interference of any kind in examination and evaluation of the proposals during the period after opening of proposals up to the notification of award of contract

10. Blacklisting Consultant

10.1 Without prejudice to any other rights of the Employer under this Contract, the Public Procurement Monitoring Office may blacklist a Consultant for his conduct up to three years on the following grounds and seriousness of the act committed by the consultant:

a) if it is proved that the bidder committed acts pursuant to the Information to Consultants clause 9.2,

b) if the bidder fails to sign an agreement pursuant to Information to Consultants clause 7.3,
c) if it is proved later that the bidder/contractor has committed substantial defect in implementation of the contract or has not substantially fulfilled his obligations under the contract or the completed work is not of the specified quality as per the contract.

d) if convicted by a court of law in a criminal offence which disqualifies the consultant from participating in the contract.

e) if it is proved that the contract agreement signed by the consultant was based on false or misrepresentation of consultant’s qualification information.

f) other acts mentioned in the Data Sheet or SCC

10.2 A Consultant declared blacklisted and ineligible by the Non-Public procurement Office and or concerned Donor Agency in case of donor funded project shall be ineligible to bid for a contract during the period of time determined by the GON and or the concerned donor agency.
# Information to Consultants

## DATA SHEET

<table>
<thead>
<tr>
<th>Clause</th>
<th>Reference</th>
</tr>
</thead>
</table>
| 1.1    | The name of the Client is: National Information Technology Center  
The method of selection is: QCBS |
| 1.2    | The name, objectives, and description of the assignment are:  
Name: **Optical Fiber Ring Maintenance**  
Objectives: Maintenance, Expansion of fiber ring and its associated routing and switching equipments  
Description: Attached with TOR. |
| 1.3    | A pre-proposal conference will be held: **Yes**  
Date and Time: **2074.08.19**  
The name(s), address(es), and telephone numbers of the Client's official(s) are:  
Name: National Information Technology Center  
Address: Singhadurbar, Kathmandu  
Telephone No.: 01-4211710, 4211917, 4211527, Fax: 01-4243362  
Email: [info@nitc.gov.np](mailto:info@nitc.gov.np) |
| 1.4    | The Client will provide the following inputs: Detail design of optical fiber layout |
| 1.10   | The clauses on fraud and corruption in the Contract are: as indicated in section 2 |
| 2.1    | Clarifications may be requested up to 7 days before the submission date  
The address for requesting clarifications is: National Information Technology Center,  
Singhadurbar, Kathmandu  
Fax: 4243362  
Email: info@nitc.gov.np |
| 3.1    | Proposals should be submitted in the following language(s): **English** |
### Section 2. International Consultants

#### 3.3

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>(i)</td>
<td>Short listed consultants/entity may associate with other short listed consultants: <strong>N/A</strong></td>
</tr>
<tr>
<td>(ii)</td>
<td>The estimated number of professional staff-months required for the assignment is: <strong>11 persons x 4 months</strong></td>
</tr>
<tr>
<td>(iii)</td>
<td>The minimum required experience of proposed professional staff is:</td>
</tr>
</tbody>
</table>

**Experiences**

**Team Leader – 1 person**

- BE or ME with 15 years experience in IT-networking field
- In-depth knowledge of Unix/Linux systems, Internet and Network protocols (OSPF, BGP)
Knowledge of design, setup and configuration of large WANs/MANs.  
Installation and maintenance of firewalls, IDPs, VPNs  
Design, Installation and Operation of WANs/MANs on fiber optic networks  
Knowledge of system administration of DNS, Apache, Sendmail, Qmail, DHCP  
Training in Huawei Router/Switches  

**System Engineer- 1 person**  
BE with 4 years experience in Unix/Linux System Administration  
Knowledge and setup of DNS, Apache, Sendmail, Qmail, DHCP  
Installation and upgradation of Unix/Linux Servers  
Installation and management of RADIUS server, Squid Caching server  
Setup on mail routing and anti-spam, anti-virus systems  

**Network Engineer – 2 persons (Onsite Engineer – 1 person).**  
BE with 4 years experience in routing and switching technologies  
Installation, maintenance and troubleshooting of routing, switching problems, OSPF, BGP, 802.1q VLANs, QoS.  
Monitoring large networks in heterogeneous environments  
Maintaining TCP/IP services for Internet Services  
Implement network-related security policies  
Installation of Firewalls, VPNs etc  
Training in Huawei Router/Switches  

**Network (Fiber) Engineer – 2 persons.**  
BE with 3 years experience in fiber network design and installation  
Experience in link budgeting fiber links  
Experience in using OTDR  
Experience in ODF installation and management  
Training in Huawei Routers/Switches  

**Network (Fiber) Assistants – 5 persons including 1 head Technician**  
Chief Technician – 4 years of experience in fiber planning and networking  
Diploma/Bachelor degree with 1-2 years experience in networking  
Assist the Network and Fiber engineers in their day-to-day operations  
Experience in fiber splicing and fault finding in fiber networks  
Experience in physical networking  
Basic Monitoring of networks with network monitoring tools and systems  

(vi) Reports that are part of the assignment must be written in the: **English Language.**  

3.4 (vii) Training is a specific component of this assignment: **Yes**  
On the job training.
3.9 Proposals must remain valid 45 days after the submission date.

4.3 Consultants must submit an original and 1 (One) additional copy of each proposal:

4.4 The proposal submission address:

Information on the outer envelope should also include:

*National Information Technology Center*
*Singhadurbar, Kathmandu*

4.5 Proposals must be submitted no later than: 2072.08.27

5.1 The address to send information to the Client is:

*National Information Technology Center*
*Singhadurbar, Kathmandu*
*Phone:* Telephone No: 01-4211710, 4211917, 4211527, Fax: 01-4243362
*Email:* info@nltc.gov.np

5.3 The number of points to be given under each of the evaluation criteria are:

**A. Technical Manpower of the Bidder - 35 points.**

A.1.0 Team Leader (one person) - **15 points.**
- Experience of 15 years and above – 13 points
- Experience of 10-15 years – 6 points
- Experience up to 10 years – 4 points

A.1.1 Experience and certified with Huawei Datacom or CX Series Switch - 2 points

A.2.0 System Engineer (one person) - **5 points.**
- Experience of 7 years and above - 3 points
- Experience of 5-7 year – 3 points
- Experience of less than 1-5 year – 1 point

A.2.1 Experience and certified in with Huawei Datacom or CX Series Switch - 2 points

A.3.0 Network Engineer (two persons) - **6 points.**
- Experience of 5 years and above – 6 points
- Experience of 3-5 years - 4 points
- Experience of less than 1-3 year - 2 points

A.4.0 Network Fiber Engineer (2 persons) - **5 points.**
- Experience of 5 years and above - 3 points
- Experience of 3-5 years - 2 points
- Experience of less than 1-3 year - 1 point

A.4.1 Experience in laying 12 cores Fiber or more – 2 points

A.5.0 Network Fiber Assistants - **4 points.**
- Experience of 4 years and above – 4 points
- Experience of 3-4 years - 2 points
# Experience of less than 1-3 year - 1 points

## B. Adequacy of the proposed work plan and methodology in responding to the T.O.R - 8 Points

- B.1 Understanding of the Objectives - 2 Points
- B.2 Adequacy of the proposed work plan - 1 Points
- B.3 Methodology - 4 Points
- B.4 Documentation - 1 Points

## C. Clientele of the Bidder - 6 points

- C.1 Government, Regulators and Service Providers:
  - ISPs/ Government Agencies of 5 nos. or more - 2 points
  - ISPs/ Government Agencies of 3 nos. or more - 1 point

- C.2 Banking Sector:
  - Class A/B certified by NRB of 5 nos. or more - 2 points
  - Class A/B certified by NRB of 3 nos. or more - 1 point

- C.3 News and Media:
  - Newspaper/Television Companies of 5 nos. or more - 2 points
  - Newspaper/Television Companies of 3 nos. or more - 1 point

## D. Optical Fiber Cable Laid and maintained by the Company - 10 points

- 1500 kms and above - 10 points
- 900 kms and above - 8 points
- Less than 900 kms - 5 points

## E. Optical Maintenance Equipment of the Company - 5 points

- Ownership of Splicing Machine & OTDR & Optical Fiber Identifier - 5 points
- Ownership of Splicing Machine or OTDR or Optical Fiber Identifier - 2 points

## F. Vehicle - 5 points

- Ownership of 4 pickup or more - 1 points
- Ownership of 4 no. of 1000 cc car or more - 2 points
- Ownership of 6 nos. of Motorcycle - 2 points

## G. Quality Certificate: 1 point

- ISO 9001:2008 Certificate or equivalent certificate of the bidder - 1 point

## H. Specific Experience(Optical Ring Maintenance): 10 Points

- Should have similar experience of Optical Fiber Ring Maintenance (at least 2 yrs) for Government/Corporate or Financial institution:
  - Yes: 10
  - No: 0

## I. Contract Execution: 10 points

- Execution of one Data Network Contract (Routers/L2/L3 Switches) of US$250000 or above - 10 points
- Execution of one Data Network Contract (Routers/L2/L3 Switches) of US$200000 or above - 5 points
- Execution of one Data Network Contract (Routers/L2/L3 Switches) of US$150000 or above - 3 points

## J. Financial Turnover - 10 points

- Annual Turnover of more than NRs. 20 million for the last 3 years - 10 points
- Annual Turnover of more than NRs. 10 to 19.99 million for the last 3 years - 7 points
<table>
<thead>
<tr>
<th>Section 2: Informal Proposal</th>
<th>Standard Forms</th>
</tr>
</thead>
</table>
| **Annual Turnover of less than NRs. 10 million – 5 points**  
The minimum technical score required to pass: 70  
*Signed Bio-data with recent photograph of the proposed manpower should be presented. Marksheets should be attested by Notary Public. Salary sheet of the last six months Must be presented depicting the association of proposed manpower.* | 5.8  
The fixed Budget Ceiling for the assignment is: [insert the amount if the selection method is FBS] |
| 5.10  
The formula for determining the financial scores is the following:  
[Either \( S_f = 100 \times F_m/F \), in which \( S_f \) is the financial score, \( F_m \) is the lowest price and \( F \) the price of the proposal under consideration, or another proportional linear formula]  
The weights assigned to the technical and financial proposals are:  
\( T \) (Technical Proposal) = 0.8  
\( P \) (Financial Proposal) = 0.2 | 6.1  
The address for negotiations is: National Information Technology Center |
| 7.6  
The assignment is expected to commence on 2074.10 (January 2018) |
Section 3. Technical Proposal - Standard Forms

3A. Technical Proposal submission form.
3B. Consultant’s references.
3C. Comments and suggestions of consultants on the Terms of Reference and on data, services, and facilities to be provided by the Client.
3D. Description of the methodology and work plan for performing the assignment.
3E. Team composition and task assignments.
3F. Format of curriculum vitae (CV) for proposed professional staff.
3G. Time schedule for professional personnel.
3H. Activity (work) schedule.
3A. TECHNICAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: [Name and address of Client]

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for [Title of consulting services] in accordance with your Request for Proposal dated [Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

If negotiations are held during the period of validity of the Proposal, i.e., before [Date] we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Name of Consultant:
Address:
3B. CONSULTANT’S REFERENCES

Relevant Services Carried Out in the Last Five Years That Best Illustrate Qualifications

Using the format below, provide information on each assignment for which your Consultant/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

<table>
<thead>
<tr>
<th>Assignment Name:</th>
<th>Country:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location within Country:</td>
<td>Professional Staff Provided by Your Consultant/Entity(profiles):</td>
</tr>
<tr>
<td>Name of Client:</td>
<td>No.of Staff:</td>
</tr>
<tr>
<td>Address:</td>
<td>No.of Staff-Months; Duration of Assignment:</td>
</tr>
<tr>
<td>Start Date (Month/Year):</td>
<td>Completion Date (Month/Year):</td>
</tr>
<tr>
<td>Name of Associated Consultants, If Any:</td>
<td>No.of Months of Professional Staff Provided by Associated Consultants:</td>
</tr>
<tr>
<td>Name of Senior Staff, Designation (Project Director/Coordinator, Team Leader etc.) Involved and Functions Performed:</td>
<td></td>
</tr>
<tr>
<td>Narrative Description of Project: (: Actual assignment, nature of activities performed and location)</td>
<td></td>
</tr>
<tr>
<td>Description of Actual Services Provided by Your Staff:</td>
<td></td>
</tr>
</tbody>
</table>

Consultant’s Name: ______________________________
3C. COMMENTS AND SUGGESTIONS OF CONSULTANTS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES, AND FACILITIES TO BE PROVIDED BY THE CLIENT

On the Terms of Reference:

1. 
2. 
3. 
4. 
5. 

On the data, services, and facilities to be provided by the Client:

1. 
2. 
3. 
4. 
5.
3D. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

On the Terms of Reference:
### 3E. **Team Composition and Task Assignments**

1. **Technical/Managerial Staff**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

2. **Support Staff**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Task</th>
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</table>
3F. **FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF**

Proposed Position: __________________________________________________________

Name of Consultant: _________________________________________________________

Name of Staff: ______________________________________________________________

Profession: _________________________________________________________________

Date of Birth: ____________________________

Years with Consultant/Entity: ____________________________ Nationality: __________

Membership in Professional Societies: ________________________________________

Detailed Tasks Assigned: _____________________________________________________

**Key Qualifications:**

*Give an outline of staff member’s experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page.*

**Education:**

*Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.*

**Employment Record:**

*Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.*

**Languages:**

*For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.*

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

_________________________________________  Date: ________________

*Signature of staff member and authorized representative of the consultant*  Day/Month/Year
Section 3. Technical Proposal - Standard Forms

Full name of staff member: ________________________________
Full name of authorized representative: ______________________
### 3G. **TIME SCHEDULE FOR PROFESSIONAL PERSONNEL**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Reports Due/Activities</th>
<th>Months (in the Form of a Bar Chart)</th>
<th>Number of Months</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>(1)</td>
<td>1  2  3  4  5  6  7  8  9  10  11  12</td>
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<td></td>
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<td>(2)</td>
<td></td>
<td>Subtotal (1)</td>
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<td>(3)</td>
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<td>Subtotal (2)</td>
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<td>(4)</td>
<td></td>
<td>Subtotal (3)</td>
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<td></td>
<td></td>
<td>Subtotal (4)</td>
</tr>
</tbody>
</table>

Full-time: 
Reports Due: 
Activities Duration: 

Part-time: 

Signature: (Authorized representative)
Full Name:
Title:
Address:
3H. **Activity (Work) Schedule**

A. Field Investigation and Study Items

<table>
<thead>
<tr>
<th>Activity (Work)</th>
<th>1st</th>
<th>2nd</th>
<th>3rd</th>
<th>4th</th>
<th>5th</th>
<th>6th</th>
<th>7th</th>
<th>8th</th>
<th>9th</th>
<th>10th</th>
<th>11th</th>
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</tbody>
</table>

B. Completion and Submission of Reports

<table>
<thead>
<tr>
<th>Reports</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Inception Report</td>
<td></td>
</tr>
<tr>
<td>2. Interim Progress Report</td>
<td></td>
</tr>
<tr>
<td>(a) First Status Report</td>
<td></td>
</tr>
<tr>
<td>(b) Second Status Report</td>
<td></td>
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<tr>
<td>3. Draft Report</td>
<td></td>
</tr>
<tr>
<td>4. Final Report</td>
<td></td>
</tr>
</tbody>
</table>
Section 4: Financial Proposal Standard Forms

4A. Financial Proposal submission form.
4B. Summary of costs.
4C. Breakdown of price per activity.
4D. Breakdown of remuneration per activity.
4E. Reimbursables per activity.
4F. Miscellaneous expenses.
4B. UNMARGINALIZED PROPOSAL SUBMISSION FORM

[Location, Date]

To: [Name and address of Client]

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for [Title of consulting services] in accordance with your Request for Proposal dated [Date] and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of [Amount in words and figures]. This amount is inclusive of the local taxes except Value Added Tax (VAT), which we have estimated at [Amount(s) in words and figures].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Name of Consultant:
Address:
## 4C. **Schedule of Gross Price per Activity**

<table>
<thead>
<tr>
<th>S.No</th>
<th>Item</th>
<th>Qty</th>
<th>Unit Price/for four months</th>
<th>Unit Price for months in Words</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Team Leader</td>
<td>1</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>2</td>
<td>System Engineer</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Services of Off-Site Network Engineer</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Services of On-Site Network Engineer</td>
<td>1</td>
<td></td>
<td></td>
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<tr>
<td>4</td>
<td>Services of Network (Fiber) Engineer</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Services of Head Fiber Technician</td>
<td>1</td>
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<td></td>
<td></td>
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<tr>
<td>4</td>
<td>Services of Fiber/network Technicians</td>
<td>4</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>5</td>
<td>24x7 call and support centre</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>i) Call Centre Manager</td>
<td>1</td>
<td></td>
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<tr>
<td></td>
<td>ii) Call Centre monitoring &amp; Support staffs</td>
<td>4</td>
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<tr>
<td></td>
<td>iii) Communication Charges</td>
<td>1</td>
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<tr>
<td></td>
<td>iv) Upkeeping Charges</td>
<td>1</td>
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<tr>
<td></td>
<td>v) Day time service charges</td>
<td>1</td>
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<tr>
<td></td>
<td>vi) Night time service charges</td>
<td>1</td>
<td></td>
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</tr>
<tr>
<td>6</td>
<td>Deployment of Monitoring tools (Nagios, MRTG) and its upkeep at NITC (not including server cost)</td>
<td>1</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>7</td>
<td>Deployment and Upkeep of monitoring tools (Nagios, MRTG) at the call centre including server deployment cost</td>
<td>1</td>
<td></td>
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</tr>
<tr>
<td>8</td>
<td>Documentation Cost</td>
<td>1</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>1. Network Diagram</td>
<td>1</td>
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</tr>
<tr>
<td></td>
<td>2. Labeling</td>
<td>1</td>
<td></td>
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<td></td>
<td>3. Documentation</td>
<td>1</td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>a. Network Topology</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Operations and Maintenance</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>13% VAT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Grand Total</strong></td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 4D. Breakdown of Remuneration Activity

<table>
<thead>
<tr>
<th>Activity No.:</th>
<th>Description:</th>
<th>Price Component</th>
<th>Amount(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Remuneration</td>
<td></td>
</tr>
<tr>
<td>Reimbursables</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Miscellaneous Expenses</td>
<td></td>
<td>Subtotal</td>
<td></td>
</tr>
</tbody>
</table>
### 4D. Breakdown of Remuneration Activity

<table>
<thead>
<tr>
<th>Activity No.</th>
<th>Name:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Names</th>
<th>Position</th>
<th>Input</th>
<th>Remuneration Rate (Rs.)</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consultants</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 4E. 
**REIMBURSEMENT EXPENSES**

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>Unit</th>
<th>Quantity</th>
<th>Unit Price In Rs.</th>
<th>Total Amount In Rs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Air flights</td>
<td>Trip</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Miscellaneous travel expenses</td>
<td>Trip</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Subsistence allowance</td>
<td>Day</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Local transportation costs(^2)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Office rent/accommodation/clerical assistance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Grand Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

\(^2\) Local transportation costs are not included if local transportation is being made available by the Client. Similarly, in the project site, office rent/accommodations/clerical assistance costs are not to be included if being made available by the Client.
### 4E. Risk Management Activities

Activity No.: ______________________  Activity Name: ______________________

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>Unit</th>
<th>Quantity</th>
<th>Unit Rate</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Communication cost between _________________________ and ________________________ (telephone, telegram, telex, email)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Drafting, reproduction of reports</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Equipment: vehicles, computers, etc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Software</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Grand Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

Client.
Section 5. Terms of Reference

For Singhadurbar Optical Fiber Maintenance Contract

This Government owned network infrastructure would be managed under a service contract. The responsibility of the service contractor is to provide and facilitate low cost, secure and easy to use network infrastructure. The Service Contractor will be responsible for 24 x 7 Operation, Management and Monitoring of the Network.

A Service Level Guarantee Agreement must be provided by the Service Contractor for the network availability, uptime of more than 99.95% per month assuring the configuration of Huawei Routers, Switches for smooth operation of the network. Exercise Routing (Static, OSPF, BGP, Policy Routing) and Switching protocols, Maintain QoS, IP Address management

Maintenance and Supervision of the fiber network in Singha Durbar- the service contractor should explain the mode of operation and maintenance.

The mode of connectivity between Singha Durbar and Service Contractor premises should be on fully redundant fiber network.

Assist in the expansion of the Government Network

Maintain network-level Security in the Government Network

Monitoring tools and software would be required for monitoring the network. NITC should also have access to the monitoring tools.

The Service Contractor should also be able to operate professional NMS systems.

Troubleshooting Core network related problems of L2 optical fiber backbone inside Singhadurbar premises as well as respective nodes.

Manage required network upgrades when as required in the L2 optical fiber backbone.

Network Administration of NITC managed ISP and upgrading its services for DNS, Email, DHCP, Security, RADIUS, Firewall, IDP, Anti-SPAM, Internet Lease Line as required.

Provide optical fiber splicing related training to NITC engineers and technicians.

Help build in-house pool of expertise and technical resources for NITC – capacity building for NITC with trainings etc.

Mode of Operation

Ministries within Singha Durbar premises would directly contact NITC for support and other network related assistance. NITC would then call/telephone the Service Contractor for support if or when required. 1st level support will be provided 24x7x365 days. Any failures in the network will be notified by the 1st level support to NITC. Cases unsettled by 1st level support would be escalated to 2nd level support.

2nd level support should provide onsite support. This support should be provided to the customer in the cases are not settled by 1st level support. The 2nd level support will be provided within 1-2 hours within office hours and not exceeding 6 hours from the time of registration of such problem.

The Service Contractor should also appoint a technical person as a liaison officer for the contract and would the focal point for all operations related to this contract.

SLA (Service Level Agreement)

NITC will hand over the network to the Service Contractor with specific performance measurement within specific Government network routers/switches with respect to Latency, Jitter, Average Jitter, Maximum Jitter, Packet Loss etc. The Service Contractor should maintain that performance measurements and network availability of 99.95%. The SLA will be a part of the contract document with the successful contractor. The Service Contractor should also list the exceptions to the SLA.
The point of demarcation for the service contract and its services is the aggregation switch (Huawei-S5600). The service contract should take total responsibility, within the scope of work (mentioned above), for the core switches (Huawei-CX600) and the aggregation switches (Huawei-S5600) and aggregation routers (Huawei-AR4600). The network diagram is a part of the RFP as an annex.

**Termination Clause**

The Contract would be terminated under the following clauses –
- Not meeting SLA standards
- Service not provided promptly and effectively
- Failure to show commitment in the services provided
- Incompetence in technical personnel
Section 6. Standard Form of Contract