



**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**  
**LG Portal- An Integrated Information Portal for**  
**Local Governments**

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**Kathmandu, Nepal**

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## 1. Summary

<b>Brief Note Proposed Activity</b>	
<b>Fiscal Year</b>	2078/79 (2021/22)
<b>Output</b>	Output 2: Federal level institutions develop tools and systems to support provincial and local governments in a consultative process.
<b>Activity Num</b>	2.24
<b>Activities (ENG)</b>	Develop an integrated information portal (LG Portal) with unified information including reports and legal documents of local governments
<b>Activities (NEP)</b>	स्थानीय तहका कानून, प्रतिवेदन लगायतका दस्तावेज एकिकृत गर्न पोर्टल निर्माण गर्ने
<b>Milestone Unit</b>	1
<b>Milestone Explanation</b>	Developed an integrated information sharing portal for LGs
<b>Total Budget</b>	500
<b>Budget Source</b>	JFA
<b>Executing Unit</b>	Program Coordination Unit (PCU)
<b>Responsible</b>	IT & eGovernance Specialist
<b>Support</b>	GESI 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.

As per the 'Nepal Gazette' notification, the Government of Nepal (GON) has declared 753 local level units in Nepal that consist of 460 rural municipalities, 276 municipalities, 11 sub-metropolitan and 6 metropolitan cities. The rural municipalities and municipalities in total have 6743 ward committees.

With the new federal structure, each entity of this level of government is obliged for a variety yet different functions prescribed by the constitution of Nepal. Local level government functions to be the entity with first reach of citizens with responsibility of delivering basic services. Therefore, these functionaries need to disseminate information and services promptly and efficiently to the general citizen.

Each local government unit has their own website, and are also implementing various web portals and mobile applications for information dissemination. These have been vital sources of information, may that be general information, news updates, services, publication, reports etc, for public use. However, the public has to reach each of these individual sources (website/ portal/ apps) for obtaining these information and other materials. There is a lack of single window housing all required information of local government, so that users can find the required data/ materials at the single point.

Having realised this fact, there is a need for a single integrated portal housing all data/ information/ documents that are useful for both government and citizen. Data in such a portal will be retrieved from websites/ system/ mobile apps that are updated by respective

government units and will therefore be up-to-date, and easily available to citizens for efficient and effective public use.

Such a data portal will be a hub for all over all information of local governance, which is expected to be helpful in research as well as in the decision making process for public and government institutions respectively.

This local government integrated information portal will primarily house following information:

- Geographic details of local unit
- Following information (on interactive map and table) with comprehensive, extensive search features:
  - downloadable maps
  - administrative details (area, population, merged VDC into wards etc)
  - Integrated information/ notices of all local units.
  - Digital Citizen Charter- Details of services provided by local units
  - List and contact details of elected representatives, Chief Administrative Officers (CAO) and other staff.
- List and contact details of each local units- website, email, contact, addresses
- Archives (Documents/ Reports/ Law etc.) archives.
- FAQs of local government unit
- Brief information and result/ data from other systems like LISA, FRRAP, GESI AUDIT, CMIS, CDMIS, Progress Monitoring etc.

Therefore, this term of reference (ToR) is prepared to hire consulting individuals or firms that can develop an online LG portal with integrated information of local government, as per the objective mentioned.

### 3. Objectives

The objectives of developing comprehensive integrated data portal of local government are:

1. A comprehensive, dedicated one-stop platform to access local level services, information, documents information, updates and progress status.
2. A local government data hub that can also promote culture of data sharing and open data.

### 4. Scope of work

The hired consultant team will have following scope of work under this assignment

#### 4.1. Domain Analysis

The consulting team, in consultation and coordination with MoFAGA/ PLGSP officials, should conduct a study of:

- 4.1.1. Existing national and international systems and legal instruments regarding integrated one-stop portals
- 4.1.2. Existing website, web-portal and system and its development platform.
- 4.1.3. Development platform and hosting environment
- 4.1.4. Detailed requirements for the system
- 4.1.5. Government Enterprise Architecture (GEA) 2.0, for compliance of proposed system

**Deliverable:** Inception Report along with detailed Software Requirement Specification (SRS), Implementation Plan

#### 4.2. System Development

After domain analysis and collection of requirements, the consultant should involve a system development team and develop a modular web- based application, as per the requirements enlisted in the requirement section below. It primarily should have following section

- 4.2.1. Development of API from available systems from where the proposed portal gets data to visualize.

4.2.2. Information dashboard section: Interactive graphical information dashboard for details on projects and their status (under implemented, completed), category and theme of project etc.

4.2.3. Administrative backend section: For administrative management of system (configuration of user and their privilege management, indicator/ field management, questions, meta-data)

**Deliverable:** Fully functional and security audited system and its ready-to-deploy source code

### 4.3. Documentation

Upon completion of the system development, the consultant shall deliver following documents:

- 4.3.1. A comprehensive user manual linked to system in Nepali language with all necessary flow chart and screenshots
- 1.1.1. Technical documents (database design, ER, system design, system configuration etc.)
- 1.1.2. A work completion report
- 4.3.2. Security Audit report

### 4.4. Handover

Upon completion of the system development, the consultant shall deliver following:

- 4.4.1. Conduct a handover to MOFAGA/ PLGSP officials. The handover should compulsorily include the updated and functional source code along with the signed document.
- 4.4.2. Conduct capacity development training to MoFAGA/ PLGSP officials.
  - 4.4.2.1. The training will be a technical orientation to the IT Experts of PLGSP, who will be Master Trainer for the system.
  - 4.4.2.2. The training should include orientations on technical aspects of the system so that it can be operated with no/ little support from developers.

#### 4.5. Support

After official handover, the consulting team shall agree (signing a formal agreement) to update and upgrade service for 200 days spread over 12 months.

The team should designate a support personnel, provide contact details to PLGSP/ MOFAGA who shall provide on demand support as required.

Proper log of time consumed on support shall be kept and shared to be mutually agreed.



## 5. Requirements

This section lists out major requirements for the proposed portal. 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 proposed portal.

### 5.1. Technical Requirements

- 5.1.1. The portal will be an online system.
- 5.1.2. The portal will have a dedicated domain and will be hosted in an environment provided by MOFAGA.
- 5.1.3. The portal will be similar to the concept of nepal government portal, for local government level.
- 5.1.4. The portal will be a data hub of local-governance, however ensuring that no separate data entry will be made into the portal, it shall rather get data as web-services/ API from other sources or systems like following:
  - 5.1.4.1. Local Government Website
  - 5.1.4.2. Local Government GIS data
  - 5.1.4.3. Local Government Institutional Capacity Self Assessment (LISA)
  - 5.1.4.4. Fiduciary Risk Assessment (FRA)
  - 5.1.4.5. Gender Equality and Social Inclusion (GESI Audit) Audit
  - 5.1.4.6. Local Government Reporting, Monitoring System
- 5.1.5. The portal will have at least following components in relation to local governance:
- 5.1.6. Dashboard Section: the landing page with summarized data from different sources of local government. A map based interactive data from various thematic/ sectoral areas.

- 5.1.6.1. The portal and its details will have an interactive interface of Map of Nepal, which will be in the landing page of the portal.
  - 5.1.6.2. The landing page, by default, will show a map of Nepal with 7 provinces in different colors and demarcations.
  - 5.1.6.3. There should be an information table or section which will show the mentioned information when areas in maps are clicked.
  - 5.1.6.4. Users should be able to click on any provinces of choice, which when clicked will show the required label on map and data interactively on the table or information section.
  - 5.1.6.5. Users should be able to zoom in and zoom out of the map conveniently.
  - 5.1.6.6. The news and update section should show notification if any updates are available.
- 5.1.7. Digital Citizen Charter Section: a comprehensive and interactive list of services provided by each local government. The cross-linkage data of local services and local government, where each service is externally linked with online service systems, for example sifaris systems.
- 5.1.8. Documentation Section: Highly interactive tabular page with extensive search features for each category of documents as follow:
- 5.1.8.1. Different laws
  - 5.1.8.2. Procedures
  - 5.1.8.3. Guidelines
  - 5.1.8.4. Periodical reports
  - 5.1.8.5. Budgets
  - 5.1.8.6. Program
  - 5.1.8.7. Local executive decisions
  - 5.1.8.8. Rajpatra, etc.

- 5.1.9. Elected Representative Section: Highly interactive tabular page with extensive search features for personal details (Name, Position, Gender, Age, Caste, Ethnicity, Tenure, Photo, History, email, phone, etc.) of ) all elected representatives.
- 5.1.10. Personnel Section: Highly interactive tabular page with extensive search features for personal details (Name, Position, Gender, Age, Caste, Ethnicity, Tenure, Photo, History, email, phone, etc.) of ) all staff of LGs.
- 5.1.11. Important Places Section: Map based section where important places (for example hotel, cultural places, institutions etc) are shown by distinctive pointer. The data will be captured through API from website, mobile app, and institutional data of LG Profile.
- 5.1.12. LG Data Section: following details of data from for each local government:
- 5.1.12.1. Name of province or local units
  - 5.1.12.2. Details of local units (MUN, RMUN, Wards) of selected area including center and merged VDCs
  - 5.1.12.3. Population
  - 5.1.12.4. Geographical area
  - 5.1.12.5. Website
  - 5.1.12.6. Elected respective
  - 5.1.12.7. Downloadable map of respective local unit selected
  - 5.1.12.8. Detailed Ward level information
  - 5.1.12.9. Tax Rates
- 5.1.13. Interaction Section: it will allow users to provide feedback or grievances to any specific LG, from a single form.
- 5.1.14. Back end- The system should allow the following two level of user access:
- 5.1.14.1. Super Admin: allow setup and configuration access, management of API, fields, metadata, tags, appearance etc.

- 5.1.14.2. Content Management: The federal ministry level access, that can update the static data into the portal, for example, given access to
- 5.1.15. All the data in the tabular format should have interactive filter, header sorting, pagination and extensive search features,
- 5.1.16. The data should be cross-linked- for example the local government when clicked, should list all available services, and if a particular service is clicked, it should list all LGs that provide that particular service.

## 5.2. Non-Technical Requirements

- 5.2.1. Performance: the system should have quick response time, not exceeding average response time and throughout.
- 5.2.2. Scalability: The system should be scalable to meet future expansion and update of the system and its module.
- 5.2.3. Interoperability: The system should be able to share data as an API to other systems and vice versa.
- 5.2.4. Security: the system should be secure to handle the possible threats and breaches
- 5.2.5. Capacity: The system should be able to handle at least a hundred requests at a time into the system, without hampering its performance.
- 5.2.6. Availability: The system should be available all the time.
- 5.2.7. Recoverability: The system should be resilient to recover from unexpected errors, if any.
- 5.2.8. Usability: The front-end design and functionality of the system should give users easy navigation, clear text and images, guidance, relevance of related contents.

## 5.3. Software 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/ MOFAGA. This includes:

- 5.3.1. a process-driven approach with specific steps to help define and attain goals.
- 5.3.2. This system should consider design, development, production, and service as per Government Enterprise Architecture (GEA) 2.0.
- 5.3.3. The Software developed should have basic features of Service Oriented Architecture (SOA).
- 5.3.4. The security audit of the system should be done by a third party and the recommendations given by the security audit team must be incorporated by the consultant.

#### **5.4. Documentation Requirements**

- 5.4.1. The firm shall deliver technical documents (system design, database design, ER, system design, system configuration etc.), user manuals, and admin manuals.
- 5.4.2. The user manual should be delivered as a part of a web-system, available online and interactive text.
- 5.4.3. A detailed FAQ- frequently asked question, shall be developed and available into the system.

#### **5.5. Support Requirements**

- 5.5.1. The tenure of the support will be for 1 (one) year, starting from the official handover.
- 5.5.2. The consulting firm should provide this free support warranty on newly developed software 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/ MOFAGA.

- 5.5.3. The development team shall provide necessary support to the ICT team of MOFAGA/ PLGSP in hosting the system and making it operational, and if necessary, to migrate data from the existing system.
- 5.5.4. The development team should provide 1 extensive orientation/ training to officials mentioned by MoFAGA/ PLGSP.
- 5.5.5. The development team should provide separate training to system administrators and other users.
- 5.5.6. 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.
- 5.5.7. The development team should provide Level- 3 Support to PLGSP, which includes:
- 5.5.7.1. Handling email and telephone queries. The team shall response based on the urgency or nature of issue/ problem
  - 5.5.7.2. Fixing issue and bugs, if any during operation
  - 5.5.7.3. Minor updates or enhancements of the system
  - 5.5.7.4. Upgrade system and its development platform to meet security requirements.
- 5.5.8. Since the portal depends on API from various systems, and this shall grow in future, the development team, as a part of support service, should provide prompt support in **integration of future systems into the LG Portal.**

## 5.6. Other general requirement

- 5.6.1. The system should be an online system and will be hosted in an environment provided by MOFAGA.
- 5.6.2. The system should be multilingual- supporting Nepali and English language.

- 5.6.3. Any materials produced for the purpose of this consultancy contract shall be the copyright property of MoFAGA/ PLGSP
- 5.6.4. The consulting firm shall use their own logistics and space during a development and deployment of the system. Other documentation support, facilitation support will be provided by the MoFAGA/ PLGSP if deemed necessary and mutually agreed.
- 5.6.5. Incorporate modifications in the system to ensure smooth functioning as per MoFAGA/ PLGSP's need.
- 5.6.6. 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.
- 5.6.7. Extra and beyond jobs other than TOR and SRS consultants will be resettled.

## 6. Tentative Work Plan

Activities	Duration (in weeks)													
Analysis (of systems and requirements)														
System Design, presentation, approval														
Application development, presentation, approval														
Finalizing application development, testing														
Documentation, Training and Handover														
Post-development Support (integration and updates)	<i>CONTINUAL AFTER HANDOVER</i>													
<i>Note: Blue shades are implementing weeks.</i>														



## 7. Input and Expertise

### 7.1. Technology

The consulting team can propose the platform of the system, however it has to be agreed by PLGSP/ MOFAGA.

Despite any platform or technology used, to avoid multiple systems and user access, it is mandatory that the system should use the user management with the existing portal and systems of MoFAGA/ PLGSP.

### 7.2. Organizational

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

- 7.2.1. Registered firm with at least 3 years of working experience
- 7.2.2. The firm must be registered in the VAT.
  - 7.2.2.1. Registration of the company/firm VAT/PAN Registration (for National consulting firm only)
  - 7.2.2.2. Tax Clearance/Tax Return Submission/Letter of Time Extension for Tax Return Submission latest fiscal year (for National consulting firm only)
- 7.2.3. The firm with following condition will not be eligible:
  - 7.2.3.1. 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.

### 7.3. ICT Expert/ Consultants

This system development requires a minimum of following ICT Experts.

Experts	Criteria	Requirement
Backend Developers	Responsibility	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 of 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, version controlling. Experience in designing an interactive map-based web systems
UX/UI Designers	Responsibility	Design front-end of the system as per requirement  Structure pages based on the web services developed
	Qualifications	Minimum of Bachelors in ICT or Computer Engineering or equivalent
	Experience	At least 2 years sound experience in UX/UI design of web application,
	Added Advantage	Strong experience in HTML, CSS, JavaScript, Responsive design Experience in designing an interactive map-based web systems

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
Support executives	Responsibility	Continually identify, manage, maintain, and repair the system. Collecte and resolve issues from users by diagnosing and repairing faults, issues. Install, configure and upgrade the hardware and software.
	Qualifications	minimum Bachelors in ICT or Computer Engineering or equivalent
	Experience	At least 2 years of experience in web development, system support
	Added Advantage	Strong knowledge in advanced web technologies Experience in designing and supporting map-based web systems

## 8. Estimated Budget

The Estimated budget of the consultancy service is NPR 498,988 (Nepalese Rupees Four Lakhs Ninety Eight Thousand Nine Hundred and Eighty Eight Only).

Please use following template for proposal of budget:

Experts/ Activities	Num	Input Days	Rate/day*	Total Cost (NPR)	Remarks
System Developers	2				
UX/UI Designer	1				
Documentation Expert	1				
Support executive	1				
	Total exclusive of Tax				
	13% Tax				
	<b>Total inclusive of Tax</b>				

**Note:**

Since the system may need 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

## 10. Reference document and system

- MOFAGA portal
- Local Government Website
- Local Government GIS data
- Local Government Institutional Capacity Self Assessment (LISA)
- Fiduciary Risk Assessment (FRA)
- Gender Equality and Social Inclusion (GESI Audit) Audit
- Local Government Reporting, Monitoring System