Bannigadhi Jaygadh Municipality
Office of Rural Municipal Executive
Jaygadh, Achham
Social security and Vital Event Registration Section
Published Date: 2077/05/28

REQUEST FOR QUOTATION (RFQ)

Digitization services of vital events Registration Application form
(Date of Issue of Request: 13/09/ 2020) (28/05/ 2077 B.S.)

Employer: Bannigadhi Jayagadh Municipality
Project: Strengthening Systems for Social protection and Civil Registration (SSSPCR) in Department
　　　　of National ID and civil Registration
Type of procurement: Non-consulting services
Title: Digitization services of vital event Registration Information form
IDA Credit No.: 5912-NP
Reference No: NP-DoCR-183661A- DS

1. The Bannigadhi Jayagadh Municipality hereby requests you to submit price quotation(s) for the Digitization services of vital event Registration Information form described in the shopping document issued herewith.

   To assist you in the preparation of your price quotation the necessary Eligibility, experience and technical specifications, Service requirements and price schedule with required quantity are enclosed herewith.

2. You shall submit one original of the Price Quotation with the Form of Quotation, and clearly marked "Original". Your quotation in the attached format should be signed, sealed in an envelope and addressed to and delivered till 12 Noon of 04 /06 /2077 to the following address:-

   Name of Organization: Bannigadhi Jayagadh Municipality
   Telephone: 9858424862/9841649184
   Email address: log.bannigadhi@gmail.com

- 3. Your quotation must be accompanied by adequate eligibility documentation (Copy of firm registration, VAT/PAN registration, Tax clearance for FY 2076/77, A written declaration made by the bidder, with a statement that s/he is not ineligible to participate in the procurement proceedings, has no conflict of interest in the proposed procurement proceedings, and has not been punished for a profession or business-related offense., showing experiences and CV of personnel (s) and other printed material or pertinent information (in English language) including names and addresses of firms providing similar type of service facilities.

4. The deadline to submit your quotation to the Employer is: 19/09/2022 (03/06/2077)

5. You shall submit only one set of quotations for the above items. Your quotation must be typed or written in indelible ink and shall be signed by you or your authorized representative. Without a signature in your Form of Quotation, your quotation will not be proceeded further.

6. Your quotation should be submitted as per the following instructions and in accordance with the attached form of Contract. The attached Terms and Conditions of Supply is an integral part of the conditions of Contract.

(i) **PRICES:** The prices should be quoted for Digitization services of vital event Registration Information form for Bannigadhi Jayagadh is 2,14,000/- (Two Lakh Fourteen Thousand only)

(ii) **EVALUATION OF QUOTATIONS:** Offers determined to be substantially responsive to the eligibility requirements and then will be evaluated by comparison of their prices. An offer is not substantially responsive if it contains material deviations or reservations to the terms, conditions, and specifications in this Request for Quotation, and it will not be proceeded further. The Employer will evaluate and compare only the quotations determined to be substantially responsive. In evaluating the quotations, the Employer will adjust for any arithmetical errors as follows:

  (a) Where there is a discrepancy between amounts in figures and in words, the amount in words will govern;

  (b) where is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern; and

  (c) If a Service Provider refuses to accept the correction, his quotation will be rejected.
      In addition, the quoted price shall include Value Added Tax (VAT).

(iii) **AWARD OF PURCHASE ORDER.** The award will be made to the bidder offering the lowest evaluated price and that meets the required standards of technical and financial capabilities. The successful bidder will sign a Contract as per attached form of contract and terms and conditions of supply.

(iv) **VALIDITY OF THE OFFER:** Your quotation(s) should be valid for a period of thirty (30) days from the deadline for receipt of quotation(s) indicated in Paragraph 5 of this Request for Quotation.

(v) If you withdraw your quotation during the validity period and/or refuse to accept the award of a contract when and if awarded, then you will be excluded from the list of Service Providers for the project for two years.

7. The bidder whose quotation has been accepted will be notified of the award of contract through the Letter of Acceptance issued by the Employer within 30 days from the date of submission of quotation.

8. Under the World Bank's Anticorruption Policy, bidders shall observe the highest standard of ethics during the assignment and execution of such contracts. The Bannigadhi Jayagadh Municipality will reject a proposal for award, and will recommend to impose sanctions on parties involved, if it determines that the bidder recommended for award or any other party, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract.

9. Please Confirm by e-mail the receipt of this request and whether or not you are willing to submit the price quotation.

10. Further information can be obtained from:
Office of the Bannigadhi Jayagadh Municipality
Address: Jayagadh, Achham
Telephone: 9858424862/9841649184
Email address: log.bannigadhi@gmail.com

Shaileshraj Dhungana
Chief administrative officer
Office of the Bannigadhi Jayagadh Municipality
Address: Jayagadh, Achham

TERMS OF REFERENCE

for

VITAL EVENTS REGISTRATION BOOK DIGITIZATION in BANNIGADHI JAYAGADH MUNICIPALITY
(Scanning and Entry)

PROCUREMENT OF NON-CONSULTING SERVICES

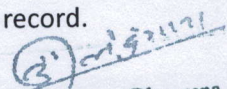| Contract:	NP-DoCR-183661A- DS		
Project	SSSPCR - Strengthening Systems for Social Protection and Civil Registration Project		
Expertise/Position:	Procurement of Non-Consulting Services		
Source	National	**Category**	Non-Consulting Services

1. Background:

STRENGTHENING SYSTEMS FOR SOCIAL PROTECTION AND CIVIL REGISTRATION (SSSPCR) is a national project implemented by the Department of National ID and Civil Registration (DoNIDCR) under the Ministry of Home Affairs and supported by the World Bank. The project supports the DONICR's Civil Registration (CR) and the Social Security Allowance (SSA) program and aims to improve the coverage of SSA and CR, and the delivery of SSA. Over a five-year period, the project is expected to support: (a) the establishment of a comprehensive National Population Register and expanded coverage of CR and SSA; and, (b) improved delivery of SSA via transition to e-payments in selected districts and improved overall business process for SSA service delivery. These will be supplemented by institutional strengthening at both central and local levels to ensure sustainability of the gains of the first two objectives.

The Bannigadhi Jayagadh Municipality is the agency charged with the responsibility of managing CR and administering the SSAs in local level. Nepal's CR system started operating in the late 1970s and captures five vital events—birth, death, marriage, divorce, and migration. Besides its linkages to the SSA program, the CR system would also be a foundation for people's legal identities and their access to a range of public and private services. However, Nepal's CR system is under developed. The decentralized and paper-based recording of documents collected during registrations limits the potential usage of the information to generate vital statistics for planning and other purposes. Limited awareness among the population and difficulty in accessing local level offices have led to low registration rates and coverage. Transitioning to a digital CR system that is linked to a the SSA Beneficiary Register would facilitate improved coverage and delivery of both CR and SSA.

The project would contribute to the Government's long-term plan to strengthen administrative capacities to manage its most fundamental service delivery responsibilities, CR and SSA. Improved delivery is an essential, if not sufficient, condition to strengthen the impact of Nepal's social programs in protecting the vulnerable from adverse risks and shocks. Furthermore, comprehensive and up-to-date CR would facilitate people's access to legal identity and public services beyond SP (for example, primary education).

Objective of Digitization:

The main purpose of this assignment is to establish a well-organized and modern digitized record and archive system architecture through the establishment of procedures and storage of existing vital events registration book in digital form that facilitates easy access and sharing of vital events registration book within Local Registrar Office while taking into account security, accessibility, safety considerations related to vital events registration record.

Shaileshraj Dhungana
Administrative Officer

This task specific objectives are as below:

- To improve the vital events registration records accessibility, accuracy, re-usability and reduce the paper-based storage

- To improve retention of institutional memory and knowledge management.
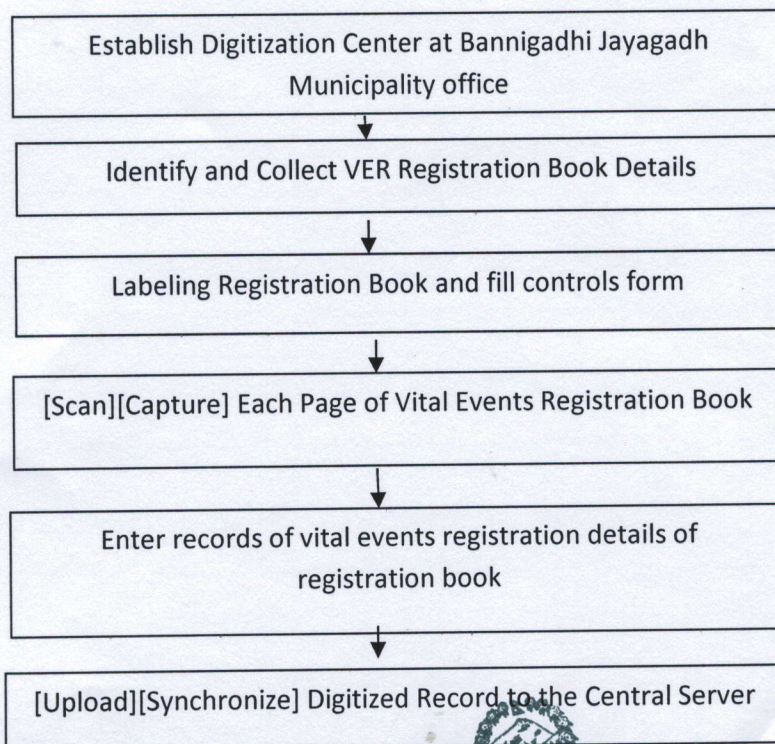
2. Objective of the Assignment:

The objective of this assignment is to:

- Collect information of existing vital events registration records from ward offices of [------] Municipality/Rural Municipality,

- Capture Image of registration books,

- Entry of vital events records of Birth, Death, Marriage, Migration and Divorced registration accurately.

3. Scope of Work:

The main task of the firm is to digitize the VER records as per the data digitization application provided by DoNIDCR. The firm will also have to scan the document and ensure quality control in the process of data entry.

The work to be carried out the following process:

Establish Digitization Center at Bannigadhi Jayagadh Municipality office

↓

Identify and Collect VER Registration Book Details

↓

Labeling Registration Book and fill controls form

↓

[Scan][Capture] Each Page of Vital Events Registration Book

↓

Enter records of vital events registration details of registration book

↓

[Upload][Synchronize] Digitized Record to the Central Server

↓

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┌─────────────────────────────────────────────┐
│  Print Digitized Records Report from Central Server and  │
│         Recommend by Local Registrar          │
└─────────────────────────────────────────────┘
                      │
                      ▼
┌─────────────────────────────────────────────┐
│  Approved by Chief Administrative Officer of Rural  │
│         Municipality/Municipality             │
└─────────────────────────────────────────────┘
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Methodology/Approach of the Service (Work)

While the vendor is to propose a detailed methodology and approach for the work, the following minimum standards are expected to be applied:

Work Station Establishment

- Vendor should manage logistics like: Internet, computer, printer, paper, scanner/camera.

- Data entry/digitization station will be allocated by local level.

Staff Allocation

- Firm should assign .... staffs for data entry/digitization period to complete the task within [2] months.

- For each work station there will be a staff structure having One supervisor and .... data entry operators

Registration Book Information Collection and Labeling

- Firm should collect all the information of Registration books in the "**Registration Book Verification Form**"

  In given format below, which should verify by local registrar prior to data digitization.

- All the pages of the book should be numbered starting from 1 to last page respectively.

- Firm should label registration Book in the format (District Code- MUN/RMUN code - Ward No - Registration Book Start Year - Event Type - Book Count)

Registration Book Verification Form

Province......, District......, Mun/RMUN...., Ward No....

S.N.	Vital Registration Book Type (Birth, Marriage, Death, Divorce, Migration	Book Serial No.	Total Pages	Total registered vital events	Book Used Date	
					To	From
Total						

| Prepared By	Recommended By	Verified By
Signature	Signature	Signature
Name	Name	Name
Supervisor	Local Registrar	CAO

Registration Book [Capture][Scan]

- Firm should [capture][scan] all the pages of labeled registration book of vital event registration.

- Scan A3, A4 pages with the help of scanner/camera.

- All book pages need to be scanned with Maximum 1MB size per page.

- Document should be in JPEG/JPG, PNG.

- The images should be stored in a properly design hierarchical folders order and should have proper naming convention for each folder (District, MUN/RMUN, Ward No, Book No, Page No.)

- Scanning shall be carried out in a manner that is able to handle old delicate and decayed paper carefully, to make sure that the old document will not be torn, damaged or destroyed any further through the scanning process.
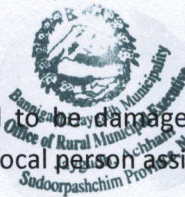
- In case a document is damaged or found to be damaged, it should be recorded and reported to the ward secretary or chief administrative officer or focal person assigned by CAO.

- The scanned output documents should be clear enough so that all the information (in the same language), photograph, symbols in the original document shall appear in the scanned copy accurately and exactly as in the original document.

- Scanned image should be cropped if un-necessary edges captured during scanning process.

Data Entry

- All the book records (book no, total pages, total events, book use date to -from) and all the vital events (Birth, death, marriage, divorce, migration) should be entered in the digitization application provided by DoNIDCR.

- All the process for user management, data entry, data management, data verification, data synchronization and reporting will be as per the digitization application and user manual.

- All the data entry has to be carried out with high degree of precision. ......Municipality/Rural Municipality will assign focal person to ensure quality of data.

- If data in the registration book is incomplete or is unreadable then entry operator has to fill up the below form in the digitization application which must be verified by CAO.

.... District

...............................Municipality

............................Ward No

Vital Events	Total registered events in book	Total Digitized records	Records unable to digitized	
			Unreadable records	Incomplete records
Birth				
Death				
Marriage				
Migration				
Divorce				

Prepared By

Signature

Name

Recommended By

Signature

Name

Verified By

Signature

Name

Supervisor   Local Registrar   CAO

(Add registration book label)

- Data must be digitized using digitization application in [online/Offline] mode based on availability of internet facilities.

- Data entry should be done in Nepali Unicode and English as specified in software field.?

- Firm should ensure [......] record digitized per day in an average ensuring highest quality of data.

Data Synchronization, Verification and Reporting

- Firm should maintain the log report for the process of entry, capture, verification, synchronization. Data entry Supervisor must ensure quality and completeness of data before synchronization. [in case of offline mode]

- Digitized data must be synchronized after completing the entry of each municipality/Rural municipality. All the digitized data and associated folders has to be synchronized to the central server. [in case of offline mode]

- After synchronization of digitized records (data and images) firm have to generate the verification form as mentioned below from the application at central server.

Verification Report Form

………………… District

…………………Municipality/ Rural Municipality

Ward No.	No of Vital Events in Registration Book					Digitized vital events					No of Errors	Remarks
	Birth	Death	Marriage	Divorce	Migration	Birth	Death	Marriage	Divorce	Migration		
Total												

Prepared By   Recommended By   Verified By

Signature	Signature	Signature
Name	Name	Name
Supervisor	Local Registrar	CAO

Shaileshraj Dhungana
Chief Administrative Officer

- Digitization of [ ] Municipality will be considered complete after approval of "Verification Report Form" by Chief Administrative Officer.

Data Backup and security:

- The firm should take full responsibility and ensure complete confidentiality, security and accountability of the Registration books and VER data (during transfer of registration book from ward office to work station, during digitization, until returned back to ward office).

- If data entry is done in offline mode then firm should keep timely backup of all the data entered in storage devices (external hard disk, pen drive etc.) so that no data are lost.

- Data from the storage device of particular local level can only be deleted after ensuring that all the data, folders, images, files are synchronized to the server.

- If any data are lost before synchronization to the server, firm will be responsible and has to re-enter the missing data.

- Activities of unauthorized access, usage and manipulation of data will be punishable according to the law of Government of Nepal.

Time Frame:

- Maximum time to complete data entry, scanning or capturing image, de-duplicating data and synchronizing to the central level will be a [Two] calendar months. The firm should propose appropriate mechanism to ensure quality of data entry, time assigned and confidentiality of the data.

Deliverables

- Inception report outlining the firm's overall implementation plan, activities and timeline [this would then be endorsed by ……………….Municipality/Rural Municipality]
- Complete digitized records (vital events data and captured image)
- Bi-weekly progress report reflecting risks and to-do tasks by ……Municipality/Rural Municipality for mitigating such potential challenges/risks etc.
- Digitization work completion Report, registration book handover letter from local registrar and image/data synchronization to the center server.

Payment Terms and Schedule:

- Mobilization advance - up to [………%] of contract price on submission of bank guarantee

- […………%] Amount to be paid as per the actual data entered in different categories.
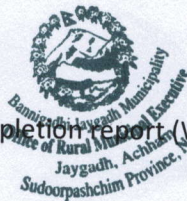
- [...............%] on submission of Work completion report (WCR) , verified and approved by CAO.

5. Experience of Firm and Staff

Experience of Firm

The ideal company for this assignment is expected to meet the following minimum requirements

- [At least [...............] years of experience in related work].

- Firm should have registered in government entity and [VAT][PAN].

- Firm should have latest Tax clearance certificate.

- [At Least [..................]data entry experience in related sector.]

Data Entry Supervisor- One

Duties and Responsibilities

The Data Entry Supervisor supervise the Data Entry/digitization function by planning and coordinating the day-to-day production responsibilities and quality performance of the ....municipality/rural municipality.
- Train, motivate, monitor and evaluate performance of Data Entry staff on a continuous and ongoing basis.
- Develop and maintain Data Entry processes and procedures.
- Facilitate meetings as needed.
- Updates issues regarding quality, training, procedures, staff issues.
- Work closely with the [Local Level] and data entry operator meets and exceeds performance standards and goals for Data Entry and Image Capturing activities.
- Complete daily and weekly reports including progress and monitor performance.
- Perform other duties as assigned by ....Municipality/Rural Municipalities office related to this assignment.

Academic Qualification

At least [Bachelors] degree in any discipline

Experience

At least [5] years of hands on professional experience in data entry, scanning, data management

Skills
- Computer literacy.
- Effective problem-solving skills.
- Excellent people management skills.
- Excellent organizational, interpersonal, written, and verbal communication skills.
- Ability to communicate with team appropriately.
- Ability to perform comfortably in a fast-paced, deadline-oriented work environment.
- Ability to successfully execute many complex tasks simultaneously.
- Ability to work as a team member, as well as independently.
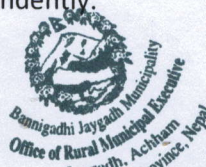
Data Entry Operator: -…………………………….

Duties and Responsibilities

- Enter vital events registration record and capture image of registration book.
- Compile, verify accuracy and sort information according to instruction.
- Review data for deficiencies or errors, correct any incompatibilities if possible and check output.
- Generate reports, store completed work in designated locations and perform backup operations.
- Scan documents and print files, when needed.
- Keep information confidential.
- Respond to queries for information and access relevant files.
- Comply with data integrity and security policies.

Academic Qualification

- At least [+2 or equivalent] completed.
- [6] month computer training or academic certification in computer related subject

Skills

- Data entry work
- Experience with MS Office and data programs
- Knowledge of using office equipment, like printer and scanner
- Typing speed and accuracy
- ability to stay focused on assigned tasks

11. Facilities to be Provided by …………..Municipality/Rural Municipality:

………………shall provide following facilities to consultant during his tenure of service:

- Application/book for digitization
- Training for key staffs
- Guideline/Manual
- Venue for station

Cost Estimation (Draft)

SN	Total Vital Events Registration (Data Entry)	Rate	No of Page (Scanning)	Rate	Total (Scanning + Data Entry)	Management Cost	Total
	V	R1	S	R2	$T=(V*R1)+(S*R2)$	$M=T*…\%$	T+M
Total (A)							
13% VAT (B)							
Grand Total (A+B)							

Management Cost of following Activities

SN	Management Activities
	Activities
1	Transportation of employee
2	Scanner/Camera Rent
3	Rent of computer laptop
4	Internet
5	Electricity
6	Equipment's Transportation
7	Scanning, Labeling and Image Upload Cost
8	Communication Cost
9	Registration book collection from ward office to central office and drop to ward office

Financial Proposal Format

SN	Vital Events	Estimated Data (Approx.) (A)	Per data entry (R1) Rate (Rs.)	Approx. Page for scan (B)	Estimated Scanning Rate (RS) (R2)	Estimated Management cost (Rs.) (C)	Amount NRs. (AxR1)+(B*R2)+C
1	Vital Events Registration						
	Total						
		13% VAT					
		Grand Total					

Eligibility Criteria

SN	Description	Compliance (Y/N)	Remarks
1	Experience of Firm		
2	Prior experience of data entry in Government organization		
3	Educational Qualification/Training of Supervisor		
4	Experience of Supervisor		
5	Educational Qualification /Training of Data entry operator		
6	Experience of data entry operator		