

**Government of Nepal**  
**Ministry of Finance**  
**Singhadurbar, Kathmandu Nepal**  
**REQUEST FOR EXPRESSIONS OF INTEREST (REoI)**  
First Published Notice Date: 2<sup>nd</sup> Chaitra 2078 B.S (March 16, 2022)

**NAME OF PROJECT: - Integrated Public Financial Management Reform Project (IPFMRP),  
Kathmandu**

**Grant No.:- TFA 07474 and TFA 07475**

**Assignment Title: - Consulting Services for Support, Maintenance and Enhancement of LMBIS,  
PLMBIS with Central Portal Development**

**Reference No: - NP-MOF-280793-CS-CQS**

1. The Government of Nepal has received a grant from the Multi Donor Trust Fund (MDTF) through International Development Association (IDA) toward the implementation of Integrated Public Financial Management Reform Project (IPFMRP), and intends to apply part of the proceeds of this grant for “*Consulting Services for Support, Maintenance and Enhancement of LMBIS, PLMBIS with Central Portal Development*”.
2. The Ministry of Finance now invites Request for Expression of Interest (REoI) from eligible consulting firms (“consultant”) to provide managed support services to the LMBIS, PLMBIS application /services provided by MOF through proposed key experts. The day-to-day operation on LMBIS, PLMBIS and its all integration with others PFM Systems of MOF should be handled by the proposed staffs. The detail scope is mention on TOR.
3. Interested eligible consultants may obtain further information and REoI & TOR document free of cost at Ministry of Finance, Singh Durbar Kathmandu during office hours on or before 2078/12/17 (31<sup>st</sup> March 2022) 12:00 PM Noon or visit the client’s website [www.mof.gov.np](http://www.mof.gov.np).
4. Interested eligible consultants must submit **its registration certificate/s along with its confirmed validity period to date, Tax Clearance Certificate up to FY (2077/78), VAT/PAN Registration Certificate (if applicable) and Self declaration Letter of not being ineligible**. Interested eligible consultants **shall submit their expression of interest through e-mail ([mofpefa@mof.gov.np](mailto:mofpefa@mof.gov.np)) no later than 2078/12/17(31<sup>st</sup> March 2022) 12:00 PM Noon**.
5. The submitted EoIs will be opened at 1:00 PM noon on 2078/12/17(31<sup>st</sup> March 2022) at Ministry of Finance in the presence of bidders’ representatives (who chooses to attend). Firms shall be assessed and compared using criteria relevant to assignment as stated in Terms of Reference, hence the firm shall submit documents required to support with evidence so as to demonstrate the qualification and experiences of the firm. A merit list of assessed consultants will be prepared for further selection processes. An interested consultant will be selected in accordance with the Consultant’s Qualification based Selection (CQS) Method set out in the Procurement Regulations of the World Bank. The selected consultant will be requested to submit its technical and financial proposal.
6. Applications for Expression of Interest (EOI) shall provide all above required information. In case of application submitted in association, the association shall be in the form of a joint venture (with the Joint Venture agreement clearly specifying that the partners shall be jointly and severally liable) and shall specify the leading partner with the power of attorney.

7. REoI will be assessed based on Qualification and Experience of Key expert 64%, Experience and Capacity 36% of consulting firm. Based on evaluation of REoI, only shortlisted firms will be invited to submit technical and financial proposal through a request for proposal.
8. Minimum score to pass the REoI is 70.
9. Ministry of Finance reserves the right to accept or reject the REoIs without assigning any reason whatsoever.
10. In case the last date of obtaining and submission of the EOI documents happens to be a holiday, the next working day will be deemed as the due date but the time will be the same as stipulated.
11. The address referred to above is as follows:

**Project Implementation Unit (PIU)**  
**IPFMRP Project, Ministry of Finance**  
**Singhdurbar, Kathmandu**  
**Tel:+977-014211302**  
**E-mail:-mofpefa@mof.gov.np**

**Ministry of Finance  
Singhadurbar, Kathmandu**

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**Terms of Reference  
Support, Maintenance and Enhancement of LMBIS, PLMBIS with Central Portal  
Development**

## **1. Introduction**

The Government of Nepal (GON) has been achieving progress in different stages of Public Financial Management (PFM) reforms. The Government remains highly committed to improve PFM capabilities in all the three levels of Governments- Federal, State, and Local. PFM Systems deployment has become even more challenging in implementing Fiscal Federalism in all three levels of Governments. After the Local Level, House of Representative and State Assembly Elections in 2017, seven State Governments and 753 Local Governments were formed. Also, organizing the existing PFM systems to comply with the Government's Unified Economic Codes & Classification or Charts of Accounts (COAs), 2017 is new challenge. The PFM Systems must also support 'National Natural Resources and Fiscal Commission' and incorporate fiscal transfer provisions and reporting of income and expenditures of Local and State Governments to the Ministry of Finance as per 'Intergovernmental Fiscal Arrangement Act, 2017'.

The Public Financial Management reforms of Nepal can benefit from Information Technology (IT) interventions. IT can be harnessed for transformation of the PFM capabilities of Nepal enabling better information, systems and policies contributing to reduce fiduciary risks, and improve fiscal discipline, transparency and accountability. However, the challenges of the existing IT based PFM Systems are functional completeness, performance, compatibility, reliability, and redundancy. Also, the systems developed in silos has made data exchange and services integration difficult and challenging in absence of coherent guidelines, principles or metrics that provides a platform for service integration.

Based on the Government roadmap for establishment of IT based National PFM Systems to attain PFM efficiency, and develop immediate solutions to support the Federal, the State and the Local Governments PFM Systems. Nepal Government has developed New LMBIS system for State and Federal Governments.

### **Background**

The newly developed LMBIS systems (Federal and State) is deployed and running in server since early 2021. The system has connected foreign system in real time.

There requires various support activities, to run the system effectively and efficiently. Also, LMBIS need to be integrate with Sub-National Treasury Regulatory Application (SuTRA) running by FCGO and DOMS software running at PDMO and AMIS running at MOF.

In this rational Ministry of Finance, seeks proposals from competent and authorized Bidders to provide Consulting Services to provide the support with expert engineer and Upgrade and

enhancement of the maintenance support to LMBIS and portal development.

## 2. Objective

The objective of this assignment is to consulting service to provide the

i. Support and maintenance of LMBIS and PLMBIS and ii. Development of Portal, Training Portal and E-Learning Portal, iii. Providing effective Help Desk Support

## 3. Scope of the Work

### I. Support and maintenance of LMBIS and PLMBIS (upto 6 month)

- Support in Previous year budget reports
- Multiple year budget Reports.
- Support for Proposed Budget Operation
- Support for revise budget operation.
- Development and Creation of all province Redbook, Budget Speech, Their fiscal transfer, Mid-budget Review, Yearly Budget Review
- Support for all categories of virements (All Virement, Internal Virement, Source change, Commitment Virement, DTCO Virement etc.)
- Support for operation of queues for integration
- Master Data Management on database
- New Report/s requirement collection and forward to maintenance team
- Maintain the current database structure
- Remove bugs and Bug Fixation
- **User Interface:** GUI components must work uniformly in user friendly manner.
- Support by providing training to share knowledge in a regular interval of time.
- Customization of reports within the availability of data; regular general feature updates and enhancements as required.
- Maintenance and customization of related services such update/security fixes/patching of system as required.
- Regular updates of tools and technologies available
- Develop and Published reports on the production server
- Develop Report as per Budget and Programme Division request.
- Develop small enhancement , module development, for enhance the business process of Budget and Programme Divison
- Develop Workflow and report for the Multiyear Project capture, decision made and request date.
- Capture surrender budget and its report
- Support till new fiscal year budget published through LMBIS and New PLMBIS.

### II. Development of Portal, Training Portal and ELearning Portal

The service provider will produce training portal and e-Learning package including interactive/user friendly help for each screen on how to use LMBIS.

The Portal will have divided into three category Portal1 (LMBIS, PLMBIS) that

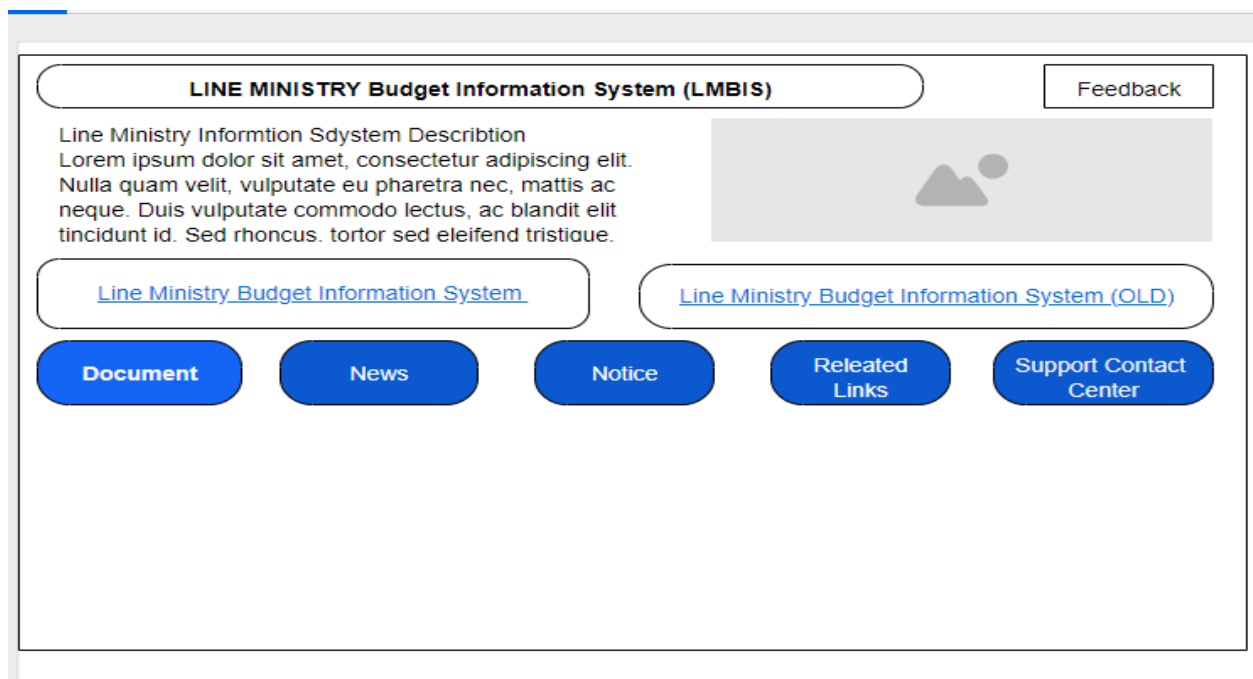
hosted on <https://www.lmbis.gov.np> , <https://www.plmbis.gov.np>, training portal (LMBIS, PLMBIS) that hosted on <https://www.training.lmbis.gov.np>, <https://www.training.plmbis.gov.np> and eLearning portal (LMBIS, PLMBIS) that hosted on <https://www.elearning.lmbis.gov.np> and <https://www.elearning.plmbis.gov.np> .

The Portal should include following modules:

1.

### 1.1. Line Ministry Budget Information System (LMBIS) Portal:

- Admin and assign user can easily able upload related document from Content Management System (CMS)
- The Portal should have a document upload feature to upload documents for News and Events, Notices, Circulars, Publications, Press-release etc.
- User can easily Create/Update/Upload the each and every content from CMS.
- This Modules should be as per below shown design.



- The website should be Bilingual (English & Nepali).
- News, Circulars & Publications should be categorized properly with published date and with provision for auto deactivation where the content will be removed from the portal but should remain within the server and should have the option to view previous or next set information.
- The Portal should have an appropriate header, sidebar with categorization of contents, menu bar, footer, slider, scrolling message, and others as appropriate for building a portal. The scrolling message

should come from different CMS content which are set to be highlighted for a certain duration of time. Beside scrolling the message, there should be a highlights section for most recent and important contents.'

- Design Pop-up for notice publish.
- With the help of the Admin Panel, the admin should be able to add/remove any contents and also will be able to place the content on the basis of basic HTML knowledge.
- Different levels of users should be defined with the following privileges.

**Admin:**

- Create Users and provide privileges accordingly
- Manage all content uploaded to the Portal

○ **MOF User:**

- Upload and manage content uploaded by the same user.
- Access to upload on the basis of assigned modules only.

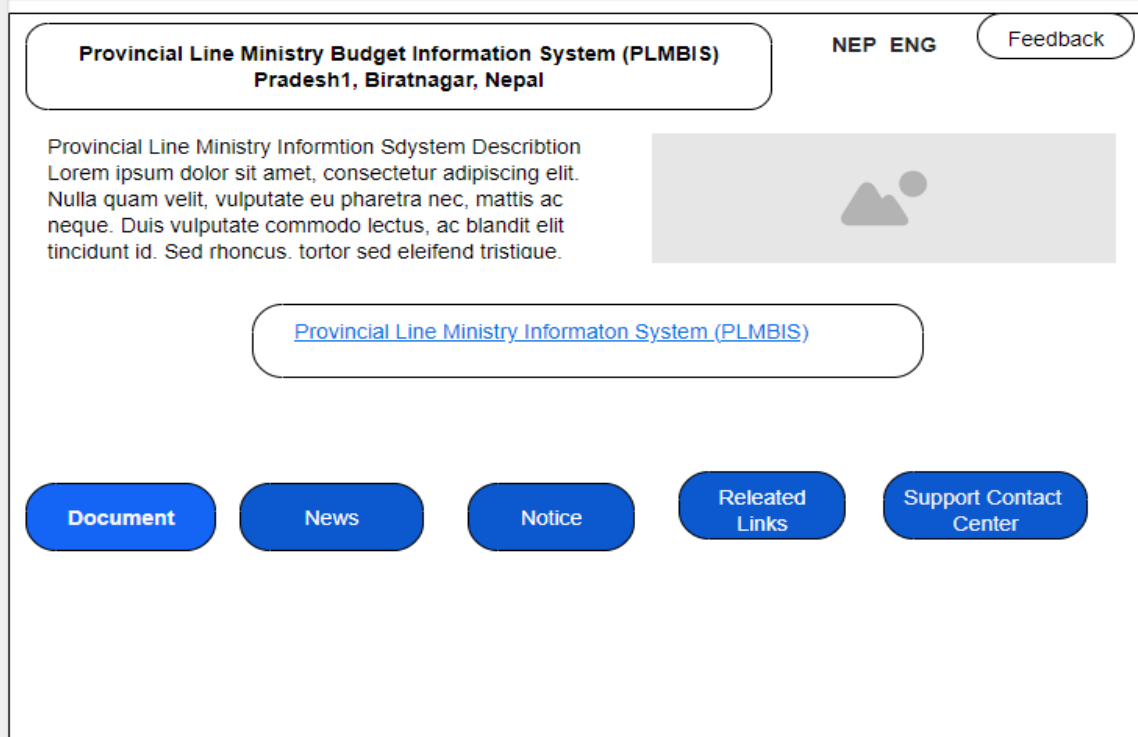
- This portal will hosted on <https://www.lmbis.gov.np> and all line ministry of federal government will access this portal for their lmbis access.

**1.2 Provincial Line Ministry Budget Information System (PLMBIS) Portal:**

The screenshot displays the PLMBIS portal interface. At the top, there is a header with the title 'Provincial Line Ministry Budget Information System (PLMBIS)', language options 'NEP ENG', and a 'Feedback' button. Below the header, there is a description of the system: 'Provincial Line Ministry Information System Description Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nulla quam velit, vulputate eu pharetra nec, mattis ac neque. Duis vulputate commodo lectus, ac blandit elit tincidunt id. Sed rhoncus. tortor sed eleifend tristique.' To the right of the description is a placeholder image showing a person icon. Below the description, there are seven buttons representing different provinces: 'Pradesh1', 'Pradesh2', 'Bagmati Province', 'Gandaki Province', 'Lumbini Province', 'Karnali Province', and 'Sudurpaachhim Province'. At the bottom, there are five blue buttons: 'Document', 'News', 'Notice', 'Releated Links', and 'Support Contact Center'.

When User Click Pradesh1 then: Pradesh1 Provincial Portal Will show as:

### **Pradesh1 Portal:**

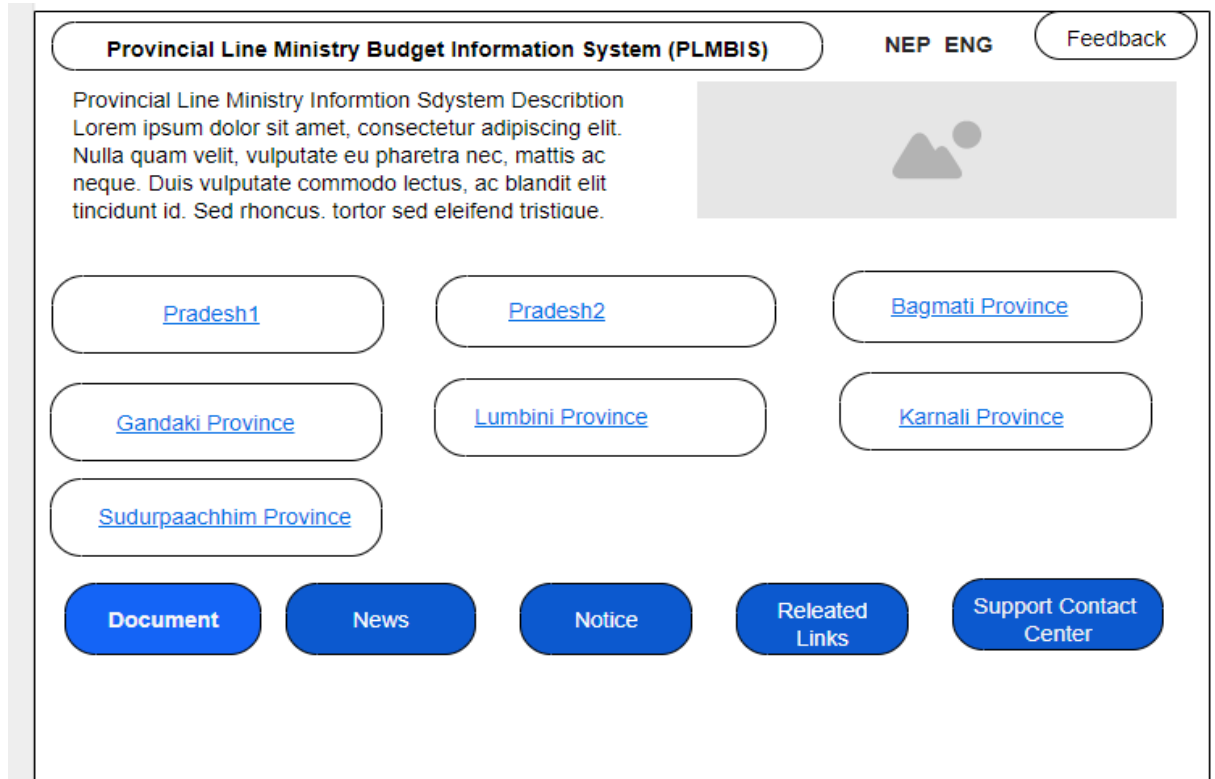


- All Province Portal will design as per above design.
- Database for the lmbis.gov.np portal and plmbis.gov.np portal should be same.
- Pradesh1 to Pradesh7 portal should have separate design and database instance and later on respective provinces manage that system so, user need to be Admin, Province User, and admin can assign user as per module.

## **2. Training Portal (LMBIS, PLMBIS)**

- This Module consist of LMBIS training and plmbis training portal.
- LMBIS training and Plmbis training portal that consists of (All seven province) and on that portal individual training portal of specific provincial line ministry budget information system is stored.
- This Module should have same design as per LMBIS, PLMBIS module.
- Training portal of lmbis, training portal of plmbis database should be same and specific training plmbis of individual province and individuals plmbis production portal database will be same.
- Specific Provincial Training Module (e.g. Province1) database should be same as specific provincial plmbis module.

- Training portal for federal government training.lmbis.gov.np and for province training.plmbis.gov.np
- Provincial Line Ministry Budget Information System Training Portal hosted in Training.plmbisgov.np and as:



### 3. ELearning Portal (LMBIS, PLMBIS)

- This module consists of two portal LMBIS and PLMBIS eLearning.

The e-Learning portal should include following modules:

Multiple eLearning platform for Various province and federal government, will be accessed via same window. Once the user selects its own government it will enter the system via the username and password provided to him.

System consist of following major features:

1. E-learning: In this session, the user will learn about LMBIS using both audio/visual and text/images. Users should get the option to choose either audio/visual or text/image facilities. (the page design should be in such a waythat text / image option should be targeted for users with low bandwidth). The service provider will be responsible to



create/prepare video, animations, questionnaire and other material for the e-learning portal.

2. **Question/Answer Module:** The system should display a question answer module after the course is complete and should cover questions from the whole course. The user should be able to save the course after each module and start it from where s/he left off. The question will be objective [single/multiple choice option]. Based on the learning, user will choose the appropriate answer and the system should evaluate the answers and generate mark sheet/report. The minimum pass mark should be 75% and unsuccessful candidates should be allowed to do the Q&A module until s/he passes and a certificate is awarded. The learning session and the Q&A session should be independent/separate. The user familiar with one session should be able to skip the session.

3. **FAQ:** Possible questions should be placed in FAQ section having link with appropriate audio/visual and text/image option.

4. Circulars

5. Notice Board

6. Massaging system

The user should be able to learn any number of sessions per day. Regarding these sessions, there can be 10-12 sessions each one of max 10 minutes.

1. Menu and toolbar

2. Ceiling entry both National Planning Commission and Ministry

3. Coding (Activity entry)

4. Security (user creation, role and stages)

5. Project information data entry

6. Proposed budget data entry – it may require 3 sessions for general budget head, budget head with economic code 26xxx, donor)

7. Project output, procurement plan

8. Request new budget code, copy data

9. Query, report, forward, backward

The service provider will produce a complete report this project, including the number of users that have used this package and a log of people that have used the help desk. The bidder should specify how the help desk will be set up

and managed in the bid.

The project is expected to start on the day the purchase order is issued by Louis Berger / PFMSP & we expect the e-Learning package to be ready according the deliverables below.

The service provider is expected to conduct meetings with relevant stakeholders in the Ministry of Finance and meet users from each ministry and spending units.

The service provider is expected to work closely with the budget and programme division of Ministry of Finance. The Ministry will provide an orientation on LMBIS to the service provider initially. However, the service provider is expected to have an experienced user of this system to guide the process on a step by step basis and to explain why the steps are being executed.

#### **4) Secure Sockets Layer(SSL) wildcard License:**

The service provider should provide the two wildcard secure sockets layer(SSL) license for authentication, encryption and decryption of data sent over the Internet through por. The license on secure sockets layer(SSL) will be provided by the bidder for three years for

(a) <https://www.lmbis.gov.np>,

<https://training.lmbis.gov.np>

<https://elearning.lmbisgov.np>

(b) <https://www.plmbis.gov.np>

<https://training.plmbis.gov.np>

<https://p1.plmbis.gov.np>

<https://p2.plmbis.gov.np>

<https://www.bagmati.plmbis.gov.np>

<https://www.gandaki.plmbis.gov.np>

<https://www.lumbini.plmbis.gov.np>

<https://www.sudurpachhim.plmbis.govnp>

<https://karnali.plmbis.gov.np>

<https://elearning.plmbis.gov.np>

### **III. Helpdesk Support**

The scope of the assignment of the helpdesk support are:

- Helpdesk Officers are to maintain a courteous and professional manner at all times when

interacting with the end-users. Calls are to be answered with a consistent standard greeting, and they will identify themselves to the caller.

- Helpdesk Officers are to strive for first call resolution. They are to use remote control when necessary and always requesting permission prior to taking control of a user's machine.
- Helpdesk Officers are to enter a ticket for each caller, even in the event of a major outage.
- Helpdesk Officers are not to just tell the caller we are aware of the problem but they need to register the issues. If an issue requires escalation, the Helpdesk Officer is to maintain ownership of the problem and escalation process.
- Helpdesk Officers are to advise the caller that the problem is being escalated to a specialist. Callers are to be advised that they will be contacted soon after resolution of issue.
- When entering or updating the issues, the Helpdesk officer is to describe the problem accurately and include all the detail. Generalizations such as "Open" "Closed" or "Fixed" are not sufficient to communicate worthwhile information. Helpdesk Officers are to remember to update issues so that when users call the Helpdesk for status updates, anyone taking the call can provide meaningful information.

#### 4. Duration and Commencement of Contract

The duration of the contract will be for 3.5 months from the date of contract signing. The contract may be extended depending upon need and satisfactory performance of the offeror.

#### 5. Duration Technology Platform:

(a) Front end and Application Layer: PHP/Java/Dot Net or Equivalent

Firm can able to develop the portal with any language that mentioned above.

(b) Backend Database: Oracle/MySQL/MSSQL or Equivalent

(c) OS: Windows/Linux or Equivalent

(d) Web Hosting: Apache/IIS/Tomcat or Equivalent

All the networking, security and others features that need successfully run the system can be provided by MOF. But firm need to developed and deployed as server specified by MOF later on with mutual understanding.

#### 6. Required Qualification and experience of service provider

The consulting firm should have the following qualifications and experience to carry out the work.

##### **Experience of the consulting firm**

##### **General experience:**

- Registration of the consulting firm/ and Tax Clearance need to submit
- Value Added Tax VAT /PAN Registration need to submit
- The Consulting Firm should be minimum experience in design and development of software solution with minimum 10 years.
- Special Experience as advantage: ISO Certificated Firms should provide

preference.

- The Firm should have successfully completed at least four similar government projects (size and complexity) and experience on budgetary system development firm will provide preference.
- Average annual turnover of last three year of the Firm should at least 50 lakh only or more.

**a) Human Resource Qualification:**

S. N.	Category	No. of Resources	Minimum Qualification, Experiences and Exposures
1	Project Manager (Team Leader )	1	<ul style="list-style-type: none"> <li>• Master degree in IT/Project Management related degree with 5+ years of experience on enterprise scale software project</li> <li>• Good communication and interpersonal skills</li> <li>• Fluency in written and spoken English</li> <li>• Experience as a team lead in at least 1 or more enterprise scale software projects for government clients on Budget related software will provided preference.</li> </ul>
2	System Analyst	1	<ul style="list-style-type: none"> <li>• Bachelors' in IT with 5+ of experience on enterprise scale software development</li> <li>• Good communication and interpersonal skills</li> <li>• Experience as a System analyst in at least 1 enterprise scale software projects for government clients on Budget related software will provided preference.</li> </ul>
3	Senior Software/Web Developer	3	<ul style="list-style-type: none"> <li>• Bachelors' in IT with 3+ of experience on enterprise scale software development</li> <li>• Good communication and interpersonal skills.</li> <li>• Experience as a software web in at least 1 enterprise scale software projects for government clients on Budget related software will provided preference.</li> </ul>
4	Senior PL/SQL Database Developer	2	<ul style="list-style-type: none"> <li>• Bachelors' in IT with 3+ of experience database design, development and Maintenance on enterprise scale software development</li> <li>• Good communication and interpersonal skills</li> <li>• Experience as a senior database developer in at least 1 enterprise scale software projects for government clients on Budget related software will provided preference.</li> </ul>
5	UI/UX Designer	2	<ul style="list-style-type: none"> <li>• Bachelors' in IT with 2+ of experience in UI/UX design, development and Maintenance on enterprise scale software development</li> <li>• Good communication and interpersonal skills</li> </ul>

6	Quality Assurance Analyst	2	<ul style="list-style-type: none"> <li>• Bachelors' in IT with 2+ of experience in Quality Assurance Analyst, Quality check, various level of testing on enterprise scale software development</li> <li>• Good communication and interpersonal skills</li> </ul>
7	Help Desk Support	2	<ul style="list-style-type: none"> <li>• Bachelors' in IT with 2 years documentation in software development and development life cycle and help desk support.</li> <li>• Good communication and interpersonal skills</li> </ul>
8	Documentation and Reporting Expert with Help Desk Support	1	<ul style="list-style-type: none"> <li>• Bachelors' in IT with 2 years documentation in software development and development life cycle and help desk support.</li> <li>• Good communication and interpersonal skills</li> </ul>

Note: The consulting firm shall assign one Key Expert as Team Leader who will be responsible for managing the whole team.

## 7. Key Deliverables

The assignment will generate outputs of the scope of work identified earlier. Such outputs will be in the form of written reports in hard copy or in softcopy. The following are major key deliverables:

- **Monthly Support Report:** within the 7th days of next month
- **Inception Report:** The firm shall submit the inception report along with detailed work plan within 15 days from the date of signing of the agreement.
- **Final Support Report:** Final Support report with the 7th days after the end of contract
- **Final deliverable:** Source code, design document Report(ER Diagram, Data Dictionary, Use Case, Sequence Diagram, Complete Running Source Code etc.): earlier 7 days before end of the contract.

## 8. Payment

The Client shall pay as per monthly for providing service delivery from firm for tasks:

(A) Support, Maintenance and Enhancement cost and

(B) Help Desk Support

Along with firm should submitting monthly overall support report, maintenance and enhancement report with approval from Budget and Programme Divison IT Team or from project officials.

**The consulting firm shall propose the monthly remuneration/salary of the Key Experts.**

Also, client shall pay 40% of the total amount of task (C) Central Portal Development after preparing and submitting the inception report and remaining 60% of the task(C) Central Portal Development completion after submitting and accepting the final deliverable.

## **9. MoF Input**

The consultant shall work under the close and constant supervision of Budget and Programme IT Division. MoF may assign expert/professionals/ officials/team of officials to supervise and / or support the work on behalf of the MoF. MoF may assign a number of Technical experts for user requirement. Also, all the system are hosted at MOF assigns location.

## **10. Software Ownership**

Consultant should bind on following constraints for software distribution, licensing, copyright and subsequence modification:

- MoF will have full ownership of the software including all subsequent modification done within the service period.
  - MoF will have the full and sole authority to distribute, license, copyright, modify and re-engineer the system without binding obligation to any other institution.
  - Source Code and Design templates should provide to MoF.
-