

Karuna Foundation Nepal, Kathmandu, Nepal

Expression of Interest

First Date of Publication 2081/05/13

1. Karuna Foundation Nepal (KFN) invites Expressions of Interest (EOI) for the purpose of shortlisting the qualified, eligible, and experienced domestic Consultants/Consulting Firm(s) for upgrade, maintenance, and handling of Management Information system (MIS), Mobile based application development, web portal and website
2. Consulting Firms experienced in the above works and willing to provide the services are here by invited to submit their 'Expressions of Interest (EOI)'. The EOI shall be submitted in a sealed envelope and must reach the KFN no later than 17:00 hours on the 6th of September 2024.
3. In case the day of submission of the EOI falls on a public holiday, the EOI shall be submitted on the following working day. Only those short-listed Consultants, Consulting Firm(s) shall be invited to submit the 'Request for Proposal (RFP)' for the mentioned job.

The firm(s) shall include in their Expressions of Interest the following information in measurable terms and any other information that they may feel will support their application.

- General Experience of the Firm(s).
 - Work Experience in Similar Works.
 - Human Resources
 - Infrastructure and Technical Competency
 - Response to scope of work.
4. The experiences of Government of Nepal projects/Non-Governments Organization to be counted in General and similar works and the firm/s shall provide certified evidence of completion of the job from concerned agencies.

5. A firm can submit one EOI single or in a joint venture.
6. KFN reserves the right to shortlist or not to shortlist any or all the firms without assigning any reasons whatsoever.
7. Further information or clarification on the EOI can be obtained from KFN'S central office during office hours.

8. The EOI documents shall be addressed to:

Karuna Foundation Nepal, Baluwatar, Kathmandu

Contact Number: O: 01-4513340/01-4513719/01-4510687

9. General Mandatory Requirement

- Certificate of VAT/PAN Registration,
- Firm Registration
- Tax Clearance of Fiscal Year 2079/80
- Firm must have 3 years of experience in software development with successful execution of project
- Firm should have done at least two Similar projects in last 3 years.
- Firm should have done software (Application) development project having database system.
- Firm should be registered for Information Technology Solution/ Software Development

Specifications for IT support for Karuna Foundation Nepal

1. Management Information System (MIS) Maintenance

Scope of work

Management Information System (MIS) has been developed for Disability Prevention and Rehabilitation Program. The system basically operates as municipality level database platform for keeping all the information intact about municipalities, person with disabilities within the municipalities and services received by them from the program. MIS maintenance covers minor alterations, updates and fixes. MIS maintenance requests are submitted via e-mail. Depending on the complexity of the request, the job should be completed in a

minimum time. MIS maintenance to keep the MIS running and operational, following specifications are mentioned:

- Minor bug fixes reported
- Delete un-expected data entries as reported, which are not possible from MIS
- Replicate data as requested, which is not possible from MIS
- Clone the live MIS data to trial MIS as requested, which is being used for training purposes
- Support to designated staff (core) member looking after MIS operation
- Periodic backup
- Restore data if requested and required
- Modification features as requested

2. Mobile Based App Development

Scope of work

A management information system has been in use to keep the records of people with disabilities and services they received from the Disability Prevention and Rehabilitation Program. The system currently is web based and filled up at field level by community level workers who directly provide the services to beneficiaries. The community level workers visit the household of the person with disabilities and provide different types of services. The record of which is kept in service form and entry in system is made only after few days when field staff come in Internet connection in laptops. Thus, to enhance the real time data entry, a mobile based app of MIS with features to record information about the person with disabilities (profile) and services they receive (service entry) is the requirement.

Develop Android app as an extension for Karuna MIS for offline capabilities for offline, online and syncing functionalities along with development of user interface and interaction from scratch and develop necessary corresponding APIs on server side. As per the requirement the core functionalities (each has multiple sub-functionalities) that needs to be developed are as follows:

- i. Login and Navigation

- ii. Person with Disabilities (PWD) Profile – Entry
- iii. Person with Disabilities Offline Entered List
- iv. Person with Disabilities Server List
- v. Provided Service Entry
- vi. Sync required data

3. Karuna Foundation Nepal Website

Scope of work

- Timely maintenance and updates of the existing functional website including SEO and relevant keywords
- Explore accessibility options and areas to cater the needs of different kind of disabilities
- Support to make the website more interactive and livelier
- Addition of more functions as per need
- Provide maintenance service for the regular and smooth operation of the website including fixing bugs and ensuring security

4. Knowledge and Evidence Lab (K&E Lab) Web Portal

Scope of work

K&E Lab is eLearning portal in the Karuna website that offers learners interaction and collaboration on Disability Prevention and Rehabilitation Program related content like courses, presentations, and other information, tools, and resources to support and enhance education delivery and accessible learning processes to relevant stakeholders nationally and internationally.

The contracted service provider will be responsible for the update and maintenance of existing LMS, data and information management and design services, to support the implementation of an interactive e-learning platform. The scope of work includes but will not be limited to:

- LMS update and maintenance: The LMS must have 1) interactive functions to support the interaction among trainers and trainees, 2) an automated administration system, such as the certificate issuance based on a programmed set of criteria of course completions and predefined set of automatic critical user statistics reporting 3) optimization configuration
- Design service: The platform must support a device-agnostic learning environment that is responsive and adaptable to the screen resolutions of smartphones, tablets, and other mobile devices.
- Maintenance: The service provider must ensure the security of the platform with regular patching and updates scheduled and implemented
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5. Saving/credit accounting software development for Milijuli Samuha

Recording system development for Milijuli Samuha's seed capital mobilization, Saving, and Loan Management through four books of account. ie. Cash and bank, Loan, Saving and Teregee.

- Multiuser
- Multi Location (Palika and ward level, District, Province and Central Level)
- Online
- The lower separate unit is ward level Milijuli Samuha (Tentative 30-50 members in every Samuha)