Title of Work: Design Standard operating System. (Member registry, Connect operating procedure with field on employment and income generation level.)

Procuring Agency: Agency for Promotion of Indigenous Crafts
Ministry of Economic Affairs

1. <u>INTRODUCTION</u>

1.1 Firms are hereby invited to submit a technical and a financial proposal for the "software development to design standard operating system" required for the assignment named in the attached LOI Data Sheet (referred to as "Data Sheet"). The Proposal could form the basis for future negotiations and ultimately a contract between your firm and the Client named in the Data Sheet.

1.2 A brief description of the Assignment and its Objectives are given in the Data Sheet.

1.3 The assignment will be implemented in accordance with the procedure indicated in the Data Sheet.

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

1.5 Please note that (i) 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.

1.6 Consultants shall not be under a declaration of ineligibility for corrupt and fraudulent practices specified in the Standard Request for Proposal.

2. <u>DOCUMENTS</u>

2.1 To enable firms to prepare a proposal, please find and use the attached documents listed in the data sheet.

2.2 Consultants requiring a clarification of the Documents must notify the Client, in writing, not later than 3 days before the proposal submission date.

2.3 At any time before the submission of bids, the Client may, for any reason, whether at its own initiative or in response to a clarification

requested by an invited consulting firm, modify the Documents by amendment.

3. **Preparation of Proposal**

3.1   Firms are requested to submit a technical and a financial proposal. Your proposal shall be written in English.

Technical Proposal

3.2   Firms are expected to examine all terms and instructions included in the documents. Failure to provide all requested information will be at your own risk and may result in rejection of your bid.

3.3   During preparation of the technical proposal, firms/individuals must give particular attention to the following;

    I.   The estimated budget for the assignment should be substantially in accordance with the work load.

    II.   The estimated man days for the assignment are stated in the Data Sheet for your information. However, firms/individuals should feel free to submit your proposal on the basis of man days which firms/individuals consider necessary to undertake the assignment.

3.4   The Technical Proposal must provide the following information, using, but not limited to, the formats attached in Annexure-1;

    i.   A brief description of the Consultant's Organization and outline of recent experience on assignments of a similar nature. The information provided on each assignment should indicate, inter alia, the profiles of the staff provided, duration, contract amount and firm involvement;

    ii.   Any comments/suggestion on the TOR, and a description of the methodology which the Consultants propose to execute the services, illustrated with bar charts of activities.

    iii.   The composition of the proposed staff team, the task which would be assigned to each and their timing;

      iv.   C.V. recently signed by the proposed key professional staff or an authorised manager in the home office.

3.5   The Technical Proposal must not reflect any financial information.

Financial Proposal

3.6   The Financial Proposal should list the costs associated with the assignment. These normally cover remuneration for staff, rental for training space, food and refreshment for trainees, stationary items, transportation, equipment (vehicles, office equipment, furnityre and supplies) and printing of documents.

3.7   The Financial Proposal must take into account the tax liability and cost of insurances if any.

3.8   Cost should be expressed in Ngultrums.

4. Submission of Proposals

4.1   Firms must submit one original proposal and the number of copies indicated in the Data Sheet. Each proposal will be sealed in an outer envelope which will bear the address and information indicated in the Data Sheet.

4.2   The completed Technical and Financial proposals must be delivered on or before the time and date stated in the Data Sheet.

4.3   The Proposal must be valid for the number of days stated in the data sheet from the date of its submission during which firms must maintain and make available the professional staff proposed for the assignment. The Client will make its best effort to complete negotiations at the location stated in the Data Sheet within this period.

5. Proposal Evaluation
5.1   A two-stage procedure will be adopted in evaluating the proposals:
      i.   Technical Evaluation will be carried out prior to opening any financial proposal;
      ii.   A Financial Evaluation

Firms will be ranked using a combined technical/financial score (of 100 points each), as indicated below:

Technical Proposal

5.2 The evaluation committee appointed by the Client will carry out the evaluation applying the evaluation criteria and point system specified in the Data Sheet. Each responsive proposal will be attributed a technical score.

The technical proposal should score at least 75% to be considered for financial evaluation.

Financial Proposal

5.3 The lowest financial proposal (Fm) will be given a financial score (Fs) of 100 points. The financial scores of the proposals will be computed as follows: $Sf = 100 \times Fm/F$ (F-amount of financial proposal).

5.4 Proposals will finally be ranked according to their combined technical(St) and Financial (Sf) scores using the weights indicated in the Data Sheet" $S = St \times T\% + Sf \times F\%$.

6. Negotiations

6.1 Prior to expiration period of proposal validity, the Client will notify the successful Consultant(S)/Firm who submitted the highest scoring proposal (Technical + Financial) in writing by registered letter, cable telex or fax and invite to negotiate the Contract.

6.2 Negotiations will commence with the discussion of technical proposal, the proposed methodology (work plan), staffing and any suggestions made to improve the TOR. Agreement must then be reached on the final TOR, the staffing and bar charts, which will indicate activities, staff, periods in the field and in the home office, staff days, logistics and reporting. Special attention will be paid to optimise the required output from the Consultants within the available budget and to define clearly the inputs required from the Client to ensure satisfactory implementation of the assignment.

6.3   The negotiations will be concluded with a review of the draft form of Contract. The Client and the Consultants will finalize the contract to conclude negotiations.

7. <u>AWARD OF CONTRACT</u>

7.1   The contract will be awarded after successful negotiations with the successful consultants. If negotiations fail, the Clients will invite the Consultants having obtained the 2nd highest score to Contract Negotiations. Upon successful competition, the Client will promptly inform the other Consultants that their proposals have not been selected.

7.2   The selected Consultant is expected to commence the assignment on the date and at the location specified in the Data Sheet.

LOI DATA SHEET

Clause no.   **Clauses**

1.1   The name of the assignment is 'software development to design standard operating system'.
1.2   The name of the client is APIC
1.3   The description and the objectives of the assignment are ; (refer TOR)
1.4   The assignment will be carried as : Lump sum Contract
1.5   Pre-proposal Conference: Yes/No (If Yes, indicated date, time and venue)

The name(s) and address of the official(s) is (are):

1.6   The Client shall provide without charges and within a reasonable time, all pertinent data and information available related to the project and shall give such assistance as shall be reasonably be required by the Consultant to carry out the assignment.
1.7   The address is: Agency for Promotion of Indigenous Crafts (APIC), 1st Floor, RSPN Building, Kawajangsa, Thimphu.
1.8   The medium of language is English.
1.9   Tax liability, Insurances (insert as appropirate): subject to 2% TDS on the bill amount.
1.10   The number of copy of proposal to be submitted is one.
1.11   An EMD of 2% of the quoted amount payable to APIC in the form of Demand Draft or Bank Guarantee should accompany the tender document (in the financial proposal).
1.12   The date and time of proposal submission: 2:30 PM, 24November, 2014 and shall be opened on the same day at 3PM in the office of the Manager, PIDU.
1.13   The currency is Ngultrum.
1.14   The weight(T%) given to the technical proposal is 70%.
1.15   The weight (F%) given to the financial proposal is 30%.

1.16 For any clarification, please contact Ms. Kesang Anayat , Manager, Product Innovation & Design Unit, APIC at 02-334157 during office hours.

Terms of Reference

for

Software development to design standard operating system

Project Title: Scaling up of Income Generation through traditional crafts and textile production and Marketing.

Product Innovation and Design Unit
Agency for Promotion of Indigenous Crafts

1. Introduction

The Agency of Promotion of Indigenous Crafts helps in promotion of all Zorig Chusum thirteen arts and crafts.

The Project Scaling up of income generation through traditional crafts and textiles production and Marketing is a project funded by UNDP Bhutan and the funds are received for this project from Japan

In relation to this particular project and as assistance funds have been allocated to develop an Operating system that will help record Agency of Promotion of Indigenous Crafts members related to all arts and crafts.

The system must also be able to connect field monitoring and information to help calculate employment generation and income generation levels.

It must also help record and maintain records of investment and return plan of each art and crafts sector and groups and members involved. The first art form that it will concentrate will be textile followed by wood and for the rest of the thirteen arts and crafts.

The system must be equipped to record the number of products being exported in future to help with the calculation of income generation.

Objectives

The designing of standard operating system, will be done with the following objectives:-

1. Create an systematic recording for all members according to Zhorig chhusum thirteen Arts and Crafts
2. Create a link between information from field to calculate employment generation and income generation for all thirteen arts and crafts.
3. The system must help create links and calculate no of employment created ,income generated and scaling up of income connected to investment and return plan

2. Scope of the consultancy

The system or software created must be adapted to the needs of APIC covering all thirteen arts and crafts. The system must be able to maintain all registration and records to calculate employment generation, income generation.-

It is essential that it has a section that will help record inputs from groups and members who are a part of investment and return.

3. Methodology

1. The consultant will start by doing desk research of available secondary information of the potential areas.
2. Discussion with APIC   and some stakeholders for information collection.
3. The consultant will gather all the required information for the operating system.
4. A very useful operating system must be developed by the consultant.
5. The consultant will come up with an implementable software and operating system.
6. The consultant will present the draft proposal and system to solicit comments and suggestions.
7. Finalization of the standard operating system based on the comments and suggestions.
8. Two Staff have to be trained to use the system.

4. Deliverable and Timeframe

The entire process is to be completed within 20 days. The deliverable is the final standard operational system that is user friendly including the training of two staff to use the system.

	Activities	**Outcome**	**Timeline (No. of days)**
1	Collect data	Collect all data	3
2	Interview Staff	Collect information from Staff	2
3	Create operating system	Design operating System	5
4	Make a presentation for feedback and comments	Draft system to be presented	1
4	Incorporate feed back	Redesign for final output	3
5	Final system delivery	Final output	3
6	Train staff	Train users	3

6. Expected Output

The assignment shall result as follows:-

1. User friendly operating system
2. It will help maintain record of membership
3. It will help calculate the number of jobs or employment created and income or additional income generated by keeping records and updates from the field.
4. It should help produce accurate data to be used in reports for APIC, UNDP and GNHC.

Selection of Consulting Firm

The consulting firm shall be selected based on competitive bidding procedures specified in the RGOB Procurement Rules and Regulations.

Reporting and Accountability

The consulting firm shall execute an agreement with the output of the, Ministry of Economic Affairs and the work of the assigned consultant shall be facilitated under the supervision of the Chief Executive Officer, Agency

for Promotion of Indigenous Craft. The payment as specified in the contract shall be made on an instalment basis as per a schedule agreed in the contract agreement.

a. Confidentiality

All information, data and documents provided to the consulting firm by the client or developed by the consulting firm in the course of performing the services under this TOR shall be treated by the firm as confidential and shall not be published or disclosed to any third party without the prior written approval of the client.

b. Time Frame

The assignment is expected to be completed within a period of 20 days from the day of signing of the contract agreement. However, the exact duration of the assignment will be determined at the time of signing the contract agreement.

Annexure -1

FORMAT FOR TECHNICAL PROPOSAL

To

_____

_____

Sir,

Subject: Hiring of Consultancy Service for_____

_____

Regarding Technical Proposal

I/We _____ Consultant/Consultancy firm
herewith enclose Technical Proposal for selection of my/our firm/organization as
Consultant for _____.

Yours sincerely,

Signature

Full Name

Designation

Address   **(Authorized Representative)**

a. Attach firm's profile:
b. Relevant services carried out in the last five years which best illustrates qualifications
c. Detailed approach and methodology explanation
d. Comments and suggestions on the TOR
e. CVs of Proposed Personnel
f. Valid Trade license

Annexure -2

FORMAT FOR FINANCIAL PROPOSAL

To

_____

_____

Sir,

Subject: Hiring of Consultancy Service for _____

_____

Regarding Price Proposal

I/We _____ Consultant/Consultancy firm herewith enclose Price Proposal for selection of my/our firm/organization as Consultant for

_____.

I, the undersigned, hereby declare to the best of my knowledge and belief, this information is true and correct.

Yours sincerely,

Signature

Full Name

Designation

Address   **(Authorized Representative)**