

REQUEST FOR PROPOSAL

For

Development of an Integrated Transfer Management System (ITMS)

RFP No: ITMS/PSP/2025/02

Authorized signature: _____



Issued by: Helvetas Nepal

Issued on: 11 July 2025



Section 1: Request for Proposal

REQUEST FOR PROPOSAL

The Provincial Support Programme (PSP) is a strategic initiative, supported by the Swiss Agency for Development and Cooperation (SDC), aimed at supporting Nepal's transition to federalism by strengthening governance and institutional capacity at the provincial level. Focusing primarily on Koshi Province, the programme seeks to establish well-functioning, inclusive institutions and systems to enhance service delivery, policy formulation, and public accountability. The programme is regarded as a political reform initiative designed to assist the province government in exercising its constitutional rights effectively. The PSP employs innovative approaches, including e-governance and strategic partnerships, to ensure effective implementation and sustainability. By aligning with Nepal's federal structure and addressing systemic inequalities, the programme represents a significant step toward achieving inclusive and accountable governance in Nepal.

The project seeks to engage a qualified consultancy firm to develop and operationalize a secure and efficient Integrated Transfer Management System (ITMS) that digitizes the full life cycle of the staff transfer process from request to approval and documentation across all ministries, departments, and local governments in Koshi Province.

1. PSP invites sealed Requests for Proposals (RFP) from qualified and eligible consulting firms to develop an Integrated Transfer Management System (ITMS). The assignment aims to define the scope, features, and implementation roadmap for a digital platform designed to manage employee transfers efficiently across government or large organizations, ensuring compliance, transparency, and accessibility.
2. Interested agencies are requested to submit their all sealed (Technical and Financial) proposals by **18 July 2025, 1:00 PM (NPT)**. The detailed RFP document can be obtained by downloading from <https://notice.helvetasnepal.org/>.
3. Questions related to RFP can be send by email at psp.np@helvetas.org by 14 July 2025, 1:00 PM. The composite response of the queries will be posted by 14 July 2025.
4. Consulting firms are requested to submit their proposal within the given deadline. Proposals received after the deadline will not be accepted and will be considered non-responsive.

PSP/Helvetas reserves the right to accept or reject any or all proposals without assigning any reason whatsoever.



Section 2: Instructions to Consultants (ITC)

SN	Topic	Details
1.	General Provisions	
1.1	Definitions	<p>(a).“Affiliate(s)” means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Consultant.</p> <p>(b).“Applicable Guidelines” means the procurement guidelines and code of conduct of Helvetas Nepal, Bilateral agreement between Government of Nepal and Government of Switzerland for PSP project.</p> <p>(c).“Client” means the PSP/Helvetas Nepal that signs the Contract for the Services with the selected Consultant.</p> <p>(d). “Consultant” means legally established professional individual consultant or consulting firm or an entity that may provide or provides the Services to the Client under the Contract.</p> <p>(e). “Contract” means a legally binding written agreement signed between the Client and the Consultant and includes all the attached documents listed in its Clause 1 (the General Conditions of Contract (GCC), the Special Conditions of Contract (SCC), and the annexes).</p> <p>(f).“Data Sheet” means an integral part of the Instructions to Consultants (ITC) Section 2 that is used to reflect specific assignment conditions to supplement, but not to over-write, the provisions of the ITC.</p> <p>(g).“Day” means a calendar day.</p> <p>(h).“Experts” means key experts and non-key experts proposed by consultant.</p> <p>(i).“Key Expert(s)” means an individual professional whose skills, qualifications, knowledge, and experience are critical to the performance of the Services under the Contract and whose CV is considered in the technical evaluation of the Consultant’s proposal.</p> <p>(j).“ITC” means the Instructions to Consultants that provides all information needed to prepare and submit their Proposal.</p> <p>(k).“LOI” means the Letter of Invitation being sent by the Client to the Consultants or RFP notice published in the newspaper.</p> <p>(l).“Non-Key Expert(s)” means an individual professional provided by the Consultant who is assigned to perform the Services or any part thereof under the Contract and whose CVs are not evaluated individually.</p>

		<p>(m).“Proposal” means the Technical Proposal and the Financial Proposal of the Consultant.</p> <p>(n). “RFP” means the Request for Proposals prepared by the Client for the selection of consultants.</p> <p>(o). “Services” means the work/task/assignment to be performed by the Consultant pursuant to the Contract.</p> <p>(p).“ToR” means the Terms of Reference that explain the objectives, methodology, scope of work, activities, tasks to be performed, responsibilities of the Client and the Consultant, and expected results and deliverables of the services.</p>
1.2	Introduction	<p>This section provides essential guidelines to consulting firms for preparing and submitting proposals to undertake the development of a Software Requirements Specification (SRS) for the proposed Integrated Transfer Management System (ITMS).</p> <p>The consultant is expected to provide professional, impartial advice and conduct all activities in the best interest of PSP. All participating firms must carefully review this section and adhere strictly to its instructions. Proposals must demonstrate a clear methodology, strong technical understanding, relevant experience, and compliance with the specified eligibility criteria. Consultants are encouraged to familiarize themselves with the project's local context and can ask any questions/queries within the deadline for clarification and engagement.</p>
1.3	Conflict of Interest	Consultants must disclose any potential or existing conflict of interest. Failure to do so may result in disqualification or contract termination.
1.4	Eligibility documents	as specified in the Data sheet.
2. Preparation of Proposal		
2.1	General Consideration	The consultant should read, understand the details in the RFP and prepare the proposal. If the lack of required information results in rejection of the proposal
2.2	Proposal Preparation Cost	The consultant should be responsible for all kinds of costs incurred in the course of preparation and submission of the proposal. The client shall not be bound to accept or liable to pay any incurred costs.
2.3	Proposal Contents	<p>Technical Proposal:</p> <ul style="list-style-type: none"> • Cover Letter • Proposed Work Plan • Proposed Project Team (Including CV) • Methodology & Approach <p>Financial Proposal:</p> <ul style="list-style-type: none"> • Summary of cost proposal • Break down of cost proposal

2.4	Proposal Language	The Proposal, as well as all correspondence and documents relating to the proposal exchanged between the Consultant and the Client, shall be written in the english language.
2.5	Documents to be included in the proposal	The Proposal shall comprise the documents and forms listed in the Data Sheet
2.6	Number of Proposals	The consultant shall submit only one proposal from one firm
2.7	Validity of the proposal	The proposal shall be valid for the days/period as mentioned in the data sheet.
2.8	Substitution of key experts	The key experts can be substituted as per the data sheet.
2.9	Sub-contracting	The sub-contracting shall be as per the provisions of the data sheet.
2.10	Clarification of RFP	The consultant may request clarification of any clauses of the RFP within the deadline mentioned in the data sheet.
2.11	Amendment of RFP	Any amendment in the RFP can be done before the deadline of submission or the pre-proposal conference, whichever is earlier, through the same media publication of the original notice.
2.12	Technical & Financial proposal	The technical and financial proposal should be prepared using the standard forms provided under this RFP. The financial proposal includes all kinds of costs required to accomplish the assignment.
2.13	Price adjustment	The price adjustment will be done as per the data sheet.
2.14	Taxes	The consultant is responsible for complying with all tax liabilities relevant to this assignment and contract.
2.15	Currency	The currency of transaction shall be Nepalese rupees unless specified in the data sheet. The payment shall be made in the currency of the transaction.
2.16	Transportation	The consultant shall be responsible for arranging the means of transport for travel.
2.17	Professional liability Insurance	The requirement of professional liability insurance will be as per the data sheet.
3	Submission, opening, and Evaluation	
3.1	Submission of Proposal	For the technical proposal, one (1) hard copy and one (1) soft copy on a USB key should be submitted together in a single sealed envelope, clearly labelled as 'Technical Proposal'. For the financial proposal, one (1) hard copy should be submitted in a single sealed envelope, clearly labelled as 'Financial Proposal'. Both separately sealed financial and technical proposals should be submitted together in a single envelope.

3.2	Opening of proposals	<p>The sealed technical proposal shall be opened on the date/time mentioned in the data sheet in the presence of the consultant/representative who chooses to attend. Absence of a consultant/representative shall not affect the opening of the technical proposal.</p> <p>The financial proposal shall remain sealed and safely in the client's custody. Only the financial proposal of the consultant who passed the technical proposal shall be opened in the presence of the consultant/representative who chose to attend as mentioned date/time in the notification of the technical result</p>
3.3	Evaluation of proposals	The evaluation of the proposal shall be conducted in two stages, namely, technical and financial evaluation, in accordance with the criteria set in the data sheet. The second stage- financial proposal evaluation shall be carried out for the financial proposals opened.
3.5	Evaluation Weightage	<ul style="list-style-type: none"> - Technical: 80%; Pass marks: 56marks - Financial: 20%; Lowest FP: 20marks
3.6	Technical Evaluation Weightage	<ul style="list-style-type: none"> - HR (Team formation, expertise, qualifications)-40 - Understanding of requirements & methodology and timeline -25 - Organizational experience and tech stack -15
4.	Negotiation and Contract Award	
4.1	Negotiation	The negotiation will be held at the date/time and address indicated in the data sheet. The negotiation may not hold in case of everything is satisfied among the contracting parties
4.2	Award of contract	<p>The highest scorer in the final evaluation, combining the technical and financial proposal, shall be awarded and sign the formal contract upon assurance of performance guarantee as mentioned in the data sheet.</p> <p>The award shall be cancelled as and when the consultant is declared as criminal by court or blacklisted by PPMO/Government of Nepal.</p>

Section 3: Data Sheet (DS)

Client Information	
SN	Description
1.2	The name of the Client is: Provincial Support Program (PSP) / Helvetas Nepal
2.5	The RFP document comprises: Section-1: Request for Proposal Section-2: Instructions to Consultants (ITC) Section-3: Data Sheet (DS) Section-4: Technical Proposal - Standard Forms Section-5: Financial Proposal - Standard Forms Section-6: Helvetas Anti-corruption policy Section-7: Terms of Reference (ToR) Section-8: Contractual Provisions (GCC) Section-9: Special Conditions of Contract (SCC) Section-10: Contract Templates
2.8	Substitution of key experts: After written approval of the client, the consultant may substitute the key experts. The new key experts should have at least equal or higher quality in terms of qualification, experience, skills, and any other relevant factors as mentioned in ToR.
2.9	Sub-contracting: Not Allowed
2.10	Clarification of RFP: The deadline for submitting clarifying questions on the RFP is 14 July 2025 by 1: PM. All questions should be sent by e-mail to: psp.np@helvetas.org.
2.13	Price adjustment: Not applicable
2.17	Professional liability Insurance: Not applicable
3.1	Deadline for submission: 18 July, 2025 at 1 PM Address for submission: Provincial Support Program (PSP) / Helvetas Nepal Biratnagar-13, Koshi Province, Nepal Email: psp.np@helvetas.org of proposal: 90 days from the submission deadline.
3.2	Place of opening the technical proposal: Provincial Support Program (PSP) / Helvetas Nepal Biratnagar-13, Koshi Province, Nepal Date & time of opening the technical proposal: 18 July ,2025 at 2 PM
3.3	(a) Eligibility criteria: 1. Firm registration 2. VAT registration 3. Tax clearance certification - 2080/081 4. Self-declaration letter (as prescribed in the RFP)

	b) Evaluation criteria [Only who met the eligibility criteria mentioned above (1): The number of points to be given under each of the evaluation criteria are: 100 Points
4.2	Selection method: Quality and cost-based selection (QCBS)

Section 4: - TECHNICAL PROPOSAL SUBMISSION LETTER

To,
Provincial Support Program
Biratnagar-13, Nepal

Subject: Submission of Technical Proposal

Dear Sir/Madam:

With reference to your request for proposal (RFP) dated, we, the undersigned, offer to provide service to develop a Integrated transfer management system and Software Requirement Specifications for prioritized components as per the ToR provided therein.

We undertake, if our proposal is accepted, to commence and complete the delivery of all services specified in the contract within the stipulated time frame. We hereby confirm that our proposal is in accordance with the Standard Formats provided in the Request for Proposal (RFP).

We also declare that our Firm/Consultant/Staff has not been subjected to any legal action, and all the information contained herein is true and complete to the best of our knowledge. Further, we understand that you are not bound to accept any proposal you receive.

Duly authorized to sign the proposal for and on behalf of

.....
Authorized Signature and stamp
Name of Representative:
Designation:

4.1. ORGANIZATION GENERAL INFORMATION

S.N.	Particulars	Details
1	Name of the Organization	[Insert Name]
2	Type of Organization	[e.g., Pvt. Ltd., Partnership, NGO, etc.]
3	Organizational Goal and Objectives (as per statute)	[Insert Brief Objectives]
4	Contact Address and Contact Details	
4.1	Province	[Insert Province]
4.2	District	[Insert District]
4.3	Municipality/Rural Municipality	[Insert Local Body]
4.4	Ward Number	[Insert Ward]
4.5	Contact Person	[Insert Name]
4.6	Contact Number	[Insert Phone Number]
4.7	Email Address	[Insert Email]
5	Registration Status	
5.1	Registration Number	[Insert Number]
5.2	Registration Date	[DD/MM/YYYY]
5.3	Name of Registering Authority	[Insert Authority Name]
5.4	Validity Date of Last Renewal	[DD/MM/YYYY]
6	VAT Registration Number and Date	

6.1	VAT Number	[Insert VAT Number]
6.2	VAT Registration Date	[DD/MM/YYYY]
7	Latest Tax Clearance Certificate	2080/2081
8	Total Number of Full-Time Staff	[Insert Number]
9	Total Number of Part-Time Staff	[Insert Number]

4.2. Technical Proposal Form

I. Understanding of the Assignment

The Proposal should include a narrative summary that reflects their understanding of the Terms of reference. Please do not repeat or copy from the ToR.

II. Methodology

The proposal should include a complete description of the methodology

III. Key elements of the Technical Proposal

Key Elements	Details
Understanding of assignment	Summarize the team's understanding of the Integrated Transfer Management System requirements.
Proposed Methodology	Explain your methodology for requirements gathering, system architecture design, software engineering practices, testing, and deployment.
Work Plan & Schedule	Provide a timeline (Gantt chart recommended) showing major milestones and deliverables across the project duration.
Risk Mitigation Strategies	Explain anticipated risks and proposed mitigations.
Quality Assurance	Detailed processes for ensuring quality at each stage (e.g., code reviews, testing protocols).

4.3. EXPERIENCES OF THE CONSULTING FIRM

- a. List out general experiences of a consulting firm in reverse chronological order (most recent first).

S.N	Name of Project	Client/Funding Agency	Contract Duration (start, end, total year)	Contract Value	Contract References of Client /funding agency	Remarks

Note: can be add rows as per requirement.

b. List out **specific experiences** of a consulting firm related to this assignment in reverse chronological order (most recent first).

S.N	Name of Project	Client/Funding Agency	Contract Duration (start, end, total year)	Contract Value	Contract References of Client /funding agency	Remarks

Note: can be add rows as per requirement.

c. Provide descriptions of at least one project that is similar in nature to this assignment.

4.4 Proposed Project Team (List of key experts)

Name	Designation	Qualification	Years of Relevant Experience	Key Role in Project

(Attach updated CVs separately)

4.5 Declaration

We declare that all information provided in this Proposal is authentic and true to the best of our knowledge.

Signature of Authorized Representative

Full Name:

Designation:

Date:

Stamp of the Firm



Section -5: Financial Proposal - Standard Forms

5.1 Financial Proposal Submission Form

Description	Details
Submitted by	Name of the Consulting Firm
Submitted to	Provincial Support Program (PSP)
Reference No.	ITMS/PSP/2025/02
Date	DD/MM/YYYY
Subject	Financial Proposal for Development of Integrated Transfer Management System (ITMS)

Covering Letter: We, the undersigned, offer to provide consulting services as per the terms outlined in the Request for Proposal. Our attached financial proposal is valid for 90 days from the submission deadline and is prepared in accordance with the terms set forth in this RFP.

5.2 Financial Proposal Breakdown -

Activity	Description	Unit	Qty	Unit Price (NPR)	Total Price (NPR)
1	Requirements Analysis and detail SRS Preparation	LS	1	--	--
2	Design and Development of TMS	LS	1	--	--
3	Intelligence Suggestion with reporting	LS	1	--	--
4	Data Security Implementation	LS	1	--	--
5	Testing and User Acceptance	LS	1	--	--
6	Training & Capacity Building	LS	1	--	--
7.	Travel/DSA	LS		--	--

8	Support and Maintenance (12 months)	Month	12	--	--
9.	Miscellaneous cost	LS		--	--
Total (Before VAT)					NPR ...
VAT (13%)					NPR ...
Total (Including VAT)					NPR ...

5.3 Payment Terms

Milestone	Description	Percentage (%)	Amount (NPR)
1	Submission of Inception Report with Requirement Confirmation & System Design	20%	...
2	Core Module Development & Framework Setup	30%	...
3	Testing, Feedback, and Finalization, Deployment & User Training Including Training Manual, handover of Source Code with final acceptance	40%	...
4	Maintenance & Support	10%	...

5.4 Financial Proposal Declaration

We declare that all the information provided above is true and accurate to the best of our knowledge.

Signature of Authorized Representative

Full Name:

Designation:

Date:

Stamp of the Firm



[Handwritten signature]

Section-6: Code of Conduct



Code of Conduct for Contracted Parties

Final version February 2020

Scope of this Code of Conduct

HELVETAS Swiss Intercooperation (hereinafter HELVETAS) is a civil society organisation for development and humanitarian response. We strive to empower people, so they can determine the course of their lives in dignity and security, using environmental resources in a sustainable manner. Our work is guided by the following values¹:

- Our engagement is based on solidarity and partnership.
- We work towards achieving human rights and upholding the principle of self-determined development.
- We are committed to social equity and strive for equal opportunities for men and women regardless of age, origin, language, religion, culture, mental and physical capacity, sexual orientation, or political convictions.
- Our collaboration with our partners is based on mutual respect for cultural values and principles
- We stand for development that balances economic viability, environmental appropriateness and social benefits.

The organisational values are the basis for the attitude, behaviour and high standards that HELVETAS requests to be respected and adhered to by its employees.

Further, we expect that all individuals and institutions with whom HELVETAS engages, respect these values and act in accordance with them, as well as with national and international laws. This applies both to professional contexts and to private matters that have an influence on the professional domain.

This Code of Conduct outlines the attitude and the behaviour that HELVETAS expects from consultants, services providers of goods and services, implementation partners, system partners and assisted organisations – in the following called **contracted parties** – that are responsible for implementing projects, project components and/or recipients of contributions, etc. in Switzerland as well as abroad.

This Code of Conduct is binding, and an integral part of all contractual agreements made between HELVETAS and its contracted parties. In signing their contract, contracted parties take on the commitment to observe the Code of Conduct, to ensure adherence by their personnel and their subcontractors, and to behave accordingly. Any action violating the Code of Conduct may entail an enquiry and the imposition of measures relating to non-compliance with contractual obligations, or of other measures.

Contracted parties are expected to ensure that their employees and any person working for them adhere to this Code of Conduct by putting in place adequate policies and regulations and through sensitisation, supervision and training of concerned persons.

¹ Organisational Strategy HELVETAS Swiss intercooperation

The Components of the Code of Conduct

Loyalty and confidentiality and civic duty

The actions of contracted parties in the frame of the collaboration with HELVETAS must be consistent with the goals, the values and principles of HELVETAS as expressed in its mission statement and organisational strategy. Contracted parties are expected to regularly reflect upon own actions and behaviour and those of subcontractors.

Contracted parties, their employees and subcontractors commit to abide by the national laws, as citizen or resident of a specific country or as a short-term visitor.

Use of competences, means and assets

Contracted parties, their employees and subcontractors contribute with their competences and capacities to the objectives of the collaboration. They commit to make use of available means and assets effectively and efficiently, according to legal stipulations, internal regulations, contractual agreements and in conformity with project goals.

Culturally sensitive behaviour

Contracted parties, their employees and subcontractors are aware that even as private persons, they are subject to public interest. They must consider this in behaviour and statements.

Contracted parties, their employees and subcontractors must respect local norms and conventions in contacts with authorities, partners and local people. They must respect the customs and culture of the country of cooperation in appearance and manner of dress, behaviour and communication. They must respect the customs and culture of the country, avoiding indecent or offensive behaviour, insulting or accusing statements, or spreading rumours.

Inter-personal relations and professional conduct

Contracted parties, their employees and subcontractors must have respectful, fair and equitable relations with all persons irrespective of their age, origin, language, religion, culture, social position, physical ability or sexual orientation.

They are aware of their privileged and often powerful status vis-à-vis other actors and must refrain from abusing any hierarchical, material, or social position in any way.

They never request any service or favour from primary stakeholders or other persons of concern in return for support or protection. They never engage in any exploitative relationships – sexual, emotional, financial or employment-related – with primary stakeholders or other persons of concern.

They must refrain from any form of disrespectful social interaction and abstain from anything that could be interpreted as degrading or putting others down.

Protection of children and youth	Contracted parties, their employees and subcontractors commit to protect the rights and integrity of children and youth and must refrain from all forms of abuse towards them in accordance with the universal Convention on the Rights of the Child. ²
Mobbing and sexual harassment	Contracted parties, their employees and subcontractors abstain from mobbing ³ , sexual or sexist harassment ⁴ of colleagues, partners or any other person.
Conflict of Interest and duty of disclosure	Contracted parties, their employees and subcontractors are aware that professional interests can conflict with organisational or personal interests. Therefore, they must make own interests transparent and avoid any behaviour which could be perceived as biased in favour own interests.
Fraud and corruption and accepting gifts or other benefits	<p>Contracted parties, their employees and subcontractors are must be honest in all professional activities, avoiding and countering any kind of corruption. They abstain from abusing financial, material and intellectual assets to which they have access in relation with the HELVETAS mandate for personal gains or for third parties.</p> <p>They do not accept gifts, invitations or other favours that may afford them or third parties an unfair material or immaterial advantage, or that may compromise their integrity, freedom of action, or impartial judgement.</p> <p>Contracted parties must inform HELVETAS if confronted with corrupt practices or unethical promises by collaborators, partners organization, consultants, officials or others. The applicable reporting mechanisms are specified in chapter 3 of this Code of Conduct.</p>
Safety, Security & Health	<p>Contracted parties undertake to safeguard the personal safety, health and integrity of their employees and refrain from putting others in a dangerous situation.</p> <p>Contracted parties, their employees and subcontractors must respect the physical and mental integrity of their colleagues and others.</p>

² <https://www.ohchr.org/en/professionalinterest/pages/crc.aspx>

³ **Mobbing** means to pick on, pester or exclude a person or a group systematically at work in verbal or non-verbal attacks which affect the physical or mental health as well as the self-esteem of the person(s) concerned

⁴ **Sexual or sexist harassment** is an action with sexual reference or undertones unwelcome to the person addressed. Sexual or sexist harassment can be expressed in the following ways: suggestive remarks; remarks about physical advantages or weaknesses or about sexual orientation; sexist talk and jokes in any form of verbal, written or non-verbal communication; sharing suggestive material over email or social media; ambiguous invitations; making bodily advances; making advances together with promises or threats of advantages or disadvantages at work.

**Environmental and Social
Safeguarding**

Contracted parties, their employees and subcontractors are expected to wherever possible support a precautionary approach to environmental matters and undertake efforts to safeguard natural resources.

Contracted parties must promote good governance principles, namely participation, inclusion, integrity, effectiveness, transparency, rule of law, and accountability.

Contracted parties, their employees and subcontractors must ensure that their professional actions and their motivations are understood and transparent.

**Public appearances and
use of non-public
information**

Contracted parties handle all information received in relation with the contract with the necessary discretion, never using it to the detriment of HELVETAS or beneficiaries including after termination of the contract.

Persons working for contracted parties should not provide aforesaid information to the media, policy makers and donors or the public, without an explicit assignment to do so.

In public communication they must provide explicit reference to the sources of the information/experiences.

They must refrain from making accusations, provocative statements or spreading rumours. They give due consideration to their cooperation with HELVETAS and to its interests in their communications, particularly via the internet or social media

Reporting mechanism of a violation of the Code of Conduct and Whistleblowing

Any person working for a contracted party of HELVETAS who feels under pressure to act in a way that runs counter to this Code of Conduct, or who witnesses violations of the same, must inform either the management of the contracted party and/or HELVETAS. The contracted party is obliged to share the reported cases and action taken with HELVETAS.

The whistleblowing policy (e.g. whistle-blower protection) of HELVETAS applies to all employees worldwide and to persons working for contracted parties. All concerns will be treated confidentially, and every effort will be made not to reveal the identity of the whistle-blower. The policy is publicly available on HELVETAS' website and the specified contacts are accessible for anyone.

Consequences of a violation of this Code of Conduct

In case of breach of this Code of Conduct by contracted parties, their employees and subcontractors, HELVETAS expects them to sanction misbehaving persons similar to HELVETAS' measures. These sanctions range from requesting apologies, written warnings to dismissal of guilty persons. In serious

cases or if no appropriate sanctions are taken, HELVETAS reserves the right to end the collaboration, ask for compensation of financial losses or to pursue legal action.

Final Remarks

HELVETAS encourages its contracted parties to create their institutional codes of conducts and related policies and regulations, including internal reporting procedures that enable their employees and subcontractors, as well as third parties, to promote professional, respectful, inclusive and secure working conditions; and safely report instances of wrongdoing to the management or to an independent body.

HELVETAS is committed to mutual transparency and learning on any aspect of this Code of Conduct. HELVETAS is therefore available for consultation in cases of doubt or questions relating to the Code of Conduct.

This Code of Conduct is issued in French, English and Spanish. In case of any doubts, the English version prevails.

Read and agreed

Name of the contracted party.....

Name of signatory of contracted party:.....

Place and date

Signature:



Section-7: Terms of Reference (ToR)

Development of an Integrated Transfer Management System (ITMS)

1. Background

Helvetas Nepal, as the Project Management and Implementation Support Consultant (PMISC), is executing the Provincial Support Program (PSP) Phase 1 Extension in Koshi Province with the support of the Swiss Agency for Development and Cooperation (SDC). PSP aims to strengthen sub-national governance systems through digital reform and technical assistance. The extension phase emphasizes the development and deployment of the Integrated Transfer Management System (ITMS) — a digital solution to manage the entire civil servant transfer process in a transparent, policy-aligned, and efficient manner. The system aims to digitize the entire transfer workflow from initiation to approval. It will replace manual paperwork with a secure, rule-based digital platform and enforce transfer policies and promote equitable deployment.

2. Objectives of the Assignment

The primary objective of this consultancy is to design, develop, and deploy a robust Integrated Transfer Management System to streamline the staff transfer processes across Koshi Province. Specifically, the system will:

- Standardized Transfer Procedures by digitally managing employee data (e.g., current posting, requested location, service history, and appointment records).
- Support Multiple Data Entry Methods including manual input, Excel-based bulk uploads, and API integrations with existing HR databases.
- Ensure Secure and Centralized Document Management for transfer requests, appointment/promotion letters, Ramana (transfer orders), and Hajiri (joining confirmations).
- Enable Efficient Search and Retrieval based on employee ID, current/requested office, transfer status, and date ranges.
- Maintain Complete Audit Trails by logging all actions with user identification and timestamps.
- Automate Notifications and Alerts at each step of the workflow to ensure timely processing and accountability.
- Facilitate Custom Reporting and Analytics on transfer trends, office vacancies, policy violations, and employee movements across ministries, departments, and local bodies.
- Implement Role-Based Access Control (RBAC) to safeguard data and manage user permissions according to hierarchy (e.g., Superadmin, Admin, Ministry User, Office User, Employee).
- Comply with Data Security Standards including manual and automated backups, change logs, and disaster recovery protocols.

3. Methodology

3.1 Development Approach

- Agile Development Sprints (4 iterations covering UI/UX, core modules, workflows, reporting, and integration)
- Mobile-Responsive Design for employee-facing modules
- API-First Integration with national databases (Citizenship, National ID)
- Documentation of source code, architecture, and user flows for future reference and sustainability.

3.2 Testing

- Unit testing for core modules
- Integration testing for APIs
- UAT (User Acceptance Testing) in a staging environment

3.3 Training

- Training sessions for administrators, office users, and employees
- Resources: user manuals, in-app guides, and video tutorials

4. Roles and Responsibilities of the consultant

- **Requirement Analysis:** Consultant steering team members will have a meeting with Provincial Support Program (PSP) Helvetas Nepal team members for detailed understanding of the requirement and finalize the structured requirements for the system development and workflow.
- **System Requirement Specification (SRS) Development:** Based on the system requirement Specification (SRS) Development by PSP, the consultant will develop the ITMS under the guidance of the project team. The specification includes Requirement Document, Software Architecture, Database Design, Application flow and architecture along with software implementation plan. SRS also declares the system, information and documents required for application design, development and implementation.
- **System Development:** The consultant should design, develop, and implement a comprehensive ITMS framework that supports streamline the staff transfer processes across Koshi Province. The system must be scalable, user-friendly, and include essential modules such as a Mass Project Upload Module for bulk project registration, a Modular Project Creation Workflow for structured data entry, and User Activity Tracking to monitor system engagement and support audits.
- **Training & Orientation:** Consultant team regularly updates on the progress of development. Upon completion and testing of all the modules or as per specification, the consultant will provide orientation and training to all concerned.

- **Manual and Documentation:** Consultant team will provide administrative and user manuals in digital format and integrate the user manual within the application for easy access and help.
- **Sustainability and Support:** The system will be handed over to OCMCM with source code, full documentation, and one-year post-deployment support. On-demand technical assistance and training refreshers will ensure long-term usability and adaptability.

5. Support Approach

- Debugging and Stabilization: Post-deployment support for issue resolution.
- Annual Maintenance: One-year support agreement for updates and troubleshooting.
- On-Demand Support: Responsive technical assistance upon request.

6. Deliverables and Timeline

6.1 Key deliverables:

- System development inception report
- Deployment and completion report
- Source code and user's manual
- User's training completion report

6.2 Workplan and timeline

The consultancy firm is expected to submit the following key deliverables in the proposed timeline:

Tasks	Duration	Timeline
Inception Report with Requirement Confirmation & System Design	2 weeks	25 July – 7 August 2025
Core Module Development & Framework Setup	5 weeks	8 August – 14 September
Testing, Feedback, and Finalization	12 days	15 – 28 September 2025
Deployment & User Training Including Training Manual, handover Source Code	10 days	6 – 17 October 2025
Ongoing Support	Till contract end	Through consultancy period

8. Required Team Composition, Qualification, and Experience

Team Composition:

- 1 - UI/UX Designer (experience in public sector systems)
- 2 - Full-Stack Developers (React/Node.js or Django)
- 1 - Database Architect
- 1 - Project Manager (Agile certification preferred)

Education & Experience:

- IT/Computer Science degrees for technical roles
- Public administration background preferred for business analysts

Section-8: General Contractual Provisions (GCC)

A. GENERAL PROVISIONS

1. Definitions

Unless the context otherwise requires, the following terms whenever used in this contract; will have the following meanings:

- (a) "Applicable Guidelines" means the procurement guidelines and code of conduct of Helvetas Nepal, Bilateral agreement between Government of Nepal and Government of Switzerland for PSP project.
- (b) "Applicable Law" means the laws and any other instruments having the force of law in Nepal and relevant amendments.
- (c) "Client" means the PSP/Helvetas Nepal that signs the Contract for the Services with the selected Consultant.
- (d) "Consultant" means legally established professional individual consultant or consulting firm or an entity that may provide the Services to the Client under the Contract.
- (e) "Services" means the work to be performed by the Consultant pursuant to this Contract, as described in Appendix A hereto.
- (f) "Sub-consultants" means an entity to whom/which the Consultant subcontracts any part of the Services while remaining solely liable for the execution of the Contract. Provision of Sub-consultant shall be outlined in the **SCC**.
- (g) "Third Party" means any person or entity other than the Government, the Client, the Consultant or a Sub-consultant.
- (h) "Contract" means a legally binding written agreement signed by the Client and the contract.
- (i) "Party" means the Client or the Consultant who agrees contractual clauses and signs the agreement.
- (j) "Day" means a working day or as specified in the **SCC**.
- (k) "Effective Date" means the date on which this contract comes into force and effect.
- (l) "Experts" means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Consultant or JV member(s) assigned by the consultant to perform the Services or any part thereof under the Contract.
- (m) "Key Expert(s)" means an individual professional whose skills, qualifications, knowledge, and experience are critical to the performance of the Services under the Contract and whose Curricula Vitae (CV) was considered in the technical evaluation of the Consultant's proposal.

- (n) "Non-Key Expert(s)" means an individual professional provided by the Consultant or its Sub-consultant to perform the Services or any part thereof under the Contract.
- (o) "Joint Venture (JV)" means an association with a legal personality distinct from that of its members, of more than one entity where one member has the authority to conduct all businesses for and on behalf of any and all the members of the JV, and where the members of the JV are jointly legally liable to the client for the performance of the Contract. JV provision is as outlined in **SCC**.
- (p) "Foreign Currency" means any currency other than the currency of the client's country.
- (q) "Government" means the government of Nepal (GoN).
- (r) "Local Currency" means the currency of Nepal (NPR).
- (s) "Agreed" means any relevant matters communicated in writing and mutually agreed by the parties.
- (t) "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible under the circumstances, and subject to those requirements, includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action, confiscation or any other action by Government agencies.

- 2. **Applicable law** Applicable Law shall be as provisioned in **SCC**.
- 3. **Language of contract** RFP, contract, and any other relevant communication shall be done in the language specified in **SCC**.
- 4. **Use of stationary** Plain paper
- 5. **Communications** Any communication required pursuant to this contract shall be in writing in the language of contract. Verbal communication between the parties or representatives shall not be the part of this contract.
- 6. **Location** The Services shall be performed at or as are specified in **SCC** or place approved by client.
- 7. **Authorized Representatives** Any action required or permitted to be taken, and any document required or permitted to be executed under this contract by the client or the consultant may be taken or executed by the officials specified in the **SCC**.

B. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

8. **Commencement of Contract** This contract shall come into force and effect on the date of the client's notice to the consultant or specified in the **SCC**.
9. **Commencement of Services** The Consultant shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the **SCC**.
10. **Modifications [Variations, Time extension etc]** Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party. The modification may apply in the situation of Force Majeure but not limited to.
11. **Termination** This Contract may be terminated by either Party as per provisions set up below:
- a. **By the Client** The Client may terminate this Contract in case of the occurrence of any of the events specified in the following:
- (a) If the Consultant fails to comply required quality and stipulated time.
 - (b) If the Consultant breach the applicable law and guidelines under this contract.
 - (c) If the Consultant fails to comply code of conduct of the client especially zero tolerance related provisions.
- b. **By the Consultant** The Consultant may terminate this Contract in case of the occurrence of any of the events specified in the following:
- (a) If the Client fails to pay any payment as per contract.
 - (b) If the consultant fails to accomplish the assignment due to force majeure.
 - (c) If the Client is in material breach of its obligations pursuant to this Contract.
- e. **Payment upon Termination** Upon termination of this Contract, the Client shall make the following payments to the Consultant:

- (a) remuneration for services satisfactorily accomplished and approved by client.
- (b) any reimbursable expenses/costs already paid by consultant approved by client.

C. OBLIGATIONS OF THE CONSULTANT

12. General

- a. **Standard of Performance** The Consultant shall perform the Services and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Client, and shall always support and safeguard the Client's legitimate interests in any dealings with the third parties.
- b. **Law Applicable to Services** The Consultant shall perform the Services in accordance with the Contract and the Applicable Law and shall take all practicable steps to ensure that any of its Experts comply with the Applicable Law.

13. Conduct of Consultants

The Consultant shall be responsible to fulfill his obligations as per the requirement of the Contract Agreement, RFP documents and Applicable law and guidelines.

The consultant shall not carry out or cause to carry out the following acts with an intention to influence the implementation of the procurement process or the contract agreement :

- (i) give or propose improper inducement directly or indirectly,
- (ii) distortion or misrepresentation of facts
- (iii) engaging or being involved in corrupt or fraudulent practice
- (iv) interference in participation of other prospective consultants.
- (v) coercion or threatening directly or indirectly to impair or harm, any party or the property of the party involved in the procurement proceedings,
- (vi) collusive practice among consultants before or after submission of proposals for distribution of works among consultants or fixing artificial/uncompetitive proposal price with an intention to deprive the Client the benefit of open competitive proposal price.
- (vii) contacting the Client with an intention to influence the Client with regards to the proposals or interference of any kind in

- examination and evaluation of the proposals during the period after opening of proposals up to then notification of award of contract
- 14. Confidentiality** The Consultants, and the Personnel of either of them shall not, either during the term or within ten (10) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Client's business or operations without the prior written consent of the Client.
- 15. Liability of the Consultant** Subject to additional provisions, if any, set forth in the **SCC**, the Consultant's liability under this Contract shall be as determined under the Applicable Law.
- 16. Insurance** The Consultant shall be responsible for ensuring the prevailing regulations (labor act or other relevant act) for personnel insurance such as GPA and any other insurance and implantation accordingly or as provisioned in **SCC**.
- 17. Reporting Obligations** The Consultant shall submit to the Client the reports and documents specified in **ToR**, in the form, in the numbers and within the time periods set forth.
- 18. Proprietary Rights of the Client in Reports and Records** Unless otherwise indicated in the **SCC**, all reports and relevant data and information such as maps, diagrams, plans, databases, other documents, and software, supporting records or material compiled or prepared by the Consultant for the Client in the course of the Services shall be confidential and become and remain the absolute property of the Client. The Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Client, together with a detailed inventory thereof. The Consultant may retain a copy of such documents, data and/or software but shall not use the same information unrelated to this Contract without prior written approval of the Client.
- 19. Equipment, Vehicles and Materials** Equipment, vehicles and materials made available to the Consultant by the Client or purchased by the Consultant wholly or partly with funds provided by the Client, shall be the property of the Client and shall be marked accordingly. Upon termination/expiration of this Contract, the Consultant shall make available to the Client or must handover to the client.
- 20. Description of Key Experts** The title agreed job description, minimum qualification and time-input estimates to carry out the Services of each of the Consultant's Key Experts are described in **ToR**.

- 21. Replacement of Key Experts** Except as the Client may otherwise agree in writing, no changes shall be made in the Key Experts.
- Notwithstanding the above, the substitution of Key Experts during Contract execution may be considered only based on the Consultant's written and due to circumstances outside the reasonable control of the Consultant, including but not limited to death or medical incapacity. In such case, the Consultant shall forthwith provide as a replacement, a person of equivalent or better qualifications and experience, and at the same rate of remuneration.
- 22. Approval of Additional Key Experts** If during execution of the contract, additional Key Experts are required to carry out the services, the consultant shall submit to the client for review and approval of their CVs. Client may consider such proposal based on the careful assessment and notify to consultant for implementation.
- 23. Replacement/ Removal of Experts – Impact on Payments** Except as the Client may otherwise agree, (i) the Consultant shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement, and (ii) the remuneration to be paid for any of the Experts provided as a replacement shall not exceed the remuneration which would have been payable to the Experts replaced or removed. If exceeded the consultant should bear all such costs.
- 24. Working Hours, Overtime, Leave, etc.** Working hours and holidays for Experts are set forth in **Financial Proposal**. To account for travel time to/from the client's country, experts carrying out services inside the Client's country shall be deemed to have commenced or finished work in respect of the Services such number of days before their arrival in, or after their departure from, the Client's country as is specified in **Financial Proposal**.
- The Experts shall not be entitled to be paid for overtime nor to take paid sick leave or vacation leave except as specified in **Financial Proposal**, and the Consultant's remuneration shall be deemed to cover these items.
- Any taking of leave by Key Experts shall be subject to the prior approval by the Consultant who shall ensure that absence for leave purposes will not delay the progress and or impact adequate supervision of the Services.
- 25. Transportation** The consultant shall be responsible for arranging means of transport for all kinds of local travels.

E. OBLIGATIONS OF THE CLIENT

26. Assistance and Exemptions

Unless otherwise specified in the **SCC**, the Client shall use its best efforts to:

- (a) Assist the Consultant with obtaining work permits and such other documents as shall be necessary to enable the Consultant to perform the Services.
- (b) Assist the Consultant with promptly obtaining, for the Experts and, if appropriate, their eligible dependents, all necessary entry and exit visas, residence permits, exchange permits and any other documents required for their stay in the Client's country while carrying out the Services under the Contract.
- (c) Facilitate prompt clearance through customs of any property required for the Services and of the personal effects of the Experts and their eligible dependents.
- (d) Issue to officials, agents and representatives of the Government all such instructions and information as may be necessary or appropriate for the prompt and effective implementation of the Services.
- (e) Assist the Consultant and the Experts and any Sub-consultants employed by the Consultant for the Services with obtaining exemption from any requirement to register or obtain any permit to practice their profession or to establish themselves either individually or as a corporate entity in the Client's country according to the applicable law in the Client's country.
- (f) Assist the Consultant, any Sub-consultants and the Experts of either of them with obtaining the privilege, pursuant to the applicable law in the Client's country, of bringing into the Client's country reasonable amounts of foreign currency for the purposes of the Services or for the personal use of the Experts and of withdrawing any such amounts as may be earned therein by the Experts in the execution of the Services.
- (g) Provide to the Consultant any such other assistance as may be specified in the **SCC**.

27. Access to Project Site

The Client warrants that the Consultant shall have, free of charge, unimpeded access to the project site in respect of which access is required for the performance of the Services. The Client will be responsible for any damage to the project site or any property thereon

resulting from such access and will indemnify the Consultant and each of the experts in respect of liability for any such damage, unless such damage is caused by the willful default or negligence of the Consultant or any Sub-consultants or the Experts of either of them.

**28. Payment
Obligation**

In consideration of the Services performed by the Consultant under this Contract, the Client shall make such payments to the Consultant within stipulated time.

F. SETTLEMENT OF DISPUTES

**29. Amicable
Settlement**

The Parties shall use their best efforts to settle seek to resolve any dispute amicably all disputes arising out of or in connection with this Contract or the interpretation thereof by mutual consultation.

30. Dispute Resolution

Any dispute between the Parties arising under or related to this Contract that cannot be settled amicably within seven (7) days after receipt by one party of the other Party's request for such amicable settlement may be referred to by either Party to the arbitration in accordance with the provisions specified in the **SCC**.

G. DISCONTINUANCE

31. Discontinuance

If any kind of misconduct by the consultant has been recorded or identified; PSP/Helvetas Nepal will not continue the services with consultant and Helvetas Nepal will not consider for any further contracts for such consultants.

Section-9: Special Conditions of Contract (SCC)

GCC Clause	Amendment/Supplement Description
A(1-f)	Sub-contract: Not allowed
A(1-j)	"Day" means working day
A(1-o)	Joint Venture (JV): Not allowed
A(2)	Applicable law: Prevailing laws of Nepal
A(3)	Language of contract: English
A(6)	Location of service: As per Terms of Reference (ToR)
A(?)*	Authorized representatives: - Client: Mahesh Nepal - Consultant: [To be mentioned in the proposal and confirmed at contract signing]
8(1)	Contract commencement date:
C(6)	Liability of consulting firm: No further requirements.
C(7)	Insurance policies: The consulting firm shall arrange applicable insurance as per prevailing law.
C(9)	Proprietary rights: All information, documentation, and products under this assignment belong solely to PSP/Helvetas Nepal.
E(17)	Obligation of client:
	- Coordination & facilitation with OCMCM, and other key stakeholders.
F(21)	Dispute settlement: Through mutual understanding.

Section-10: Contract Templates

FORM OF CONTRACT

This contract (hereinafter called the "Contract") is made on the day of the ...(month)... of 2025 between M/s Provincial Support Program (PSP)/Helvetas Nepal (hereinafter called the "Client") on the one hand, and M/s (hereinafter called the "Consultant") on the other hand.

WHEREAS

- (a) the client has requested the consultant to provide certain consulting services as defined in this contract (hereinafter called the "Services");
- (b) the consultant, having represented to the client that it has the required professional skills, expertise, and technical resources, has agreed to provide the Services on the terms and conditions set forth in this contract.

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this contract:
 - (a) The General Conditions of Contract (GCC)
 - (b) The Special Conditions of Contract (SCC)
 - (c) Annexes:
 - Annex- A: Terms of Reference
 - Annex- B: Key Experts
 - Annex- C: Minute of Negotiation Meetings
 - Annex -D: Form of Advance Payments Guarantee Template
 - Annex-E: Details of Budget
 - Annex-F: Detail Workplan

In the event of any inconsistency between the documents, the following order of precedence shall prevail: the Special Conditions of Contract; the General Conditions of Contract; Annex-A; Annex-B; Annex-C; Annex-D; Annex-N.

Any reference to this Contract shall include, where the context permits, a reference to its Appendices.

2. The mutual rights and obligations of the Client and the Consultant shall be as set forth in the Contract, in particular:
 - (a) the Consultant shall carry out the Services in accordance with the provisions of the Contract; and
 - (b) the Client shall make payments to the Consultant in accordance with the provisions of the Contract.
3. The duration of the contract is as specified in the special condition of the contract (SCC). Total contract value is NPR (In words Rupees) as detailed out in the Annex.....

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[Name of Client]*

[Authorized Representative of the Client – name, title and signature]

For and on behalf of *[Name of Consultant]*

[Authorized Representative of the Consultant – name, title and signature]

Date:

ANNEXES

- | | |
|-----------|---|
| Annex- A: | Terms of Reference |
| Annex- B: | Key Experts |
| Annex- C: | Minute of Negotiation Meetings |
| Annex -D: | Form of Advance Payments Guarantee Template |

Performance guarantees template

[insert Bank's Name, and Address of Issuing Branch or Office]

Date: [insert date]

Beneficiary: Provincial Support Program (PSP)/ Helvetas Nepal

Date:

Performance Guarantee No.:

We have been informed that . . . name of the supplier. (hereinafter called "the Supplier") has entered into Contract No. reference number of the contract. dated with you, for the execution of name of contract and brief description of goods and related services. (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Supplier, we name of the bank. hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of name of the currency and amount in words (. amount in figures) such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of your first demand in writing accompanied by a written statement stating that the Supplier is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the day of , and any demand for payment under it must be received by us at this office on or before that date.

.....
Signature(s) and seal of bank (where appropriate)

Self - Declaration Letter template

[Your Company's Letterhead]

[Date: DD/MM/YYYY]

The Team Leader

Provincial Support Program (PSP) Project

Biratnagar, Koshi, Nepal

Subject: Self-Declaration Letter

Dear Sir/Madam,

We, the undersigned, as the applicant for the RFP, hereby declare that:

1. The Board of Directors/Proprietors of our organization are not involved in any political parties.
2. The Key Experts proposed in this proposal are not directly or indirectly engaged in any roles that may constitute a conflict of interest. The proposed key experts shall remain available for project implementation.
3. All information provided in this proposal is true and genuine to the best of our knowledge. Should any discrepancies arise due to the above factors, we will abide by legal consequences, disqualification of the proposal, or both.
4. The HR personnel and the consulting firm shall not be blacklisted or held liable in any manner for issues solely related to financial management or financial decisions, provided that such issues do not arise from their direct involvement in financial misconduct and fraud.

Sincerely,

[Signature and Stamp of Authorized Entity]

Name of Representative: [Your Name]

Designation: [Your Designation, e.g., CEO/Proprietor/Project Manager]



A handwritten signature in black ink, consisting of several loops and a long horizontal stroke.