

EXPRESSION OF INTEREST (EOI)

Title of Consulting Service: Capacity building of Law Enforcement agency on issues related to Telecom/ICT Fraud/Crime including VoIP Call Bypass, Cyber Crime in all seven provinces of Nepal

Method of Consulting Service: National

Project Name : Capacity building of Law Enforcement agency on issues related to Telecom/ICT Fraud/Crime including VoIP Call Bypass, Cyber Crime in all seven provinces of Nepal

EOI : 01-Training-VOIP-NTA-2079/80

Office Name: Nepal Telecommunications Authority

Office Address: Kathmandu Kathmandu

Funding agency : Internal Resources

Table of Contents

Section I.	A. Request for Expression of Interest	4
Section II.	B. Instructions for submission of Expression of Interest	6
Section III.	C. Objective of Consultancy Services or Brief TOR	8
Section IV.	D. Evaluation of Consultant's EOI Application	15
Section V.	E. EOI Forms and Formats	18

A. Request for Expression of Interest

Request for Expression of Interest

Government of Nepal (GoN)

Name of Employer: Nepal Telecommunications Authority

Date: 07-04-2023 18:00

Name of Project: Capacity building of Law Enforcement agency on issues related to Telecom/ICT Fraud/Crime including VoIP Call Bypass, Cyber Crime in all seven provinces of Nepal

1. Government of Nepal (GoN) has allocated fund toward the cost of Capacity building of Law Enforcement agency on issues related to Telecom/ICT Fraud/Crime including VoIP Call Bypass, Cyber Crime in all seven provinces of Nepal and intend to apply portion of this fund to eligible payments under the Contract for which this Expression of Interest is invited for National consulting service
2. The Nepal Telecommunications Authority now invites Expression of Interest (EOI) from eligible consulting firms (“consultant”) to provide the following consulting services: Conduct one-half-day training workshop on various aspects of telecom/ICT frauds/crimes in all the 7 provinces of Nepal for concerned stakeholders like Nepal Police, Lawyers and Judiciaries and enhance the capacity of concerned Law Enforcement Agencies about different telecom/ICT frauds/crimes.
3. Interested eligible consultants may obtain further information and EOI document free of cost at the address Nepal Telecommunications Authority, Only EGP during office hours on or before 23-04-2023 12:00 or visit e-GP system www.bolpatra.gov.np/egp or visit the client’s website <https://nta.gov.np/en/home>
4. Consultants may associate with other consultants to enhance their qualifications.
5. Expressions of interest shall be delivered online through e-GP system www.bolpatra.gov.np/egp only eGp on or before 23-04-2023 12:00
6. 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.
7. EOI will be assessed based on Qualification 50.0 %, Experience 40.0 %, and Capacity 10.0 % of consulting firm and key personnel. Based on evaluation of EOI, only shortlisted firms will be invited to submit technical and financial proposal through a request for proposal.
8. Minimum score to pass the EOI is 60

B. Instructions for Submission of Expression of Interest

Instructions for Submission of Expression of Interest

1. Expression of Interest may be submitted by a sole firm or a joint venture of consulting firms and the maximum number of partners in JV shall be limited to three.
2. Interested consultants must provide information indicating that they are qualified to perform the services (descriptions, organization and employee and of the firm or company, description of assignments of similar nature completed in the last 7 years and their location, experience in similar conditions, general qualifications and the key personnel to be involved in the proposed assignment).
3. This expression of interest is open to all eligible consulting firm/person/ company/ organization.
4. In case, the applicant is individual consultant, details of similar assignment experience, their location in the previous 4 years and audited balance sheet and bio data shall be considered for evaluation.
5. The assignment has been scheduled for a period of 3 Months. Expected date of commencement of the assignment is 01-06-2023.
6. A Consultant will be selected in accordance with the QCBS method.
7. Expression of Interest should contain following information:
 - (i) A covering letter addressed to the representative of the client on the official letter head of company duly signed by authorized signatory.
 - (ii) Applicants shall provide the following information in the respective formats given in the EOI document:
 - EOI Form: Letter of Application (Form 1)
 - EOI Form: Applicant's Information (Form 2)
 - EOI Form: Work Experience Details (Form 3(A), 3(B) & 3(C))
 - EOI Form: Capacity Details (Form 4)
 - EOI Form: Key Experts List (form 5).
8. Applicants may submit additional information with their application but shortlisting will be based on the evaluation of information requested and included in the formats provided in the EOI document.
9. The Expression of Interest (EOI) document must be duly completed and submitted by electronically only using the forms and instructions provided by the system.
10. The completed EOI document must be submitted on or before the date and address mentioned in the "Request for Expression of Interest". In case the submission falls on public holiday the submission can be made on the next working day. Any EOI Document received after the closing time for submission of proposals shall not be considered for evaluation.

C. Objective of Consultancy Services or Brief TOR

Terms of Reference (TOR) of Consulting firm

for

“Capacity building of Law Enforcement agency on issues related to Telecom/ICT Fraud/Crime including VoIP Call Bypass, Cyber Crime in all seven provinces of Nepal”

1. Background

Nepal Telecommunications Authority (NTA) is an autonomous regulatory body of the Government of Nepal (GoN) for the development of the telecommunications sector. The role of NTA is to create a fair, competitive and conducive environment in telecommunication sector so as to make telecommunications service accessible, affordable and reliable to the general public. It is the duty of NTA to ensure that no telecommunications service is operated without obtaining a Telecommunications Service license from NTA and no loss incur to the Government by illegal operation of telecommunication system by fraudsters. It is also the duty of NTA to build trust of the people in using telecom/ICT services and build capacity of the concerned stakeholders which includes but not limited to law enforcement agencies, lawyers, judiciaries etc.

The telecom/ICT frauds/crimes are steadily increasing due to emerging trends of globalization, competition, borderless nature of Internet and ubiquitous use of technology. Telecom/ICT frauds/crimes like, VoIP Call Bypass, Subscription fraud, SIM cloning etc., may cause huge loss to users and operators and eventually to the Government. For the investigation, prosecution and decision-making process of such telecom/ICT frauds/crimes, different law enforcement agencies like Nepal Police, Nepal Bar Council and different Judicial bodies are involved. Hence, NTA has a plan to conduct a training workshop on various aspects of telecom/ICT frauds/crimes including VoIP Call Bypass, Cyber Crime etc. mainly to Nepal Police, Lawyers and Judiciaries involved in investigation, prosecution and decision-making process of such frauds/crimes.

This training workshop is expected to enhance the knowledge of the Judges, lawyers and police officials about the technicalities and legalities of telecom/ICT frauds/crimes and enable them to make decisions. This training workshop is expected to create an environment of increased coordination among police, and government lawyers in the investigation and subsequent processes.

The NTA now intends to engage a consultant to conduct a one-half-day training workshop on various aspects of telecom/ICT frauds/crimes in all the 7 provinces of Nepal. The selected consultant shall carry out the work in accordance with the TERMS OF REFERENCE (TOR) outlined in this document.

2. Objectives:

The main objective of this assignment is:

- To conduct one-half-day training workshop on various aspects of telecom/ICT frauds/crimes in all the 7 provinces of Nepal for concerned stakeholders like Nepal Police, Lawyers and Judiciaries.
- To enhance the capacity of concerned Law Enforcement Agencies about different telecom/ICT frauds/crimes.

3. Scope of Work (SoW):

The scope of this assignment includes but not limited to the followings:

1. Organize and conduct one-half-day training workshop in all 7 provinces of Nepal.
2. Develop a detailed training workshop program for the target audience i.e., for Nepal Police, Lawyers and Judiciaries etc.
3. Identify the personnel of the concerned stakeholders from 7 provinces in coordination with NTA and National Judicial Academy (NJA).
4. Ensure participation of Judicial Bodies, Government Lawyers, Police Officials, private lawyers, etc. (at least 40 in each program).
5. Identify and Provide at least two experts/resource persons of the related subject to carry out various sessions in the training workshop.
6. Identify and propose 7 appropriate training venues (At least 3-star rated hotel) - one in each province for the training workshop.
7. Conduct training session by providing at least one high-quality Hi-Tea and lunch.
8. Take photographs and make a video recording of each training session in each province.
9. Assign at least two relevant personnel of the consultant in carrying out the management/logistic activities for the training, in addition to the above two experts/resource person.
10. Provide necessary stationery and training materials in printed form.
11. Conduct the post-training assessment by taking written feedbacks from the participants in each workshop.
12. Design and print necessary banners and letter of invitations to the participants in coordination with NTA.
13. Design and print “Certificate of Participation” to all the participants in coordination with NTA.

14. Submit a report of each training workshop upon completion of the same training. The report should include highlights of the training sessions, list of attendees, photographs, videos, resource materials along with assessment of the training workshops.

4. Qualification and Experience:

The Consultant must have the following expertise and experiences to be eligible for this assignment:

- 1) The Consulting Firm shall be registered in Nepal as Telecom/ICT firm with VAT tax clearance certificate of the FY 2078/079.
- 2) The Consulting Firm shall not be blacklisted.
- 3) The Consulting Firm shall have minimum 5 years of its establishment as Telecom/ICT firm.
- 4) The Consulting Firm shall have minimum 3 years of work experience in organizing digital literacy, awareness related events/programs/trainings/workshops etc. in Telecom/ICT sector. The evidence/certificate of the completion of assignments must be submitted by the consulting firm so as to verify the above work experience.
- 5) The firm shall have experience of completion of at least three (3) assignments related to digital literacy, awareness related events/programs/trainings/workshops etc. in Telecom/ICT sector. The evidence/certificate of the completion of above assignments must be submitted by the consulting firm.
- 6) The consulting firm must have annual average turnover (sales revenue) of at least 18 Lakhs of Nepalese Rupees. The annual average turnover (sales revenue) shall be calculated by considering the best three fiscal years. The Financial Audited report of the same has to be submitted.
- 7) The consulting firm must have positive Net worth in the FY 2078/079.
- 8) The consulting firm shall not be eligible if it does not comply with the team composition and each member with minimum qualification as mentioned below and will be rejected.

1) Program Coordinator (1 nos):

- a. The Program Coordinator must have an academic qualification of at least Bachelor's degree in any discipline from reputed Institution/Organization. Program Coordinator having Masters' degree shall be preferred. The evidence/certificate of the same must be provided by the consulting firm.
- b. The Program Coordinator must have work experience of **at least three (3) years** in the field of **Telecom/ICT related consulting services**. The evidence/certificate of the same must be provided by the consulting firm.

- c. The Program Coordinator must have **at least 2 years** of working experience as a **Program Coordinator/Event Manager**.
- d. The Program Coordinator must have completed **at least three (3) Telecom/ICT awareness, digital literacy** related assignments. The evidence/certificate of the same must be provided by the consulting firm.

2) Telecom/ICT Expert (1 nos):

- a. The Telecom/ICT Expert must have an academic qualification of at least Bachelor's degree in Electronics Engineering/Computer Engineering/ Electrical Engineering/Computer Science/Information Technology or in related Field from reputed Institution/Organization. The evidence/certificate of the same must be provided by the consulting firm.
- b. The Telecom/ICT Expert must have work experience of **at least five (5) years in the field of Telecom/ICT sector**. The evidence/certificate of the same must be provided by the consulting firm.
- c. The Telecom/ICT Expert must have an experience of **at least 3 years in the field of Telecom/ICT fraud/crime**.
- d. The Telecom/ICT Expert must have completed **at least three (3) assignments/projects related to Telecom/ICT fraud/crime**. The evidence/certificate of the same must be provided by the consulting firm.

3) Legal Expert (1 nos):

- a. The Legal Expert must have an academic qualification of at least Bachelor's degree in Law. The evidence/certificate of the same must be provided by the consulting firm
- b. The Legal Expert must have work experience of **at least two (2) years in the field of Telecom/ICT sector**. The evidence/certificate of the same must be provided by the consulting firm.
- c. The Legal Expert must have completed **at least two (2) assignments/projects related to Telecom/ICT** including **one assignment related to Telecom/ICT fraud/crime**. The evidence/certificate of the same must be provided by the consulting firm.

4) Logistic Manager (1 nos):

- a. The Logistic Manager must have an academic qualification of at least Bachelor's degree from reputed Institution/Organization. The evidence/certificate of the same must be provided by the consulting firm.
- b. The Logistic Manager must have work experience of **at least two (2) years** in the field of program organizing consultation services. The evidence/certificate of the same must be provided by the consulting firm.
- c. The Logistic Manager must have completed **at least two (2) assignments/projects related to public awareness program**. The evidence/certificate of the same must be provided by the consulting firm.

5. Deliverables and Time Schedule:

The Consultant shall submit the following deliverables to NTA:

S.N.	Deliverables	Time Schedule (from the date of signing of the contract)
1.	Inception Report highlighting introduction, objective and scope of work, conceptual framework, methodology, work plan, program schedule, training materials, brochure, banners, invitation letters, certificate of participation etc.	Within 15 days
2.	Submission of report after successfully completion of training workshop in at least 4 provinces. This report shall include highlights of the training sessions, list of attendees, photographs, videos, resource materials along with assessment of the training workshops.	Within 60 days.
3.	Submission of report after successfully completion of training workshop in remaining 3 provinces. This report shall include highlights of the training sessions, list of attendees, photographs, videos, resource materials along with assessment of the training workshops.	Within 80 days.
4.	Final report with achieved outputs from all provinces	Within 90 days.

6. Payment Schedule:

S.N.	End Results/Outputs	Payment Schedule (percentage of contract amount)
1.	Submission and Acceptance of Inception Report	10%
2.	Submission and Acceptance of report after successfully completion of training workshop in at least 4 provinces.	40%
3.	Submission and Acceptance of report after successfully completion of training workshop in in remaining 3 provinces	30%
4.	Submission and Acceptance of Final report	20 %

7. Methods of Consultant Selection

The consultant shall be selected based on Quality and Cost Based Selection (QCBS) Method (80% Technical and 20% Financial).

D. Evaluation of Consultant's EOI Application

Evaluation of Consultant's EOI Application

Consultant's EOI application which meets the eligibility criteria will be ranked on the basis of the Ranking Criteria.

i) Eligibility & Completeness Test

Sl. No.	Criteria Title	Compliance
1	Corporate Registration	
2	Tax Clearance for FY 2079/80	
3	VAT/PAN Registration	
4	EOI Form 1: Letter of Application	
5	EOI Form 2: Applicants Information Form	
6	EOI Form 3: Experience (3(A) and 3(B))	
7	EOI Form 4: Capacity	
8	EOI Form 5: Qualification of Key Experts	
9	In case of a natural person or firm/institution/company which is already declared blacklisted and ineligible by the GoN, any other new or existing firm/institution/company owned partially or fully by such Natural person or Owner or Board of director of blacklisted firm/institution/company; shall not be eligible consultant.	
10	If the corruption case is being filed to Court against the Natural Person or Board of Director of the firm/institution /company or any partner of JV, such Natural Person or Board of Director of the firm/institution /company or any partner of JV shall not be eligible to participate in procurement process till the concerned Court has not issued the decision of clearance against the Corruption Charges.	
11	Section 4 (Qualification and Experience) of TOR	

ii) EOI Evaluation Criteria

A. Qualification

Sl. No.	Criteria	Minimum Requirement
1	Program Coordinator	As per TOR
2	Telecom/ICT Expert	As per TOR
3	Legal Expert	As per TOR
4	Logistic Manager	As per TOR

Score: 50.0

B. Experience

Sl. No.	Criteria	Minimum Requirement
1	General Experience of consulting firm	AS per TOR
2	Specific experience of consulting firm within last 7 years. In case of person, specific experience of the person within last 4 years.	As per TOR

Score: 40.0

C. Capacity

Sl. No.	Criteria	Minimum Requirement
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Sl. No.	Criteria	Minimum Requirement
1	Financial Capacity.	Average Annual Turnover of NRS 50,00,000

Score: 10.0

Minimum score to pass the EOI is: 60

Note : If the corruption case is being filed to Court against the Natural Person or Board of Director of the firm/institution /company or any partner of JV, such Natural Person or Board of Director of the firm/institution /company or any partner of JV such consultant's proposal shall be excluded during the evaluation.

E. EOI Forms & Formats

E. EOI Forms & Formats

Form 1. Letter of Application

Form 2. Applicant's information

Form 3. Experience (*General, Specific and Geographical*)

Form 4. Capacity

Form 5. Qualification of Key Experts

Standard EOI Document

1. Letter of Application

(Letterhead paper of the Applicant or partner responsible for a joint venture, including full postal address, telephone no., fax and email address)

Date:

To,

Full Name of Client: _____

Full Address of Client: _____

Telephone No.: _____

Fax No.: _____

Email Address: _____

Sir/Madam,

1. Being duly authorized to represent and act on behalf of (hereinafter "the Applicant"), and having reviewed and fully understood all the short-listing information provided, the undersigned hereby apply to be short-listed by **[Insert name of Client]** as Consultant for **[Insert brief description of Work/Services]**.
2. Attached to this letter are photocopies of original documents defining:
 - a) the Applicant's legal status;
 - b) the principal place of business;
3. **[Insert name of Client]** and its authorized representatives are hereby authorized to verify the statements, documents, and information submitted in connection with this application. This Letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by yourselves to verify statements and information provided in this application, or with regard to the resources, experience, and competence of the Applicant.
4. **[Insert name of Client]** and its authorized representatives are authorized to contact any of the signatories to this letter for any further information.¹
5. All further communication concerning this Application should be addressed to the following person,

[Person]

[Company]

[Address]

[Phone, Fax, Email]
6. We declare that, we have no conflict of interest in the proposed procurement proceedings and we have not been punished for an offense relating to the concerned profession or

¹ Applications by joint ventures should provide on a separate sheet, relevant information for each party to the Application.

Standard EOI Document

business and our Company/firm has not been declared ineligible.

7. We further confirm that, if any of our experts is engaged to prepare the TOR for any ensuing assignment resulting from our work product under this assignment, our firm, JV member or sub-consultant, and the expert(s) will be disqualified from short-listing and participation in the assignment.
8. The undersigned declares that the statements made and the information provided in the duly completed application are complete, true and correct in every detail.

Signed :

Name :

For and on behalf of (name of Applicant or partner of a joint venture):

Standard EOI Document

2. Applicant's Information Form

(In case of joint venture of two or more firms to be filled separately for each constituent member)

1. Name of Firm/Company:
2. Type of Constitution (*Partnership/ Pvt. Ltd/Public Ltd/ Public Sector/ NGO*)
3. Date of Registration / Commencement of Business (*Please specify*):
4. Country of Registration:
5. Registered Office/Place of Business:
6. Telephone No; Fax No; E-Mail Address
7. Name of Authorized Contact Person / Designation/ Address/Telephone:
8. Name of Authorized Local Agent /Address/Telephone:
9. Consultant's Organization:
10. Total number of staff:
11. Number of regular professional staff:

(Provide Company Profile with description of the background and organization of the Consultant and, if applicable, for each joint venture partner for this assignment.)

Standard EOI Document

3. Experience

3(A). General Work Experience

(Details of assignments undertaken. Each consultant or member of a JV must fill in this form.)

S. N.	Name of assignment	Location	Value of Contract	Year Completed	Client	Description of work carried out
1.						
2.						
3.						
4.						
5.						
6.						
7.						

Standard EOI Document

3(B). Specific Experience

Details of similar assignments undertaken in the previous seven years

(In case of joint venture of two or more firms to be filled separately for each constituent member)

Assignment name:	Approx. value of the contract (in current NRs; US\$ or Euro) ² :
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total No. of person-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in current NRs; US\$ or Euro):
Start date (month/year): Completion date (month/year):	No. of professional person-months provided by the joint venture partners or the Sub-Consultants:
Name of joint venture partner or sub-Consultants, if any:	Narrative description of Project:
Description of actual services provided in the assignment: Note: Provide highlight on similar services provided by the consultant as required by the EOI assignment.	

Firm's Name: _____

² Consultant should state value in the currency as mentioned in the contract

Standard EOI Document

3(C). Geographic Experience

Experience of working in similar geographic region or country

(In case of joint venture of two or more firms to be filled separately for each constituent member)

No	Name of the Project	Location (Country/ Region)	Execution Year and Duration
1.			
2.			
3.			
4.			
5.			
6.			
7.			

Standard EOI Document

4. Capacity

4(A). Financial Capacity

(In case of joint venture of two or more firms to be filled separately for each constituent member)

Annual Turnover	
Year	Amount Currency

- **Average Annual Turnover**

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(Note: Supporting documents for Average Turnover should be submitted for the above.)

Standard EOI Document

4(B). Infrastructure/equipment related to the proposed assignment³

No	Infrastructure/equipment Required	Requirements Description
1.		
2.		
3.		
4.		
5.		

³ Delete this table if infrastructure/equipment for the proposed assignment is not required.

Standard EOI Document

5. Key Experts *(Include details of Key Experts only)*

(In case of joint venture of two or more firms to be filled separately for each constituent member)

SN	Name	Position	Highest Qualification	Work Experience (in year)	Specific Work Experience (in year)	Nationality
1						
2						
3						
4						
5						

(Please insert more rows as necessary)

FORM TECH-7

CURRICULUM VITAE (CV)

Position Title and No.	{e.g., K-1, TEAM LEADER}
Name of Firm	<i>Insert name of firm proposing the expert</i>
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Citizenship	

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, *type of employment (full time, part time, contractual)*, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Period	Employing organization and your title/position. Contact information for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May 2005-present]	[e.g., Ministry of, advisor/consultant to... For references: Tel...../e-mail.....; Mr. Bbbbbb, deputy minister]		

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work): _____

Adequacy for the Assignment:

Detailed Tasks Assigned on Consultant's Team of Experts:	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
{List all deliverables/tasks as in TECH- 5 in which the Expert will be involved}	

Expert's contact information: (e-mail....., phone.....)

Certification:

I, the undersigned, certify to the best of my knowledge and belief that

(i) This CV correctly describes my qualifications and experience

(ii) I am not a current employee of the GoN

(iii) In the absence of medical incapacity, I will undertake this assignment for the duration and in terms of the inputs specified for me in Form TECH 6 provided team mobilization takes place within the validity of this proposal.

(iv) I was not part of the team who wrote the terms of reference for this consulting services assignment

(v) I am not currently debarred by a multilateral development bank (In case of DP funded project]

(vi) I certify that I have been informed by the firm that it is including my CV in the Proposal for the {name of project and contract}. I confirm that I will be available to carry out the assignment for which my CV has been submitted in accordance with the implementation arrangements and schedule set out in the Proposal.

(vii) I declare that Corruption Case is not filed against me.

I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

_____ Date: _____
[Signature of expert] Day/Month/Year

_____ Date: _____
[Signature of authorized representative of the firm] Day/Month/Year

Full name of authorized representative:
