

**NoN-CONSULTING SERVICES**  
**REQUEST FOR QUOTATION (RFQ)**

**Office: Financial Comptroller General Office**

Type of Procurement: Non-Consulting Services

Title: Development/Configuration of Short Message Peer-to-Peer Protocol (SMPP) Server and Application for PUSH & PULL of SMS

Reference No.: NP-FCGO-190150-NC-RFB

Date of Issue of Request: 2078/06/24

1. The Financial Comptroller General Office (Employer) hereby invites quotation(s) for the Development/Configuration of Short Message Peer-to-Peer Protocol (SMPP) Server and Application for PUSH & PULL of SMS described in the document issued herewith.
2. Quotation should be signed, sealed in an envelope and addressed to and delivered to the following address:  
  
Employer's Address : Financial Comptroller General Office (FCGO),  
Anamnagar, kathmandu  
  
Telephone: 01-014770353
3. Quotation must be accompanied by adequate technical documentation and other printed material or pertinent information (in English language) as per TOR.
4. Interested eligible consulting Firm may obtain further information and document free of cost from the office website [www.fcgo.gov.np](http://www.fcgo.gov.np) or Procurement Unit, FCGO, Anamnagar, Kathmandu.
5. Quotation shall be submitted either manually to Procurement Unit of Financial Comptroller General Office (FCGO), Anamnagar or through Email on [procurementunit@fcgo.gov.np](mailto:procurementunit@fcgo.gov.np) on or before 12 PM on 2078/07/08. In case the last date of obtaining and submission of the quotation 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.
6. The quotations will be opened in the presence of Bidders' representatives who choose to attend at 1:00 PM, 2078/07/08 at the office of Financial Comptroller General Office, Anamnagar.
7. Quotation must be typed or written in indelible ink and shall be signed by authorized representative otherwise the quotation will not be considered further.
8. Quotation(s) should be submitted as per the following instructions and in accordance with the attached form of Contract. The attached Terms and Conditions is an integral part of the Contract.

- (i) PRICES: The prices should be quoted for Development/Configuration of Short Message Peer-to-Peer Protocol (SMPP) Server and Application for PUSH & PULL of SMS. Prices shall be quoted in the Nepalese Rupees (NRs).
- (ii) EVALUATION OF QUOTATIONS: Offers determined to be substantially responsive to the technical qualification will be evaluated by comparison of their prices. An offer is not substantially responsive if the firm will not meet the qualification of the firm in this Request for Quotation, and it will not be considered further. The Employer will evaluate and compare only the quotations determined to be substantially responsive. In evaluating the quotations, the Employer will adjust for any arithmetical errors as follows:
  - (a) Where there is a discrepancy between amounts in figures and in words, the amount in words will govern;
  - (b) where is a discrepancy between the unit rate and the line item total resulting from

multiplying the unit rate by the quantity, the unit rate as quoted will govern; and  
(c) if a Service Provider refuses to accept the correction, his quotation will be rejected.

In addition, the quoted price shall include Value Added Tax (VAT).

(iii) AWARD OF WORK ORDER. The award will be made to the bidder offering the lowest evaluated price and that meets the required standards of technical and financial capabilities. The successful bidder will sign a Contract as per attached form of contract and terms and conditions of supply.

(iv) VALIDITY OF THE OFFER: Your quotation(s) should be valid for a period of forty five (45) days from the deadline for receipt of quotation(s) indicated in Paragraph 4 of this Request for Quotation.

(v) If you withdraw your quotation during the validity period and/or refuse to accept the award of a contract when and if awarded, then you will be excluded from the list of Service Providers for the project for two years.

9. Further information can be obtained from:  
Financial Comptroller General Office (FCGO),  
Anamnagar, Kathmandu

Telephone: 01-01-4770353  
Email: [procurementunit@fcgo.gov.np](mailto:procurementunit@fcgo.gov.np)

10. The bidder whose quotation has been accepted will be notified of the award of contract through the Letter of Acceptance issued by the Employer within 45 days from the date of submission of quotation.
11. Under the World Bank's Anticorruption Policy bidders shall observe the highest standard of ethics during the procurement and execution of such contracts. FCGO will reject a proposal for award, and will recommend to impose sanctions on parties involved, if it determines that the bidder recommended for award or any other party, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract.

Sincerely,  
Procurement chief  
FCGO

# FORM OF QUOTATION

To: Financial Comptroller General Office  
Anamnagar, Kathmandu

We offer to execute the RFQ dated 2078/06/24 for Development/Configuration of Short Message Peer-to-Peer Protocol (SMPP) Server and Application for PUSH & PULL of SMS (Reference- NP-FCGO-190150-NC-RFB) in accordance with the Conditions of Contract accompanying this Quotation for the Contract Price of NRs..... (Amount in words: .....). We propose to complete the delivery of non-consulting service described in the Contract within the Delivery Time from the Date of Signing of the Contract.

This Quotation and your written acceptance will constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Quotation you receive.

We hereby confirm that this Quotation complies with the Validity of conditions imposed by the Request for Quotation document and the Terms and Conditions of services, respectively.

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory:

Name of Service Provider:

Address :

Phone Number :

Fax Number, if any:

Email address:

# FORM OF CONTRACT

THIS AGREEMENT number made on \_\_\_\_\_, \_\_\_ 2078\_, between Financial Comptroller General Office(FCGO)(hereinafter called "the Employer") on the one part and \_\_\_\_\_ (hereinafter called "the Service Provider") on the other part.

WHEREAS the Employer has requested for quotation for Development/Configuration of Short Message Peer-to-Peer Protocol (SMPP) Server and Application for PUSH & PULL of SMS, (hereinafter called "Contract") and has accepted the Quotation by the service provider for the services under Contract at the sum of \_\_\_\_\_ (\_\_\_\_\_) hereinafter called "the Contract Price".

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. The following documents shall be deemed to form and be read and construed as part of this agreement, viz:
  - a) Form of Quotation; Terms and Conditions of Development and testing PMIS, Technical Specifications-Annex 1 and Price Schedule- Annex 2 (attached here with)
  - b) Addendum (if applicable);
2. Taking into account payments to be made by the Employer to the service provider as hereinafter mentioned, the Service Provider hereby concludes an Agreement with the Employer to execute and complete the supply of goods under the Contract and remedy any defects therein in conformity with the provisions of the Contract.
3. The Employer hereby covenants to pay, in consideration of the acceptance of Contract, delivery of the services and supports therein, the Contract Price in accordance with Payment Conditions prescribed by the Contract.

IN WITNESS whereof the parties hereto have executed the Contract under the laws of Nepal on the date indicated above.

**Signature and seal of the Employer:**  
For and on behalf of

**Signature and seal of the Service provider:**  
For and on behalf of

\_\_\_\_\_  
Name of Authorized Representative

\_\_\_\_\_  
Name of Authorized Representative

## TERMS AND CONDITIONS OF SERVICES

1. Schedules for Activities

Quantity

Delivery Time

All the services in price Schedule and  
Performance Specifications

45 days from the date of  
signing contract

2. Fixed Price: The prices indicated in the Form of Quotation are firm and fixed and not subject to any adjustment during contract performance.

3. Activity Schedule: The services should be completed as per above schedule.

4. Project Administration

A. Coordinator.

The employer designates Chief of IT Section as employer's Business related and IT System related Coordinator; the Coordinators will be responsible for the coordination of activities under this Contract, for acceptance and approval of the reports and of other deliverables by the Client and for receiving and approving invoices for the payment.

5. Applicable Law: The Contract shall be interpreted in accordance with the laws of the Nepal.

6. Resolution of Disputes: The Employer and the Service Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute between them under or in connection with the Contract. In the case of a dispute between the Employer and the Service Provider, the dispute shall be settled in accordance with the provisions of the Nepal's law (arbitration law or rules of the Employer's country).

7. Documents: The Service Provider shall provide the following documents to the Employer:

- (i) copies of the Service Provider's invoice showing services' description, quantity, unit price, and total amount.

8. Payment: Payment of the contract price shall be made 100% after the final delivery and acceptance of the application.

9. Support services: Support services must be provided at least for one year from the date of final acceptance.

10. Defects: All defects will be corrected by the Service provider without any cost to the Employer within 30 day from the date of notice by Employer.

11. Force Majeure: The Service Provider shall not be liable for penalties or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an events beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but not restricted to, act of Employer in its sovereign

capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the Service Provider shall promptly notify the Employer in writing of such condition and the cause thereof. Unless otherwise directed by the Employer in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by Force Majeure event.

12. Required Technical Specifications and Description of Services:  
Specific details and technical standards, description of services and service requirements as specified on ToR

Service Provider confirms compliance with above specifications.

13. Failure to Perform: The Employer may cancel the Agreement if the Service Provider fails to deliver the service, in accordance with the above terms and conditions, in spite of a 15-day notice given by the Employer, without incurring any liability to the Service Provider.

NAME OF SERVICE PROVIDER:

Authorized Signature: \_\_\_\_\_

Place:

Date: 2078/6/..

## **Terms of Reference**

### **For procurement of the consulting service for the development/Configuration of Short Message Peer-to-Peer Protocol (SMPP) Server and application for PUSH & PULL of SMS**

#### **1. Background:**

Financial Comptroller General Office (FCGO) is the main Government Agency responsible for the management and operation of National Treasury of the Government of Nepal.

FCGO is responsible for overseeing all the government expenditures facilitating budget execution, accounting revenue collection and other receipts and preparing the consolidated financial statements of the Federal, the Province, and the Local Governments. Its responsibility also entails maintaining of basic accounts keeping of the Government through accounting personnel recruited and administered by it. Furthermore, it conducts the internal audit of revenue and expenditure of the government. Other important responsibility of FCGO includes ensuring timely repayment of internal and external debts, investing in the loan and equity of public enterprises and maintaining the records related to these financial transactions. It also manages the distribution of pension to retired government employees and maintains necessary records thereof.

Presently, FCGO uses the following web-based IT Systems:

Treasury Single Account (TSA), Financial Management Information System (FMIS), Revenue Management Information System (RMIS), Computerized Government Accounting System (CGAS), Electronic Fund Transfer (EFT), Sub-national Treasury Regulatory Application (SuTRA), Public Asset Management System (PAMS) etc.

FCGO is in the phase of implementing SMS Gateway of major Telecommunication Provider (Nepal Telecom, NCELL, SmartCell etc.). For its implementation, there is a need to configure SMPP (Short Message Peer-to-Peer Protocol) Server and develop an application for PUSH and PULL of SMS with web-based user interface for the administration and reporting facilities.

#### **2. Objective of the Consulting Service:**

The objective of the consulting service is to configure SMPP Server and develop an application for PUSH and PULL of SMS service provided from the Telecommunication Provider.

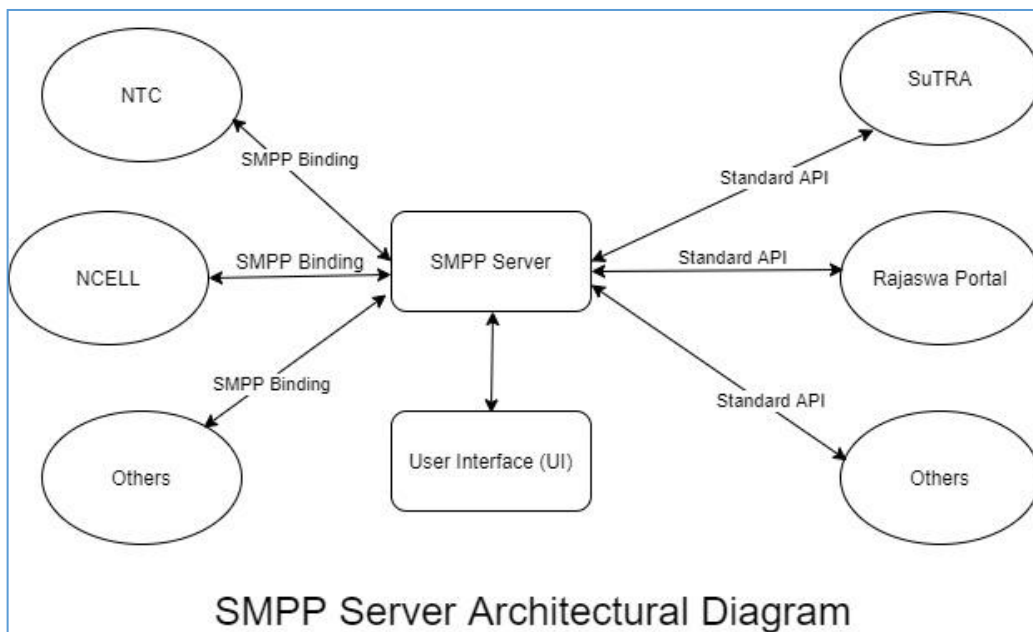
#### **3. Scope of Services:**

The scope of services to be carried out by the consulting firm consists of the following:

##### **a.) Functional Features**

The consulting firm should develop an SMPP Server application with the following features:

- Connect the Telecommunication Provider like Nepal Telecom, NCELL, SmartCell etc through SMPP Binding (Short Code Provided by them).
- Allows both PUSH and PULL services i.e. FCGO should be able to send as well as receive SMS.
- Able to provide API for SMS pull push mechanism. FCGO's applications like TSA, Rajaswa Portal, SuTRA etc should be able to make calls to the API for pull push SMS.
- The application should be developed in Java technology (Java 8 or higher), Oracle/MySQL database and application server as Apache Tomcat/Oracle Weblogic.





A User Interface should be developed with the following features:

- Able to send single or bulk SMS to client's mobile numbers.
- Able to add/edit/remove SMPP Bindings with its connection status.
- List of SMS Sent and Received with required parameters like Mobile Number, Service Provider, Status, Sent Date, Message etc.
- User & Role management.
- Configurable Settings of the application.

**b. Non-Functional Features**

- Dashboard visualization for supervision and monitoring.
- SMS should be supported in both English & Nepali Unicode Languages.
- Implement OAuth 2.0, and support for Single Sign On, API Management, PKI
- Appropriate Log Management
- Application should be scalable and handle at least 400 SMS TPS (Transaction Per Second).
- Provide Standard API Documentation for integration with Third Party Applications or FCGO owned applications.
- The application should be hosted on Linux platform.
- Should assists in integration of FCGO's owned applications like SuTRA, Rajaswa Portal and Networking Devices and Power Systems to Generate SMS Alerts.
- Bug Fixing, patch updates, technical support for a year after "Go-Live"
- Adequate Technology and knowledge transfer

**4. Time period for submit application:**

The consultant should complete the assignment and other necessary work within 45 days from the date of signing of the agreement.

**5. Consultant's Qualifications and Experience:**

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

**a. Manpower:** Consulting firm should have at least the following manpower

- i. Senior Java Developers -----  
---2
- ii. Database Designer -----  
---1
- iii. Documentation Officer -----  
---1

**b. Academic Qualification:** Consultant should have the following qualification:

Senior Java Developers, Database Designer & Documentation Officer: At least Bachelor's Degree in Information Technology or equivalent from recognized University/Institution.

**c. Experience:** The consulting firm should have the following experience: -

- General experience: At least of 5 Years as in the field of financial administration.
- Specific experience: The consulting firm must have done at least two such SMS Gateway Application Deployment
- Special Requirement: Java Developer must have at least three years of experience with Java technology. Database designer should have at least 3 years of experience in Oracle/MySQL database.

## **6. Reporting Requirements and Deliverables:**

The consultant should report during or at the completion of the assignment the following reports and deliver the following outputs:

**a. Reporting Requirements:** The Consultant shall report to Project Implementation Unit comprising of members from Procurement Unit, Treasury Management and System Development Section and IT section weekly in meetings and progress reports.

### **b. Deliverables**

The Consultant shall submit following deliverables:

- I. Inception Report:** The consultant shall submit the inception report, business analysis along with the detailed work plan within 5 days from the date of signing of the agreement.
- II. Standard Documents:** The consultant shall submit standard software documents including Software Requirement Specification, Software Design documents, architectures (business- business processes, data, application, and technology architectures along with security and integration architectures), Software Test Document, Change Management Document, System support documents, Operating Manuals and other as required and

requested.

- III. **Final Application:** The consultant shall submit the final application along with source code and documentation as specified in scope within 45 days from the date of signing of the agreement.

## **7. Training & Knowledge Transfer:**

The training and detailed technology knowledge of the application should be transferred to the IT staff (at least 2 IT personnel) of FCGO and handed over all the documents mentioned in the deliverables.

## **8. Modality of Support after successful implementation:**

At least one year of L2 support in the implementation phase and fix the issues in SMS Gateway Services provided.

Operational support (L1 Support) shall be provided by the Integrated Support consultants or FCGO personnel. If there is any systematic issue or bugs, FCGO shall approach the designated development team members via email/phone and the issue should be resolved by the development team.

Annex-2:  
**For procurement of the consulting service for the  
 development/Configuration of Short Message Peer-to-Peer Protocol (SMPP)  
 Server and application for PUSH & PULL of SMS**

Activity Reference: NP-FCGO-190150-NC-RFQ

**Price Schedule**

Name of Service Provider \_\_\_\_\_.

1	2	3	4	5	7	9
Item No.	Item	Unit	Quantity	Unit price	Unit price per item (In Words)	Total price per item (cols. 4 x 5)
1	Development/Configuration of Short Message Peer-to-Peer Protocol (SMPP) Server and application for PUSH & PULL of SMS	Product	1			
	Total					
	VAT					
	Total with VAT					

Total Price to final destination .....(in words)

Signature of Service Provider \_\_\_\_\_

Note: In case of discrepancy between unit price and total, the unit price shall prevail