**TERMS AND CONDITIONS OF PROVIDING**

**Digitization services of vital event Registration Book**

1. Schedules for Activities

Quantity: no of data 74987 & total pages to be scan 9361

Delivery Time: 3 months from starting

All the services in price Schedule and Performance Specifications

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

1. Activity Schedule:

**Time Frame:**

* Maximum time to complete data entry, scanning or capturing image, de-duplicating data and synchronizing to the central level will be a [depending on quantity to be digitized) calendar months. The firm should propose appropriate mechanism to ensure quality of data entry, time assigned and confidentiality of the data.

The services should be completed as per above schedule.

4. Insurance: The services provided under the Contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery. The insurance shall be in an amount equal to 110 percent of the value of the Goods on “All risks” basis.

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. Delivery and Documents: Upon delivery, the Service Provider shall provide the following documents to the Employer:

* Inception report outlining the firm's overall implementation plan, activities and timeline [this would then be endorsed by Ratnanagar Municipality]
* Complete digitized records (vital events data and captured image)
* Bi-weekly progress report reflecting risks and to-do tasks by Ratnanagar Municipality for mitigating such potential challenges/risks etc.
* Digitization work completion Report, registration book handover letter from local registrar and image/data synchronization to the center server

8. Payment:

Payment of the contract price shall be made in the following manner.

* Mobilization advance - up to [.........%] of contract price on submission of bank guarantee
* [...........%] Amount to be paid as per the actual data entered in different categories.
* .[...........%] on submission of Work completion report (WCR) , verified and approved by CAO

Payment shall be given to the service provider after successful delivery of the items of services and related installation and networking services as per the price schedule. The final payment shall be given at the end of successful completion of all the support and maintenance services.

9. Warranty: Maintenance services must be provided at least for a period of N/A months 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 it's 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 or any lockouts.

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: (with attachments as necessary)

(i) Specific details and technical standards, description of services and service requirements as Annex-1 (attached herewith)

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 Goods, 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:

**Annex-1: Terms of Reference**

Project: Strengthening Systems for Social protection and Civil Registration (SSSPCR)

Employer: Name of Ratnanagar Municipality

**Activity Reference** : **Ratnanagar Mun/077-078/NCS-SQ/01**

1. **Scope of Work:**

The work to be carried out the following process:

Establish Digitization Center at Ratnanagar Municipality office

Identify and Collect VER Registration Book Details

Enter records of vital events registration details of registration book

Scan/Capture Each Page of Vital Events Registration Book

Upload/Synchronize Digitized Record to the Central Server

Print Digitized Records Report from Central Server and Recommend by Local Registrar

Labeling Registration Book and fill controls form

De-Duplicate Vital Events Record from Central Server

Approved by Chief Administrative Officer of Rural Municipality/Municipality

1. **Work Station Establishment**
2. Vendor should manage logistics like: Internet, computer, printer, paper, scanner/camera and venue of data scan/entry.
3. Data entry/digitization station will be allocated by Municipality office.
4. **Staff Allocation**
5. Firm should assign ……………... staffs for data entry/digitization period to complete the task within three months
6. For each work station there must be One supervisor and ………. data entry operators will be a staff structure
7. **Registration Book Information Collection and Labeling**
8. Firm should collect all the information of Registration books in the “**Registration Book Verification Form”**

In given format below, which should verify by local registrar prior to data digitization.

1. All the pages of the book should be numbered starting from 1 to last page respectively.
2. Firm should label registration Book in the format (District Code-MUN/RMUN code-Ward No-BookYearFrom-BookYearTo-Event Type-Book Count)

**Registration Book Verification Form**

Province……, District………, Mun/RMUN…., Ward No….

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| S.N. | Vital Registration Book Type (Birth,Marriage,Death,Divorce,Migration | Book Serial No. | Total Pages | Total registered vital events | Book Used Date | |
| To | From |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Total | |  |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| Prepared By  Signature  Name  Supervisor | Recommended By  Signature  Name  Local Registrar | Verified By  Signature  Name  CAO |

1. **Registration Book Capture**

* Firm should capture the images of all the pages of labelled registration book of vital event registration.
* Scan A3, A4 pages with the help of scanner/camera.
* All book pages need to be scanned with Maximum 500Kb size per page.
* Document should be in JPEG/JPG, PNG.
* The images should be stored in a properly design hierarchical folders order and should have proper naming convention for each folder (District, MUN/RMUN, Ward No, Book No, Page No.)
* Scanning shall be carried out in a manner that is able to handle old delicate and decayed paper carefully, to make sure that the old document will not be torn, damaged or destroyed any further through the scanning process.
* In case a document is damaged or found to be damaged, it should be recorded and reported to the ward secretary or chief administrative officer.
* The scanned output documents should be clear enough so that all the information (in the same language), photograph, symbols in the original document shall appear in the scanned copy accurately and exactly as in the original document.
* Scanned image should be cropped if un-necessary edges captured during scanning process.

1. **Data Entry**
2. All the book records (book no, total pages, total events, book use date to -from) and all the vital events (Birth, death, marriage, divorce, migration) should be entered in the digitization application provided by DoNIDCR.
3. All the process for user management, data entry, data management, data verification, data synchronization and reporting will be as per the digitization application and user manual.
4. All the data entry has to be carried out with high degree of precision.
5. If data in the registration book is incomplete or is unreadable then entry operator has to fill up the below form in the digitization application which must be verified by CAO.

Chitwan District

Ratnanagar Municipality

.............................Ward No

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Vital Events | Total registered events in book | Total Digitized records | Records unable to digitized | |
| Unreadable records | Incomplete records |
| Birth |  |  |  |  |
| Death |  |  |  |  |
| Marriage |  |  |  |  |
| Migration |  |  |  |  |
| Divorce |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| Prepared By  Signature  Name  Supervisor | Recommended By  Signature  Name  Local Registrar | Verified By  Signature  Name  CAO |
|  |  |  |

1. Data must be digitized using digitization application in online/offline mode.
2. Firm should ensure record digitized ……………… per day ensuring highest quality of data.
3. **Data Synchronization, Verification and Reporting**
4. Firm should maintain the log report for the process of entry, capture, verification, synchronization. Data entry Supervisor must ensure quality and completeness of data before synchronization.
5. Digitized data must be synchronized after completing the entry of each municipality/Rural municipality. All the digitized data and associated folders has to be synchronized to the central server.
6. After synchronization of digitized records (data and images) firm has to generate the verification form as mentioned below from the application at central server.

**Verification Report Form**

**Chitwan District**

**Ratnanagar Municipality**

| Ward No. | No of Vital Events in Registration Book | | | | | Digitized vital events | | | | | No of Errors | Remarks |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Birth | Death | Marriage | Divorce | Migration | Birth | Death | Marriage | Divorce | Migration |
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| Total |  |  |  |  |  |  |  |  |  |  |  |  |
| Prepared By  Signature  Name  Supervisor | | | | | Recommended By  Signature  Name  Local Registrar | | | | Verified By  Signature  Name  CAO | | | | |

1. Digitization of Ratnanagar Municipality will be considered complete after approval of “Verification Report Form” by Chief Administrative Officer.
2. **Data Backup and security:**
3. The firm should take full responsibility and ensure complete confidentiality, security and accountability of the Registration books and VER data (during transfer of registration book from ward office to work station, during digitization, until returned back to ward office).
4. If data entry is done in offline mode then firm should keep timely backup of all the data entered in storage devices (external hard disk, pen drive etc.) so that no data are lost.
5. Data from the storage device of particular local level can only be deleted after ensuring that all the data, folders, images, files are synchronized to the server.
6. If any data are lost before synchronization to the server, firm will be responsible and has to re-enter the missing data.
7. Activities of unauthorized access, usage and manipulation of data will be punishable according to the law of Government of Nepal.
8. **Time Frame:**
9. Maximum time to complete data entry, scanning or capturing image, de-duplicating data and synchronizing to the central level will be a calendar three month. The firm should propose appropriate mechanism to ensure quality of data entry, time assigned and confidentiality of the data.
10. **Deliverables:**
11. Inception report outlining the firm's overall implementation plan, activities and timeline [this would then be endorsed by Ratnanagar Municipality
12. Complete digitized records (vital events data and captured image)
13. Bi-weekly progress report reflecting risks and to-do tasks by Ratnanagar Municipality for mitigating such potential challenges/risks etc.
14. Digitization work completion Report, registration book handover letter from local registrar and image/data synchronization to the center server.
15. **Payment Terms and Schedule:**
16. Mobilization advance - up to [.........%] of contract price on submission of bank guarantee
17. [...........%] Amount to be paid as per the actual data entered in different categories.
18. [...............%] on submission of Work completion report (WCR), verified and approved by CAO.
19. Total amount to be paid will be calculated as per the actual data entered in different categories (i.e. total amount=total data entered\* quoted per data entry cost\*quoted per data management cost along with including 13% VAT).
20. Payment will be done after completion of task.
21. **Selection of Firm:** Eligible lowest bidder will be selected for this assignment.
22. **Experience of Firm and Staff**
23. **Experience of Firm**

The ideal company for this assignment is expected to meet the following minimum requirements

* At least …………… years of experience in related work.
* Firm have must be registered in Office of Company Register and VAT.
* Firm have Tax clearance certificate of FY 2075/076.
* At Least …………………….. data entry experience in related sector.

1. **Staff**
2. **Data Entry Supervisor- One**

**Academic Qualification**

At least …………………………………… degree in any discipline

**Experience**

At least ……………………. years of hands on professional experience in data entry, scanning, data management

**Skills**

* Computer literacy, Effective problem-solving skills, Excellent people management skills, Excellent organizational, interpersonal, written, and verbal communication skills, Ability to communicate with team appropriately, Ability to perform comfortably in a fast-paced, deadline-oriented work environment, Ability to successfully execute many complex tasks simultaneously, Ability to work as a team member, as well as independently.

**Duties and Responsibilities Data Entry Supervisor**

The Data Entry Supervisor supervise the Data Entry/digitization function by planning and coordinating the day-to-day production responsibilities and quality performance of the Ratnanagar municipality.

* Train, motivate, monitor and evaluate performance of Data Entry staff on a continuous and ongoing basis.
* Develop and maintain Data Entry processes and procedures.
* Facilitate meetings as needed.
* Make effective and responsible decisions, keeping in mind the effect of the entry, image capture and de-duplication of entered data.
* Provide the task manager with updates on all issues regarding quality, training, procedures, and staff issues.
* Work closely with the task manager and data entry operator meets and exceeds performance standards and goals for Data Entry and Image Capturing activities.
* Complete daily and weekly reports including progress and monitor performance.
* Perform other duties as assigned by Ratnanagar Municipalities office.

**ii. Data Entry Operator: -……………………………..**

**Academic Qualification**

* At least …………. completed.
* ……month computer training/certification or …. month data entry work experience

**Skills**

* Typing speed and accuracy, excellent knowledge of correct spelling, grammar and punctuation, Attention to detail, Confidentiality, Organization skills, with an ability to stay focused on assigned tasks.

**Duties and Responsibilities of Data Entry operator**

* Enter vital events registration record and capture image of registration book.
* Compile, verify accuracy and sort information according to instruction.
* Review data for deficiencies or errors, correct any incompatibilities if possible and check output.
* Generate reports, store completed work in designated locations and perform backup operations.
* Scan documents and print files, when needed.
* Keep information confidential.
* Respond to queries for information and access relevant files.
* Comply with data integrity and security policies.

1. **Facilities to be Provided by Ratnanagar Municipality:**

Municipality/Rural Municipality shall provide following facilities to consultant during his tenure of service:

1. Application for digitization, Server/Storage for data synchronization
2. Training for key staffs, Guideline/Manual
3. Venue for work station