Trade and Export Promotion Centre
Ministry of Commerce

Draft Terms of Reference
For
Consulting Services
For

Development and Implementation of Nepal Trade Information Portal (NTIP)

Nepal-India Regional Trade and Transport Project (Project ID - P144335)

2016
Draft Terms of Reference

Table of Contents

A. Background ........................................................................................................................................3
  1 The Trade and Export Promotion Centre ......................................................................................3
  2 TEPC Business Objectives ..............................................................................................................5
    2.1 Core Nepal Trade Information Portal (World Bank) ..............................................................5
  3 Scope of Services ..........................................................................................................................5
    3.1 Background ................................................................................................................................6
    3.2 Content Management ..............................................................................................................6
    3.3 User Experience .....................................................................................................................10
    3.4 Mobile Applications ..............................................................................................................11
    3.5 Social Media Support ............................................................................................................11
    3.6 Site Analytics/Business Activity Monitoring ..........................................................................12
    3.7 Additional Features, Functionality and Support ....................................................................12
    3.8 Implementation Services .......................................................................................................12
  4 Deliverables and Reports ...............................................................................................................13
  5 Duration and Commencement of Contract ...................................................................................14
  6 Expected Qualifications of the Key Professionals and the Consulting Firm ...............................14
    6.1 Consulting Firm ....................................................................................................................14
    6.2 Key-Professionals ................................................................................................................15
  7 Data, Facilities and Support Services ............................................................................................17
  8 Selection Method ..........................................................................................................................17
A. BACKGROUND

1  The Trade and Export Promotion Centre

Export promotion plays an important role in the economic development of Nepal. Realizing this, the Government of Nepal established the Trade and Export Promotion Centre (TEPC) in November 2006. The TEPC is a not-for-profit and national hub for the promotion of foreign trade in general -- and export trade in particular. The TEPC recognizes the rapidly changing international trade environment and is, therefore, engaged in launching export promotional activities by providing trade information services and guidance on a wide range of trade and trade related matters. These include the identification of new markets for exportable products, follow up regarding trade procedures, and addressing requirements for international trade transactions of the business community.

2  TEPC Business Objectives

Government of Nepal (GON) has received financing from the International Development Association (IDA), towards the cost of Nepal-India Regional Trade and Transport Project (NIRTTP) and intends to apply part of the proceeds for "Consulting Services of National Firm for Build/Implementation of Nepal Trade Information Portal". The World Bank has provided licenses agreement to TEPC for using the World Bank Trade Portal Development Toolkit with Source Codes.

Trade and Export Promotion Centre (TEPC), as the national trade promotion organization under the Ministry of Commerce, has been tasked to develop and operate the Nepal Trade Information Portal (NTIP). The Nepal Government has already invested in One Stop Government Portal technologies as a means to improve service and efficiency. The Nepal Information Technology Centre’s (NITC) has developed a One Stop Government National Portal (www.nepal.gov.np) to be used as a one-stop-shop for government service delivery. NITC has also implemented the Nepal Business Licensee Portal that provides online access to licensing requirements for business activities in Nepal. These portals are part of a broader set of initiatives undertaken by the Government of Nepal to improve government service delivery as well as the investment climate in Nepal.

The objective of the consulting services is to merge the capabilities and functions already provided through the core World Bank Toolkit Solution and integrate the new extended solution by providing managerial, technical, implementation services and operational support to develop, implement and operate a fully operational and sustainable Nepal
Trade Information Portal (NTIP). The NTIP is meant to be a user-friendly website that is a centralized repository of all trade-related information required by importers and exporters in Nepal to facilitate trade. The NTIP provides a framework for integrating and disseminating information, people and processes of all trade-related agencies through a unified information access and dissemination point in the form of a web portal. The NTIP provides an opportunity to rationalize trade-related information within government and will be coordinated with other portal initiatives in Nepal, such as the National Portal Initiative and the Business License e-Portal, other related stakeholder websites and with the Nepal Single Window. The NTIP is envisioned as a public access portal tool that provides fundamental features such as content management, integration, federation, customization, personalization, access control and search along with different databases.

The NTIP will support Nepal’s international trade by providing a framework for the integration of information and processes across multiple stakeholder organizations. The NTIP solution will provide information and guidance to the trade community and will act as an access point to National Single Window services. The NTIP platform will provide a secure, single entry point for all key trade related information and will enable personalization to simplify access to desired data.

The NTIP will be designed to simplify international trade for the trade community in Nepal by providing accurate and targeted trade information through a centralized source. The NTIP will specifically provide information about the roles and policies of all regulatory agencies, regulatory requirements, trade procedures, and fees required to ensure trade compliance. The NTIP will also provide a searchable resource library for all available documents and materials related to international trade in Nepal – including official publications, regulations, legislation, tariff data, and trade procedures.

The NTIP will primarily host information that can be categorized as trade follows:

- Trade Information
- Acts and Regulations
- Trade Agreements
- Information for Traders
- Trade Events
- Export Promotion Information
- Trade Finance Information
- Trader and Product Profiles
- Services
- Resources
- Intelligent Search Functions
- Registration and Personalization Features
- Real-time Alerts


- Online Help and Support Features
- Social Media Features
- Additional Information
- Additional links

2.1 **Core Nepal Trade Information Portal (World Bank)**

The World Bank has developed a Trade Portal Toolkit that has been implemented in a number of developing countries. The toolkit provides comprehensive support to the trade community through the provision of legal, regulatory and procedural information related to international trade. TEPC has adopted the World Bank Trade Portal toolkit as the core of its NTIP solution and now seeks to extend the provided functionality to incorporate a number of export-related features.

3 **Scope of Services**

As stated, the Trade and Export Promotion Centre (TEPC), as the national trade promotion organization, has been tasked to develop and operate the Nepal Trade Information Portal (NTIP). The NTIP will support Nepal’s international trade by providing a framework for the integration of information and processes across multiple stakeholder organizations. In addition, the NTIP solution will provide a platform for the promotion of Nepali exports, providing a means for potential international buyers to source goods and for Nepali exporters to detail their capabilities, products and capacities. The NTIP will also provide additional guidance to prospective traders regarding various service providers that support import/export activities.

The full NTIP solution will merge the capabilities and functions already provided through the core World Bank solution with extended capabilities specifically designed to support Nepal export promotion and trade facilitation information and guidance to the trade community and will act as an access point to import and export services. The NTIP platform will provide a secure, single entry point for all key trade related information and will enable personalization to simplify access to desired data.

Through this assignment TEPC seeks to extend this core functionality to incorporate the required export-related functions. TEPC will engage a solutions developer and implementer to carry out the following summary activities:

- Design, develop and implement extended functionality that will be integrated with the core Trade Portal solution
• Provide support to the TEPC for the initial operation of the NTIP to include technical support and maintenance; content sourcing, editing and publishing; customer service support (service desk).
• Provide maintenance and support for the hosted (cloud-based) NTIP solution.
• Train TEPC and other key stakeholders in the operation and management of the NTIP solution.
• Provide on-the-job training to ensure that assigned TEPC staff have all necessary skills and understanding to perform their specific tasks (content sourcing, editing and publishing; communications and promotion to include social media channels; activity monitoring and analysis, etc.).
• Assist TEPC in the sourcing and publishing of export-related content (such as trader and product profiles)
• Conduct awareness programs to promote NTIP and the business services it delivers to the trade community.

The full NTIP solution will be built as an extension to the existing core solution and will utilize the existing web stack across the added features and functionality. The resulting extended Nepal Trade Information Portal will provide a rich, content-driven environment that provides personalized information and access to services for a broad set of users. The solution will include advanced management automation to ensure the efficient processing and publishing of content coupled with marketing and promotion features to stimulate content provision and regular updating. These features will focus on ensuring that the NTIP remains relevant and continues to grow thereby providing a platform for current information – both promotional and procedural.

3.1 Background

As stated, the extended NTIP must provide a set of user-centric functions designed to meet the needs of the trade community. Bringing together the existing services provided through the core Trade Portal, the extended solution must deliver a user experience that is personalized and provides simple access to relevant and appropriate information. Where possible the solution should utilize the latest design techniques to include info-graphics and animation to simplify service and access and to ensure the best possible user experience.

The following summarizes both the service functions and features of the NTIP as well as the automation required to support efficient operations.

3.2 Content Management

The primary objective of the extended Nepal Trade Information Portal is the capture, dissemination and distribution of content relevant to the trade. The core portal primarily provides access to guidance and instructions regarding the process of either importing
to or exporting from Nepal while the extended solution integrates content related to trade promotion and trade statistics. In addition, the extended solution enables access to content through multiple channels (devices) and incorporates marketing features to stimulate trade.

Content, or data, sits as the core of many of the required services. As such, the Nepal Trade Information Portal requires robust content management capabilities to ensure the efficient capture, qualification, editing and publishing of information provided by a broad range of stakeholders. This content will include, at a minimum:

- Business and Product information from traders
- Trade related regulations, directives or information from government agencies
- Requests from prospective buyers
- Promotional materials prepared by TEPC or other entities
- Service offerings and specifications from trade-related service providers
- Trade data sourced from relevant government sources
- Guidance information captured from both domestic and international sources compiled by TEPC

As such, the Nepal Trade Information Portal must provide advanced content management and processing capabilities to ensure the efficient and timely publishing of information. In addition, the NTIP must include automated facilities to source updated information from existing sources so as to ensure that the published content is current and is constantly updating and expanding. These facilities will need to include scheduled communications to users, using their preferred communications channels, to encourage their contribution of content. Additionally, the NTIP must provide users with activity and access statistics to guide their content provision.

To efficiently manage the broad range of content published through the Nepal Trade Information Portal requires the inclusion of workflow capabilities to process content. As illustrated in the Figure 1: NTIP Content Submission and Publishing Process, the implemented NTIP must include processing capabilities to ensure that all submitted content is managed effectively. Whether the content is submitted by traders, government agencies, or other related stakeholders, the content provider must be notified of receipt and a structured process followed to enable the publishing (or revision) of the content. All content transactions must be tracked to allow for time-based follow-up to encourage users to review and refresh content on a regular basis.
As illustrated, the Nepal Trade Information Portal must include functionality to manage the timely processing of submitted content. Submitted content must be registered and logged in a manner to allow the Content Editor(s) to have a clear summary of materials awaiting processing. Once a submission has been reviewed and edited it should be routed to the appropriate resource for either publishing approval or for it to be returned to the content provider for revision. Once approval has been recorded the content should then be automatically published to the portal. The management functions should include escalation procedures for content that has not been processed within a predetermined timeframe. Features should also be included to enable TEPC resources to internally route submissions to domain experts if specific assessment or editing is required (to include translation). It is expected that TEPC staff in assigned roles would have dashboard functionality to allow them to monitor their specific assignments (editing, analysis, approval, etc.) and to manage their activities.

To efficiently manage the content processing functions of the Extended NTIP, the solution must include toolkit features that allow assigned administrators to define or revise workflows related to the processing of content. This should include the definition of roles, the assignment of individual users to roles, and the inclusion of roles in defined workflows. If new forms of content are to be included in the extended NTIP, the administrator must be able to define the workflow for processing of the content,
based on business requirements, using toolkit functionality and without the need for complex coding.

As highlighted, the Nepal Trade Information Portal will manage and publish a broad range of content relevant to the trade process. Providing both guidance information related to the rules and regulations for Import and Export as well as a host of promotional and business enabling features – the NTIP must provide access to information that is relevant, current and of value to the stakeholder community. The following provides examples of the key features of the extended solution and the content required.

**Trader Profiles** - The proposed solution must allow users (Traders), who have already created an account within the NTIP, to add their profile. This profile will be accessible to all NTIP users and will allow the trader to promote their products and/or services. The Trader Profile will provide a structure format for the presentation of business information. The profile will include text, images and links to other sources of information specific to the trader. Users (Traders) will have the ability to enter, edit and remove their own profiles, although all additions, edits or deletions will be reviewed and approved by the TEPC Content Managers prior to publication on the NTIP. During the initial phase of the NTIP launch the solutions developer/implementer will assist TEPC in a proactive campaign to source Trader Profiles for inclusion in the NTIP solution.

**Product Profiles** – The NTIP solution will allow Traders to link information detailing their products and services to their published profiles. These profiles may include text, images, and videos designed to promote the product. Each User (Trader) may create and maintain multiple product profiles to support the promotion of their full range of goods. Again, Users (Traders) will have the ability to enter, edit and remove their own product profiles, although all additions, edits or deletions will be reviewed and approved by the TEPC Content Managers prior to publication on the NTIP. During the initial phase of the NTIP launch the solutions developer/implementer will assist TEPC in a proactive campaign to source Product Profiles for inclusion in the NTIP solution.

**Major Export Profiles** -- The TEPC intends to utilize the NTIP solution to promote a select set of product categories for export. These Major Export Profiles will be formulated by TEPC and will provide links to associated Product Profiles published on the NTIP site. The extended NTIP will be designed to facilitate easy access to these profiles and will present major export
information in a user-friendly and promotional manner with the goal of maximizing user access to the supporting information.

**Service Provider Profiles** – To facilitate entry of new Nepali businesses into the Import/Export market, the NTIP will provide access and information detailing Service Providers that facilitate trade. Much like Traders, Service Providers (Freight-Forwarders, Shippers, Customs Agents, Insurance Agencies, Financial Institutions, etc.) will be empowered to create and maintain profiles regarding the services that they provide. Again, Service Providers will have the ability to enter, edit and remove their own service profiles, although all additions, edits or deletions will be reviewed and approved by the TEPC Content Managers prior to publication on the NTIP.

**Other Government Agency (OGA) Content** – The TEPC will have responsibility for sourcing, analyzing and publishing content from other government agencies that is beneficial to the trade community. This content may take various forms (reports, guides, directives, press releases, etc.) and will be actively sourced by the team. In parallel, primary government sources will be encouraged to independently submit content for publication through the NTIP.

**Trade Intelligence** -- The extended NTIP solution will provide access to trade data and statistics that support the research of market opportunities. The NTIP will be required to interface with, at a minimum, the Department of Custom’s NECAS system to access available trade data and will provide extensive search and query capabilities to include forecasting and predictive analysis across all forms of data. Results of searches and queries will be presented visually in an interactive format. The NTIP will have a robust, intuitive and interactive data visualization tool that can present information in numerous formats and styles including infographics – all dependent on the preferences of the user.

For all content included in the Nepal Trade Information Portal, it is expected that advanced presentation techniques will be applied to promote the portal as a modern, professional and user-centric solution. Where applicable, info-graphics and other visual approaches will be utilized to dynamically present content to the users. In addition, the NTIP will allow for the inclusion of various media types to include images, videos, map features etc.

3.3 **User Experience**

The extended NTIP must include a robust User Interface that applies extensive personalization to maximize the relevance of information provided. Registered users
must be able to utilize a set of criteria to define and generate a personalized interface tailored to their needs. Where applicable, user dashboards should be used to present information graphically and to enable users to directly access their preferred content. The goal of the personalized user interface will be to maximize the relevance of information and content provided and to ensure that the overall user experience is positive so as to maximize the frequency of visits to the portal.

User surveys should be integrated into the portal to solicit feedback and guidance to allow for further refinement where possible. As with any modern portal solution, the NTIP must provide simple access to relevant, well-presented content and must constantly demonstrate value to the user. Through regular personalized communications to the users the portal must encourage repeat usage while also soliciting content updates and contributions.

### 3.4 Mobile Applications

The Nepal Trade Information Portal must include the development of mobile applications to provide easy access to specific features and functionality. Recognizing the limitations of mobile devices, the NTIP mobile applications will be specifically designed to deliver access to information and services that can be effectively presented through these platforms. The mobile applications will leverage the personalization criteria of the specific user to present information and content that is relevant and appropriate.

The mobile applications must support both Android and IOS operating environments and, like the web portal, allow viewing content in both Nepali and English languages.

### 3.5 Social Media Support

The Nepal Trade Information Portal must include full support for Social Media channels to include Facebook, Twitter, and YouTube. Channels such as Facebook and Twitter will be utilized to stimulate discussion and interaction regarding trade in Nepal. TEPC resources will moderate the sites and automated triggers should be in place to ensure that regular updates are issued through these channels. Where applicable, YouTube may be utilized for the publication of video content associated with NTIP content. For example, Major Export Profiles may include links to YouTube hosted content that provides further detail of product categories through video and audio content.
3.6 Site Analytics/Business Activity Monitoring

The extended Nepal Trade Information Portal will rely on analytics to provide insight regarding the usage of the broad set of features. From an internal perspective, the NTIP must include advanced monitoring capabilities to help inform TEPC as to the usage of the portal and the preferences of the user community. This information will help guide the continued enhancement of the content provided and the tools and services delivered. Usage data will assist TEPC in understanding what content is most valued by the user community and the ways in which this data is utilized. This, coupled with user surveys, will ensure that TEPC is constantly apprised on the needs and expectations of all stakeholders.

Analytics will also provide information to users so that they can measure the impact of content they publish through the site. This will, for example, provide traders with information regarding the number of views that their specific products have had during a defined period. This information will help content providers refine their published information while informing their marketing efforts. For government entities this analytical data will provide input to future content development efforts, allowing them to focus on information that is heavily utilized.

3.7 Additional Features, Functionality and Support

In support of the extended features and functionality of the NTIP solution, the solution developer/implementer will be required to integrate a number of additional features including Duty Calculators, Tariff Look-ups and numerous static web pages. These may include information addressing areas such as Trade Agreements, Export Promotion campaigns, Foreign Direct Investment programs and guides, Franchise promotion and trade Success Stories.

Upon launch of the extended NTIP solution, the solution developer/implementer will be required to provide business operations support to the TEPC. This support will include the provision of initial Content Processing support, Service Desk operations as well as the technical management and operations of the portal.

3.8 Implementation Services

During the design, development and implementation of the extended Nepal Trade Information Portal solution, the bidder will be required to provide industry standard project management services. This will include the development of an initial Inception Report to further detail the design, development, implementation and support phases of
the project. The bidder will be required to maintain a comprehensive work-plan detailing activities of assigned resources and the associated schedule. In addition, the bidder will be required to provide regular progress reports while also facilitating project review meetings.

The bidder will also be required to provide capacity-building and change management services to ensure that TEPC is equipped and prepared to apply the extended NTIP solution. Training of staff will include both functional user training as well as technical training for designated staff. A series of promotional workshops will be arranged and facilitated by the bidder at the time of launch to introduce the Nepal Trade Information Portal to the trade community.

The implementation of NTIP is scheduled to be completed within 12 months from the award of contract and the consultant will be required to provide one year of warranty and an option of one year post-warranty support and services. During the initial design, development and implementation period the consultant will assist TEPC in the formal launch of the core NTIP solution, in parallel with the development of the extended solution.

4 Deliverables and Reports

All technical deliverables and reports shall be prepared by the consulting firm and their team of technical resources. The consulting firm shall ensure that all deliverables and reports adhere to recognized international standards.

Deliverables

Specific deliverables shall include:

a. System Design Document (Two months from Date of Contract Award)
b. Systems Requirements Specification (Two months from SDD acceptance)
c. User Acceptance Testing Plans (Two months from SRS acceptance)
d. Operational Acceptance Testing Plans (Two months from SRS acceptance)
e. Extended NTIP Software pilot implementation (Three months from SRS acceptance)
f. User Documentation (Three months from pilot implementation acceptance)
g. Technical Documentation (Three months from pilot implementation acceptance)
h. User Acceptance Certification (Four months from pilot implementation acceptance)
i. Operational Acceptance Certification (One month from UAT certification)
j. Complete Extended NTIP Software (One month from UAT certification)

k. Promotional Materials and Workshops (Four months from pilot implementation acceptance)

l. Applications Documentation (Three months from pilot implementation acceptance)

m. Applications Source Code (One month from UAT certification)

Reports

Specific reports shall include:

a. A detailed work plan agreed to by all participants (One month from Date of Contract)

b. A Project Implementation Plan (One month from Date of Contract)

c. Standard Project Management reports and plans to include:
   i. Inception Report (One month from Date of Contract)
   ii. Monthly Project Status Report
   iii. Risk Management Report (One month from Date of Contract)
   iv. Control and Change Management Report (As required)

d. Post Implementation Report (One month from Operational Acceptance)

5 Duration and Commencement of Contract

The duration of this assignment is estimated to be 24 months inclusive of a 12 month warranty period with the option for an additional 12 month post-warranty support period.

6 Expected Qualifications of the Key Professionals and the Consulting Firm

6.1 Consulting Firm

- A Consulting firm with at least 8 years’ proven experience in the successful delivering of web-based enterprise solutions to public and/or private sector organizations.
- Demonstrated experience in the design, development and implementation of cloud-based web portal solutions and/or web-based enterprise information systems; with prior experience in trade related solutions preferred.
- Proven experience in the design and development of web portals and/or web-based enterprise information systems with, at minimum, one similar implementation successfully completed in the past five years, with a minimum contract value of NPR 35,000,000.
- Direct technical experience with the LAMP (Linux, Apache, MYSQL, PHP) web service solution stack with at least one successful implementation based on this architecture.
- Proven experience in the ongoing operations and management of web-based solutions.
- The Consulting Firm should be in good financial standing to assure delivery & support throughout the engagement.
- The Consulting Firm must be able to demonstrate permanent staff with appropriate technical and management skills to include Project Management, LAMP technology skills, web and mobile applications development skills, Content Management operations and Service Desk operations.

6.2 Key-Professionals

The consulting firm is free to propose team and skill compositions appropriate to the proposed work plan. However, the Consultant’s team will comprise of, at least, the following key professionals:

- **Project Manager (Total projected input of 18 man-months over implementation and warranty periods)**
  - At least 8 years experience in Web Application Solutions or online systems development.
  - Experience in large scale IT sector development with experience in trade sector solutions preferred.
  - Proven experience managing at least two projects of similar or greater size and scope
  - Internationally recognized certification in project management or comparable experience
  - Excellent verbal and written communication skills
  - Masters Degree in Computer Science, Software Engineering, Business Administration or Computer Engineering

- **Solutions Architect (Total project input of two man-months)**
  - At least 5 years experience in the design of web-based portal solutions with experience trade/export promotion systems desirable
  - Experience in the design and development of promotional/marketing solutions with advanced content management functionality preferable
  - Knowledge of international trade promotion program and solutions desirable
  - Knowledge of the business functions and services of Trade Promotion organizations desirable
  - Masters Degree in Information Technology, Engineering, or Computer Science
• **Systems Analyst/Integration Specialist (Total projected input of eight man-months)**
  o At least 5 years experience in the design, development, implementation and maintenance of web-based solutions
  o Participated in at least 2 projects of similar size and scope
  o System Integration experience to include legacy systems, modules, third-party applications and web services
  o Demonstrated experience in the design and performance of application security audits, system backup procedures, and other recovery processes
  o Linux platform experience preferable
  o Bachelors Degree in Computer Science, Software Engineering, or Computer Engineering

• **Database Specialist (Total projected input of 14 man-months over implementation and warranty periods)**
  o At least 4 years experience designing, developing, optimizing, and maintaining relational databases for web-based solutions
  o Experience in at least 2 projects of similar size and scope
  o Experience in installation, configuration, optimization, backup and implementation of clustered/indexed databases
  o Extensive script writing experience and documentation skills
  o Experience with MySQL preferable
  o Extensive XML experience
  o Bachelors Degree in Computer Science, Software Engineering, or Computer Engineering

• **Senior Web Developer (Total projected input of 14 man-months over implementation and warranty periods)**
  o At least 4 years experience in the design and development of PHP web-based solutions, will advanced JavaScript skills (JQuery preferred)
  o Experience with Mobile Applications development preferable
  o Experience with Linux, Apache, and MySQL
  o Bachelors Degree in Computer Science, Software Engineering or Computer Engineering

• **Mobile Applications Developer (Total projected input of 14 man-months over implementation and warranty periods)**
  o At least 3 years experience in mobile application development for Android and IOS platforms
  o Experience with PHP web-based solutions, including JavaScript skills (JQuery preferred)
  o Experience with Linux, Apache, and MySQL
  o Bachelors Degree in Computer Science, Software Engineering or Computer Engineering
• **Content Manager (Total projected input of 16 man-months over implementation and warranty periods)**
  o At least 3 years experience in compiling and editing content for online publishing
  o Experience in ensuring content accuracy, clarity, coherence, and consistency to ensure the message produced is consistent
  o Experience in at least 2 projects of similar size and scope
  o Strong grasp of the English and Nepali languages (grammar, punctuation, spelling, etc.)
  o Advanced word processing applications skills
  o Experience in creating social media (specially Twitter, YouTube, and Facebook) content with an ability to utilize social channels to engage the TEPC’s target audience.
  o Bachelor’s degree in related field

7 **Data, Facilities and Support Services**

The Client (TEPC) will provide the following inputs, access and facilities:
  a. Orientation will be provided to key professionals regarding the core NTIP solution.
  b. All relevant reports and information related to the planning and initial piloting of the core NTIP solution.
  c. Access to the core NTIP production environment.
  d. Access to key TEPC stakeholders and associated third-parties to include the Quality Assurance and Advisory Services consultants.
  e. Access to TEPC’s NTIP facilities.

8 **Selection Method**

A consulting firm will be selected in accordance with the procedures set out in the World Bank’s Guidelines: Selection and Employment of Consultants by World Bank borrowers, January 2011 for Quality and Cost Based Selection (QCBS) method.

9 **Payment Terms**

The consulting firm will be reimbursed based on a lump sum basis. Payments will be associated with key milestones of the solution development and implementation as well as completion of the warranty period.