

## **TENDER**

For Supply/Services of Cargo Management System

Nepal Airlines Corporation  
(The national flag carrier of Nepal)  
IT & C Division, GS & PM Department  
Kantipath, Kathmandu.  
Website: <http://www.nepalairlines.com.np>

October 2019

**Section 1. Letter of Invitation**

Nepal Airlines Corporation  
Kantipath, Kathmandu, Nepal

*Date:*

Dear *Service Providers*

1. NAC now invites proposals from interested local and international software development firms/vendors/solution providers (hereafter referred to as service provider) to implement Software Solution for Cargo Management System (hereafter referred to as integrated software solution). Software must be improved every year and also be flexible to accommodate Industry and NAC's changing requirements. More details on the services are provided in the attached Terms of Reference and data sheet wherever applicable.
2. The Tender has been addressed to all the eligible service providers.
3. A service provider will be selected under Least-Cost Based Selection (LCBS) and procedures described in this tender.
4. The tender document includes the following parts/sections:
  - Section 1 - Letter of Invitation
  - Section 2 - Information to Service Provider
  - Section 3 - Technical Proposal - Standard Forms
  - Section 4 - Financial Proposal - Standard Forms
  - Section 5 - Terms of Reference
5. Details on the proposal's submission date, time and address are provided in Data Sheet.

Yours sincerely,

Director  
IT & C Division, GS & PM Department  
Nepal Airlines Corporation

## **Section 2. Information to Service Provider**

- 1. Introduction**
  - 1.1 NAC will select a Service Provider among those participated in the tender process in accordance with the method of selection specified in the Data Sheet and as per NAC applicable rules and regulation.
  - 1.2 The Service Providers are invited to submit a Technical Proposal and a Financial Proposal, for services as specified in the Data Sheet. The proposal will be the basis for contract negotiations and ultimately for a signed contract with the selected Service Provider.
  - 1.3 The Service Provider must familiarize themselves with local conditions and take them into account in preparing their proposals.
  - 1.4 Please note that (i) the costs of preparing the proposal and of negotiating the contract, including a visit to NAC, are not reimbursable as a direct cost of the assignment; and (ii) NAC is not bound to accept any of the proposals submitted.
  - 1.5 NAC requires that Service Provider provide professional, objective and impartial advice and at all times hold NAC's interests paramount, without any consideration for future work and strictly avoid conflicts with other assignments or their own corporate interests. Service Provider shall not be hired for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of not being able to carry out the assignment in the best interest of NAC.
  - 1.6 NAC requires its implementing agencies, as well as Service Provider under NAC financed contracts, to observe the highest standard of ethics during the selection and execution of such contracts. In pursuance of this policy, NAC:
    - a. defines, for the purposes of this provision, the terms set forth below as follows:
      - i. "corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and
      - ii. "fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of NAC, and includes collusive practices among Service Provider (prior to or after submission of proposals) designed to establish prices at artificial, non-competitive levels and to deprive the borrower of the benefits of free and open competition.
    - b. will reject a proposal for award if it determines that the Service Provider recommended for award has engaged in corrupt or fraudulent activities in competing for the contract in question;
    - c. will cancel the Service Provider's contract if it at any time determines that corrupt or fraudulent practices were engaged in by representatives of the Service Provider or NAC during the selection process or the execution of that contract;
    - d. will debar a Service Provider for a stated period of time, to be awarded a contract if it at any time determines that the Service

Provider has engaged in corrupt or fraudulent practices in competing for, or in executing, a contract; and

1.7 Service Provider shall not be under a debarment for corrupt and fraudulent practices issued by NAC accordance with the above sub para. 1.6 (d).

**2. Clarification and Amendment of Tender Documents**

2.1 Service Provider may request a clarification of any of the Tender documents up to the number of days indicated in the Data Sheet before the proposal submission date. Any request for clarification must be sent via electronic mail to NAC's address indicated in the Data Sheet. NAC will respond by electronic mail to such requests.

2.2 At any time before the submission of proposals, NAC may, for any reason, whether at its own initiative or in response to a clarification requested by an invited Service Provider, amend the tender document. Any amendment shall be issued in writing through addenda. Addenda shall be sent to all invited Software Vendors and will be binding on them. NAC may at its discretion extend the deadline for the submission of proposals.

**3. Preparation of Proposal**

**Technical Proposal**

3.1 Service Providers are requested to submit a proposal as per Sub - Clause 1.2 written in the language(s) specified in the Data Sheet.

3.2 In preparing the Technical Proposal (TP), Service Providers are expected to examine the documents constituting this tender in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.

3.3 While preparing the Technical Proposal, Service Provider must give particular attention to the following:

i. Reports to be issued by the Service Providers as part of this assignment must be in the language(s) as specified in the Data Sheet.

3.4 The Technical Proposal shall provide the following information using the attached Standard Forms (Section 3):

i. A brief description of the Service Provider's organization and an outline of recent experience on assignments (Section 3B) of a similar nature. For each assignment, the outline should indicate the client, location and duration of the assignment, contract amount, and Service Provider's involvement.

ii. Any comments or suggestions on the Terms of Reference and on the data, a list of services, and facilities to be provided by NAC (Section 3C).

iii. A description of the methodology and work plan for performing the assignment (Section 3D).

iv. A detailed description of the proposed methodology, staffing, and monitoring of training, if the Data Sheet specifies training as a major component of the assignment.

v. Any additional information requested in the Data Sheet.

**Financial Proposal**

3.5 **The Technical Proposal shall not include any financial information.**

3.6 In preparing the Financial Proposal (FP), Service Providers are expected to take into account the requirements and conditions outlined in the tender documents. The Financial Proposal should follow Standard Forms (Section 4). It lists all costs associated with the assignment, including Annual maintenance cost and training, if it is a major component of the assignment. If appropriate, these costs should be broken down by activity.

3.7

- i. The Financial Proposal should include all duties, taxes and other levies and charges imposed under the applicable law of Service Provider's country and Nepal payable by the Service Provider under the Contract or for any other cause
- ii. Service Provider shall express the price of their services in **US Dollar**. For the evaluation purposes, prices shall be converted to a single currency using the selling rates of exchange published by Nepal Rastra Bank (the Central Bank of Nepal) on the date of opening the Financial Proposal.

**3.8 BID SECURITY**

- i. The bidder shall furnish as part of its bid, in original form a BID Security as specified in the data sheet. The BID security must be in the financial proposal envelope.
- ii. If a bid security is specified pursuant to 3.8 (i), the bid security shall be a demand guarantee in any of the following forms at the Bidder's option :
  - a) Original copy of an unconditional bank guarantee from "A" class commercial bank or
  - b) Original copy of cash deposit voucher in the Employer's Account.

In case of a bank guarantee, the Bid Security shall be submitted using the Bid Security Form included in Section 4 (4C), Bidding forms. The form must include the complete name of the Bidder. The Bid Security shall be valid for minimum thirty (30) days beyond the end of the validity period of the bid. This shall also apply if the period for bid validity is extended.

The bid security issued by any foreign Bank outside Nepal must be counter guaranteed by an "A" class commercial bank in Nepal.

- iii. If a bid security is required in accordance with 3.8 (i), any Bid not accompanied by an enforceable and compliant Bid Security in accordance with 3.8(ii), shall be rejected by the Purchaser as non responsive.
- iv. If a bid security is specified pursuant to 3.8(i), the Bid Security of unsuccessful Bidders shall be returned within three (3) days upon the successful Bidder furnishing of the signed Contract Agreement and the Performance Security pursuant to 3.8(viii)
- v. If a Bid Security is specified pursuant to 3.8(i), the Bid Security of the successful Bidder shall be returned as promptly as possible once the successful Bidder has signed the Contract Agreement and furnished the required Performance Security.
- vi. The Bid Security may be forfeited :
  - a) If a Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Submission Form; or
  - b) If the successful Bidder fails to :
    - i) sign the contract in accordance with 7.3
    - ii) furnish the Performance Security in accordance with 3.8(viii)
- vii. The Bid Security of a JV must be in the name of the JV that submits the bid. If the JV has not been legally constituted at the time of bidding, the Bid Security shall be in the names of all future partners.
- viii. Within fifteen (15) days of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish the Performance Security equivalent to the amount of 5% of the Contract amount in a form acceptable to the Purchaser.

3.9 The Data Sheet indicates the required validity period of the proposals. NAC will make its best effort to complete negotiations within this period. If NAC wishes to extend the validity period of the proposals,

the Service Providers who do not agree have the right not to extend the validity of their proposals.

#### 4. **Submission, Receipt, and Opening of Proposals**

- 4.1 The original proposal (TP and FP) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the Service Provider itself. Any such corrections must be initialed by the persons or person who sign(s) the proposals.
- 4.2 An authorized representative of the Service Providers shall initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Proposal.
- 4.3 For each proposal, the Service Providers shall prepare the number of copies indicated in the Data Sheet. Each Technical Proposal and Financial Proposal shall be marked "**ORIGINAL**".
- 4.4 The Technical Proposal shall be placed in a sealed envelope clearly marked "**Technical Proposal**," and Financial Proposal in a sealed envelope clearly marked "**FINANCIAL PROPOSAL**" and warning: "**DO NOT OPEN WITH THE TECHNICAL PROPOSAL**." Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Data Sheet and be clearly marked, "**DO NOT OPEN, EXCEPT IN PRESENCE OF THE EVALUATION COMMITTEE**."
- 4.5 The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the Data Sheet. Any proposal received after the closing time for submission of proposals shall be returned unopened.
- 4.6 After the deadline for submission of proposals, the Technical Proposal shall be opened immediately by the Evaluation Committee as stated in Data Sheet. The Financial Proposal shall remain sealed and deposited with NAC's IT & C Division until all submitted proposals are opened publicly.

#### 5. **Proposal Evaluation**

##### **General**

- 5.1 From the time the bids are opened to the time the contract is awarded, if any Service Provider wishes to contact NAC on any matter related to its proposal, it should do so in writing at the address indicated in the Data Sheet. Any effort by the Service Provider to influence NAC in NAC's proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the Service Provider's proposal. The service provider will submit proposal without any conditional requirement.
- 5.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

##### **Evaluation of Technical Proposals**

- 5.3 The Evaluation Committee, of NAC as a whole, and each of its members individually, evaluates the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria. The service provider will also be called for the demo of their system at this stage and the proposal shall be rejected if it does not

respond to the technical aspects of the Terms of Reference indicated in the Data Sheet.

**Public Opening and Evaluation of Financial Proposals**

- 5.4 After the evaluation of quality is completed, NAC shall notify those Service Providers whose proposals did not meet the technical standards or were considered non-responsive to the tender and Terms of Reference, indicating that their Financial Proposals will be returned unopened after completing the selection process. NAC shall simultaneously notify the Service Providers that have met the the technical standard, indicating the date and time set for opening the Financial Proposals. The opening date shall be 7 days after the notification date even if the participating Service Providers acknowledge the notice showing inability of their presence. The notification will be sent by electronic mail.
- 5.5 The Financial Proposals shall be opened publicly in the presence of the Service Provider's representatives who choose to attend. The name of the Service Provider and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. NAC shall prepare minutes of the public opening.
- 5.6 The total amount quoted in the financial proposal shall be considered final and is assumed to cover all the costs as in clause 3.6.
- 5.7 The eligible service provider whose technical proposal have been accepted will take part in the opening of financial proposal. The service provider who have bid the lowest will be awarded the contract.

**6. Negotiations**

- 6.1 Negotiations will be held with the personnel indicated in the Data Sheet. The aim is to reach agreement on all points and sign a contract.
- 6.2 Negotiations will include a discussion of the Technical Proposal, the proposed methodology (work plan), any suggestions made by the Service Provider to improve the Terms of Reference. NAC and Service Provider will then work out final Terms of Reference. The agreed work plan and final Terms of Reference will then be incorporated in the "Description of Services" and form part of the contract. Price negotiation will be in exceptional cases with the bidder who is deemed the winner of the contract as per the evaluation process mention in the tender. Service Provider are therefore requested to submit the best quote in the initial stage itself and to clearly defining the inputs required from NAC to ensure satisfactory implementation of the assignment.
- 6.3 The negotiations will conclude with a review of the draft form of the contract. The Service Provider shall submit the true presentation of the system to NAC before the contract entered. If the system is not found satisfactory as per the published technical requirement, NAC will invite the Service Provider whose proposal has received the second highest score to negotiate a Contract.

**7. Award of Contract**

- 7.1 Pursuant to Sub-Clause 6.3, the Service Provider, with whom agreement is reached following negotiation, shall be selected for approval of its proposal and NAC shall notify it's intention to accept the



proposal to the selected Service Provider within 7 days of selection of the winning proposal. This notice will be provided to all other short-listed Service Providers by the same notice.

- 7.2 Any Service Provider, who has submitted a proposal and is not satisfied with the procurement process or NAC's decision provided as per Sub - Clause 7.1 and believes that NAC has committed an error or breach of duty which has or will result in loss to him then the Service Provider may give an application for review of the decision to NAC with reference to the error or breach of duty committed by NAC. The review application should be given within 7 days of receipt of information regarding the issue of letter by NAC notifying its intention to accept the winning proposal pursuant to Sub Clause 7.1. If a review application is received by NAC pursuant to this clause, then NAC will clarify and respond within 5 days of receiving such application
- 7.3 If the review application is not received by NAC pursuant to Sub-Clause 7.2 then the proposal of the Service Provider, selected as per Sub-Clause 7.1 shall be accepted and the successful Service Provider shall be invited to come for signing the Agreement as per mutually agreed draft as deemed in clause 6.3 within 15 days.
- 7.4 If the Service Provider fails to sign an agreement pursuant to Sub-Clause 7.3 then the NAC will invite the Service Provider whose proposal received the next highest score to negotiate a contract.
- 7.5 NAC shall return the unopened Financial Proposals of those Service Providers who did not pass the technical evaluation.
- 7.6 The Service Provider is expected to commence the assignment on the date and at the location specified in the Data Sheet.
- 7.7 Performance Guarantee: The awarded service provider must submit Performance Guarantee as specified in Data Sheet before or during signing of the contract.

## **8. Confidentiality**

- 8.1 Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the Service Providers who submitted the proposals or to other persons not officially concerned with the process, until the letter of intention to accept the proposal is not issued to the selected Service Provider pursuant to Sub- Clause 7.1.

## **9. Conduct of Service Providers**

- 9.1 The Service Provider shall be responsible to fulfil its obligations as per the requirement of the Contract Agreement, tender documents.
- 9.2 The Service Provider shall not carry out or cause to carry out the following acts with an intention to influence the implementation of the procurement process or the procurement agreement :
  - a. give or propose improper inducement directly or indirectly,
  - b. distortion or misrepresentation of facts
  - c. engaging or being involved in corrupt or fraudulent practice
  - d. Interference in participation of other prospective bidders.
  - e. coercion or threatening directly or indirectly to impair or harm, any

party or the property of the party involved in the procurement proceedings,

- f. collusive practice among Service Providers before or after submission of proposals for distribution of works among Service Providers or fixing artificial/uncompetitive proposal price with an intention to deprive NAC the benefit of open competitive proposal price.
- g. contacting NAC with an intention to influence NAC with regards to the proposals or interference of any kind in examination and evaluation of the proposals during the period after opening of proposals up to the notification of award of contract

## **10. Blacklisting Service Provider**

10.1 Without prejudice to any other rights of the Employer under this Contract , NAC or Public Procurement Monitoring Office of the Government of Nepal may blacklist a Service Provider for his conduct up to three years on the following grounds and seriousness of the act committed by the Service Provider:

- a) if it is proved that the bidder committed acts pursuant to the Information to Service Providers clause 9.2,
- b) if the bidder fails to sign an agreement pursuant to Information to Service Providers clause 7.3,
- c) if it is proved later that the bidder/contractor has committed substantial defect in implementation of the contract or has not substantially fulfilled his obligations under the contract or the completed work is not of the specified quality as per the contract
- d) if convicted by a court of law in a criminal offence which disqualifies the Service Provider from participating in the contract.
- e) if it is proved that the contract agreement signed by the Service Provider was based on false or misrepresentation of Service Provider's qualification information,
- f) if it is proved that the service provider is unable to provide services as per the requirement published in data sheet.

10.2 A Service Provider declared blacklisted and ineligible by the Government of Nepal and or NAC shall be ineligible to bid for a contract during the period of time determined.

## **11. Disclaimer**

11.1. Neither NAC, nor their employees shall have any liability to any prospective Service Provider or any other person under the law of contract, for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this tender document.

11.2. NAC reserves the right to reject any or all of the tender proposals submitted at any stage before executing contract without assigning any reasons whatsoever and without any obligation and liability whatsoever. NAC also reserves the right to hold, or withdraw

or cancel the process at any stage under intimation to the Service Provider who submits the tender proposals.

- 11.3. NAC also reserves the right to modify or amend or add to any or all of the provisions of this tender document or cancel the present tender and call for fresh tender proposals.
- 11.4. Any financial loss to Nepal Airlines while implementing as well as operating the integrated software solution will be recovered from the selected software vendors.
- 11.5. Neither NAC nor their employees shall have any liability in case of non-receipt of any correspondence from them to the service provider due to delays.
- 11.6. The applicable laws for the purpose of this tender are the laws of Nepal.
- 11.7. Each Recipient should notify NAC of any error, omission, or discrepancy found in this tender document.
- 11.8. Any royalties or patents or the charges for the use of content, images, software's charges etc. thereof that might involve in the contract shall not be paid by NAC. The bidder only shall pay for such claims without putting any financial burden on NAC.

## Information to Service Providers

### DATA SHEET

#### Clause Reference

1.1	<p>The name of the Client is: Nepal Airlines Corporation Kantipath, Kathmandu, Nepal.</p> <p>The method of selection is: Least Cost Based Selection (<i>LCBS</i>)</p>
1.2	<p>The name, objectives, and description of the assignment are:</p> <p><b>Name :</b> Supply/Services of Software Solution for Cargo Management System</p> <p><b>Objective:</b> The objective of this document is to solicit proposal from selected parties for Supply/Services of Software Solution for Cargo Management System to NAC. The solution is expected to provide a reliable and customizable solution that can meet the requirements of Nepal Airlines as for its vision &amp; plan.</p> <p><b>Description of the assignment:</b> As mentioned in the data sheet or any elsewhere defined in this document.</p> <p><b>Mandatory Requirements:</b> During the period of contract since the implementation of the integrated software solution, customization as per requirement of NAC shall be free of cost for at least 1 year and any hidden cost shall be recovered from software vendor. <b>The software vendor shall furnish the certified commitment letter for the above requirements at the submission of proposals.</b></p>
2.1	<p>Clarifications may be requested upto 10 days before the submission deadline. The address for requesting clarifications is: <a href="mailto:cargointl@nac.com.np">cargointl@nac.com.np</a>, <a href="mailto:tariffs@nac.com.np">tariffs@nac.com.np</a></p>
3.1	<p>Proposals should be submitted in the following language(s): <b>English</b></p>
3.2	<p>Reports that are part of the assignment must be written in the following language(s): <b>English</b></p>
3.3	<p>Training is a specific component of this assignment: <b>Yes</b> Types of training required : a) Online b) Training at NAC premises</p>
3.4	<p>Proposals must remain valid until 120 days after the last date of submission.</p>
4.1	<p>Software Vendors must submit an original proposal</p>
4.2	<p>The proposal submission address: Dy. Director, IT &amp; C Division, GS &amp; PM Department Nepal Airlines Corporation Kantipath, Kathmandu, Ph# 977-1-4224363</p>
4.3	<p>Proposals must be submitted no later than: <b>18<sup>th</sup> November, 2019 by 1200 hrs local time</b></p>

4.4	The opening shall take place at <b>1400 hrs local time</b> on the day of last submission.
4.5	<p>The bidder shall furnish a Bid Security , as per 3.8 with a minimum of 2.5% of quoted amount, which shall be valid for 30 days beyond the validity period of the bid.</p> <p>The quoted amount is calculated by including ALL the charges (including, but not limited to Installation charges, training charges, monthly charges, etc) which may be applicable during the first 5 years of usage of software.</p> <p>Following average datas can be used to calculate the quoted amount if the quoted document has slab-based pricing OR the pricing depends on the usage of the software :</p> <ul style="list-style-type: none"> <li>i) Average AWBs per month = 1000 (one thousand only)</li> <li>ii) Quoted amount should be calculated for 5 years starting from the date of installation of the software.</li> </ul>
4.6	The bidder must be able to comply to ALL the functionalities mentioned in "Data Sheet : 6. Software Functionality Detail" to be able to pass the technical evaluation otherwise disqualified. Each successful bidder must be able to showcase the software in demo (online/offline).

**Service Provider must provide their responses in the "Response" column and provide additional information / clarification in the "Remarks" column.**

**Service Provider's response must be restricted to: ( Compliance - C, Non- Compliance - NC )**

6 Software Functionality Detail				
S.No		Requirements	Response	Remarks
1		<b>Sales</b>		
	-	Listing of stocks categorized by stock holder type, stock holder code, date, etc.		
	-	Allocating of stocks to agent, sub-agents.		
	-	Updating different types of cargo rates (normal, special, agent-wise), taxes and other charges (as per IATA standard), terms and conditions.		
	-	Rate matrix by commodity, contract type (BSA), by flight, date and day of the week		
	-	Update slab-wise cargo rates.		
	-	Provision to accept/reject the spot rate		
	-	Agents can enter details for automatic quote generation		
	-	Schedule of flights - Domestic		
	-	Schedule of flights - International		
	-	Interface to IATA TACT for published rates		
	-	Agent Commission table		
	-	GST or VAT computation		
	-	Dangerous Goods interface		
	-	Weight / Dimensions / Pieces		
	-	Volumetric Weight calculation		

	-	Currency Table		
	-	Printing of Quotation		
	-	Secure Agent Portal		
	-	Automated conversion of Quotation to Booking		
	-	Agents Credit Limit		
	-	Agents Security Deposits with Amounts and Expiry		
	-	Agents Bonds/Guarantees with Amount and Expiry		
	-	Agents Invoices		
	-	Agents Payment Portal		
	-	Agents Statements		
	-	Client profiles/Agent Database		
	-	Sales Reports by Agent, Flight, Origin/Destination,Aircraftwise		
	-	Agents Performance by Sector/Destination		
	-	Negotiated rates by Agent ie Contract Rates, BSA		
	-	Published Rate Table – Automatically updated		
	-	Security controls for update of rates		
	-	Rate computations by actual or volumetric weight		
	-	Special Cargo rate		
	-	Agent Commission Rules/Setup		
	-	Agent Credit Monitoring		
	-	AWB Stock management		
	-	Promotional Rate management		
<b>2.</b>		<b>Planning</b>		
	-	Displaying space availability for all Nepal Airlines online sector		
	-	Features that reflect total booking of individual flight and required ULD		
	-	System shows active flight schedule with Fleet type		
	-	System is able to support equipment swap		
	-	System is able to automatically import flight schedule data from other 3 <sup>rd</sup> party systems.		
	-	System supports multiple hub operation for the airline.		
	-	Flight load plan feature is able to interlink with 3 <sup>rd</sup> party DCS (Departure Control System)		
<b>3</b>		<b>Booking</b>		
	-	Cargo booking includes SHC (special handling code)		
	-	Booking features are available with following consignment details : origin, destination, commodity code, description, pieces, gross weight, shipper, consignee, shipping agent, name, payment mode, billed to, product type, SHC, shipment date, shipment priority, additional info, document attachment, packaging information, handling information, DV for carriage, DV for customs, account information, notification to party, insurance amount.		
	-	System shows Route details including origin, destination, partner type, partner code, date, flight, allotment code, pieces, gross weight, chargeable weight, volume, AWB status.		
	-	Process rate includes volume, chargeable weight, rate, spot rate, spot id, amount due, currency		

	-	Spot rate request provision with shipment details, spot rate details, requester details is editable/added by the user		
	-	System supports House Airway Bill in case of the console shipment		
	-	System has additional features like save as template, DGR , House Airway Bill (HAWB), epoch, CCA, return to shipper, send FFR, send XFFR, send FRP, send FWB, send FHL, send XFHL, send PRI, send FRX/FRC, send FSU/RCS, send XFSU/RCS, DGR label		
	-	System supports Queue Management		
	-	System supports consignment details, route details, pricing, taxes, fees, process rates, etc		
	-	System allows user to create custom categorization list		
	-	Display Schedule by City Pair		
	-	Display booked, contracted and walk-in shipments		
	-	Display off loaded AWB's		
	-	Display cargo capacity by aircraft type		
	-	Automated capacity planning		
	-	Embargo by date, flight		
	-	Booking by ULD		
	-	Booking by date for future dated shipments		
	-	Daily booking list		
	-	Display matrix of flights by weight, pieces, revenue & yield		
	-	Integration with PSS system for capacity		
	-	Report cargo details, capacity wt/volume		
	-	Auto prioritization ie Rush, BSA, commodity, offloaded		
	-	Cargo Equivalence table		
	-	Auto create/update of flight schedules		
	-	Access to worldwide flights and rates		
	-	Autoload of Booking to AWB		
	-	Walk-in Customers		
	-	Auto rating and pricing of AWB		
	-	Confirmation of Weight and Dimensions		
	-	Bar code and Label Production		
	-	Printing of AWB		
	-	Remarks and Comments for AWB and Bar Code labels		
	-	Auto assignment of priorities based on shipment type Rush, BSA, Comat , AOG etc		
	-	Automatic retrieval of Agent Shipper Consignee		
	-	Auto generation of AWB number from stock		
	-	Recording of Dangerous Goods		
<b>4</b>		<b>Operation</b>		
	A	Flight Plan		
	-	System supports following features : assign AWBs, cart load, ULD load with save ULD, delete ULD, print with statement, print ULD plan, finalize ULD, re-open ULD, re-assign, check flight loadability, check ULD loadability, print load plan, export to manifest, re-open, send UWS, send NTM, send FSU/MAN, send		

		FSU/PRE, send UCM (ULD control message).		
	B	Export		
	-	System provides information of manifest, depart flight, send FFM, send FWB/FHL, send FFM/XFFM, send FDM, send UCM, send FRI/FRC/FRX/FSN, send PRI/NOTOC, etc		
	-	System must be able to print manifest, epouch, view CPM, etc		
	C	Import		
	*	Arrival		
	-	System shows incoming shipment details (aircraft type, rate, weightage, volume, handling information, etc)		
	*	Break ULD		
	-	System automatically breaks different shipments within any ULD into individual AWBs		
	D	Delivery		
	*	AWB details		
	-	System shows delivery status of cargo consignments		
	*	ULD details :		
	-	System supports additional features like send FSU/DLV, send XFSU/DLV, lookup charges, sign, deliver, re-open DO, notify, NO locate, send FSU/NFD, send XFSU/NFD, send FSU/AWD, send XFSU/AWD, FSQ status, send FSQ, ULD serviceability/unserviceability.		
	E	Transfer		
	*	List		
	-	System lists transfer manifest which can be filtered airlines-wise, date-wise, sector-wise, aircraft type-wise, etc		
	*	CTM (Cargo Transfer Manifest) IN / OUT		
	-	System supports CTM in detail		
	F	Cargo discrepancy		
	-	System shows cargo discrepancy with reporting mechanism		
	-	System shows physical verification status.		
	-	Automatic generation of flights based upon Flight Operations system. Details to include aircraft type, capacity, STD/STA, routing and tail number		
	-	Display of all shipments booked		
	-	Generation of Initial Load List to build flights		
	-	Printing of Manifest		
	-	Build flights and load carts		
	-	Build flight and load ULD		
	-	Mail Manifesting		
	-	Automated FFM / FWB messaging		
	-	Colour coding to indicate status and what action needs to be taken to ensure cargo is prepared and loaded		
	-	Automated generation of NOTOC		
	-	List of offloaded items		
	-	Transfer list		
	-	Flight closing notification		
	-	Ability to re-manifest		



	-	Autoload by Cart or ULD		
	-	Bar coding capability to perform all flight actions		
<b>5</b>		<b>Tracking</b>		
	A	Track AWB		
	-	System tracks real-time status of AWB.		
	-	System is able to track AWB status from airline's website		
	B	Messaging		
	-	System sends FFM (Freight Forwarding Message) on flight basis		
	C	Audit Trail		
	*	AWB Audit Log		
	-	Operation Audit Log : gives information about shipment details /booking status		
	-	AWB enquiry and tracing facility		
	-	Report of agents/shippers by station, month and YTD		
	-	Report on Volume and Revenue of all cargo by channels and system wide		
<b>6</b>		<b>Accounting</b>		
	-	System supports claim application : allows to ask claim for a particular AWB		
	-	System lists all the claims performed		
	-	System tracks the ongoing process of any particular claim		
	-	Flown revenue processing		
	-	Recording of unutilized revenue		
	-	Automated invoicing of AWB's on fortnightly basis		
	-	Recording of financial transactions for each AWB		
	-	Month end processing for entries to corporate general ledger		
	-	Printing of invoices		
	-	Automated loading of invoices to Agent Portal		
	-	Automated printing of Official Receipt		
	-	Ability to produce Credit Memo		
	-	Ability to produce Debit Memo		
	-	Recording and application of unapplied credits		
	-	Control and monitoring of agents credit limits		
	-	Cargo tracing from acceptance to delivery		
	-	Interline proration in line with IATA rule		
	-	Generate reports and billings per airline for direct settlement through SIS/ICH		
<b>7</b>		<b>Maintenance</b>		
	-	System allows to rectify/edit any mistakes in AWB (must be able to edit origin, destination, commodity code, description, pieces, gross weight, shipper, consignee, shipping agent, name etc.		
	-	System allows shipment priority, additional info, document attachment, packaging information, handling information		
	-	System allows tax, total tax, market freight amount, market tax amount, AWB total		

<b>8</b>		<b>User Management</b>		
	-	System is able to create, assign access in the system, add/delete users.		
	-	System is able to create group access policy and assign individuals to each group access policy.		
<b>9</b>		<b>Agent Management</b>		
	-	System is able to create, edit and delete agents.		
	-	System is able assign access to the agents in the system.		
<b>10</b>		<b>Reporting</b>		
	-	System is able to produce reports that can be categorized as per certain individual parameters.		
	-	System is able to export reports in word, excel, and pdf.		
	-	System is able to produce sales report categorized by date, agents, sector, aircraft, etc.		
	-	Revenue and Weight reports by month,		
	-	Year to date revenues per flight, per aircraft & kilos		
	-	Year to date revenues by station		
	-	Matching lifted versus sales documentation		
	-	Adhoc management reporting tool		
	-	Agent inventory of AWB's i.e Used, Voided etc		
	-	Summary of AWB by station		
		Month end reports which includes		
	-	- Sales per customer/account and station		
		-Usage of AWBs per station		
		-AR balance per station and customer account		
		-Monthly AR payments and deposits		
	-	Auto posting of collections per station		
	-	Summary of payment by Cash, Credit Card, Collect and Charge		
	-	Generate reports on flown revenue by origin, destination, chargeable weight, yield, revenue etc		
		System to generate the following documents :		
	-	- Invoice		
		-Statement of Accounts		
		-Collection Letters		
	-	Ability to produce letters for Approved Credit Line		
	-	Production of Credit and Debit Memos		
	-	Ability for viewing of AWB and status		
<b>11</b>		<b>Warehouse Operation</b>		
	A	Outgoing		
	*	Acceptance		
	-	System provides agent details (origin, destination, commodity code, description, pieces, gross weight, shipper, consignee, shipping agent, name, payment mode, billed to, product type, SHC, shipment date, shipment priority, additional info, document attachment, packaging information.)		
	*	Storing		

	-	System is capable to show the warehouse inventory.		
	*	Loading		
	-	System shows loading status.		
	B	Incoming		
	*	Unloading		
	-	System shows unloading status.		
	*	Custom Deposit		
	-	System shows custom deposit status.		
	*	Delivery Order		
	-	System shows/updates DO status.		
	-	Automatic warehouse location input		
	-	Display/Report warehouse inventory		
	-	Display arrival manifest		
	-	Process/consolidate house air waybills		
	-	Print/Send notice of arrival		
	-	Print Notice of Non Delivery		
	-	Print Abandoned Shipment Report		
	-	Print Cargo Damage Report		
	-	Charges Correction Advice preparation		
	-	Autopricing and printing of Collection Slip		
	-	Warehouse Inventory List		
	-	Invoice computation and printing of Import Charges		
	-	Report of Import Charges		
	-	Customizable Management Reports		
<b>12</b>		<b>General Information</b>		
	-	The solution should be cloud based solution with possibility to connect through mobile devices		
	-	Mobility in the format of accessibility through mobile devices, bar code scanners, laptop, tablets		
	-	Provide comprehensive information in format of Reporting to support management decision making		
	-	Detailed audit and record of every performed operation		
	-	Easy access control administration for the system functions & users		
	-	Application of automatic updates in customer's stations related to their own functions		
	-	Multilingual Reports		
	-	Log events incorporation. Warnings records		
	-	Capability of attaching supporting documents without compromising systems speed		
	-	Configurable alerts. System notifications, via mails and other methods		
	-	Export and import of data to and from other systems but preferably a real time interface to ensure timeliness of required information		
	-	Modern Cloud Technology. Robust, reliable, scalable and extensible		
	-	Friendly and intuitive interfaces		
	-	Data migration-Data on existing system needs to be carried forward to the new system as per the required history specified		
	-	System access should be possible to be granted to		

		third party personal with appropriate access levels & security		
	-	System can access export and import cargo details		
<b>13</b>		<b>ULD Management</b>		
	-	ULD Control Message (UCM in/out)		
	-	ULD Exchange control (LUC)		
	-	Display of all ULD's by type		
	-	Display of ULD's by station / inventory		
	-	Generate yearly/monthly/weekly ULD Stock Check (SCM)		
	-	ULD Status ie serviceable / unserviceable		
	-	ULD reporting		
	-	Message Log		
<b>14</b>		<b>Cargo Treasury</b>		
	-	Accounts Receivable Management		
	-	Ability to accept Bank Payments		
	-	Interface with corporate Oracle systems		
	-	Application of payments		
	-	Month end closing to ensure payments		
	-	Agents balance, available limit, credit notes, debit notes and unapplied credits		
	-	Recording of under and over payments		
	-	Default currency for domestic and international transactions		
	-	Automatic posting of Withholding and other taxes		
	-	Auto notification of Bonds or Letters of Credit expiry		
<b>15</b>		<b>Experience of Software Vendor</b>		
	-	The software vendor must be supplying the said software to at least 3 international airlines		

10	The address for negotiations is: Director GS & PM Department Nepal Airlines Corporation Kantipath, Kathmandu, Nepal. E-mail: it@nac.com.np Facsimile: 977-1-4225348 Telephone No. 977-1-4224363
11	The assignment is expected to commence on Jan 2020 at Nepal Airlines Corporation, Kantipath, Kathmandu, P.O. Box- 401
12	Performance Guarantee : i. Successful bidder who is awarded the final contract is required to submit performance guarantee equivalent to 5% of contract value of software. This can be in the form of bank guarantee. Such bank guarantee should be duly counter guaranteed by one of "A" Category Bank of Nepal ii. Performance Guarantee will be applicable from the date of commencement of service.

	iii. Performance Guarantee will be refunded on successful completion of the service period.
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### **Section 3. Technical Proposal - Standard Forms**

- 3A. Technical Proposal submission form.
- 3B. Service Provider's references.
- 3C. Comments and suggestions of Service Providers on the Terms of Reference and on data, services, and facilities to be provided by NAC.
- 3D. Description of the methodology and work plan for performing the assignment.

**3A. TECHNICAL PROPOSAL SUBMISSION FORM**

*[Location, Date]*

To: Director  
Nepal Airlines Corporation  
GS & PM Department  
Kantipath, Kathmandu

We, the undersigned, offer to provide Supply/Services of Software Solution for Cargo Management System in accordance with the tender dated [Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

If negotiations are held during the period of validity of the Proposal, i.e., before [Date] we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:  
Name and Title of Signatory:  
Name of Service Provider:  
Address:  
E-mail:

**3B. SERVICE PROVIDER'S REFERENCES**

**Relevant Services Carried Out in the Last Five Years that Best Illustrate Qualifications**

Using the format below, provide information on each assignment for which your Software Vendor/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Assignment Name:		Country:
Location within Country:		Professional Staff Provided by Your Software Vendor/Entity(profiles):
Name of Client:		No.of Staff:
Address:		No.of Staff-Months; Duration of Assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services US Dollar/EURO
Name of Associated Software Vendors, If Any:		No.of Months of Professional Staff Provided by Associated Software Vendors:
Name of Senior Staff, Designation (Project Director/Coordinator, Team Leader etc.) Involved and Functions Performed:		
Narrative Description of Project: :( Actual assignment, nature of activities performed and location)		
Description of Actual Services Provided by Your Staff:		

Service Provider's Name: \_\_\_\_\_



**3C. COMMENTS AND SUGGESTIONS OF SERVICE PROVIDER ON THE TERMS OF REFERENCE AND ON DATA, SERVICES, AND FACILITIES TO BE PROVIDED BY NAC**

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On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

On the data, services, and facilities to be provided by NAC:

- 1.
- 2.
- 3.
- 4.
- 5.

**3D. DESCRIPTION OF THE APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT ( WITH CLEAR FLOW CHART FOR POINT 6.1 OF DATA SHEET-Software Functionality Detail (please separately enclose your plan/design)**

**Section 4. Financial Proposal - Standard Forms**

- 4A. Financial Proposal submission form.
- 4B. Summary of costs.
- 4C Bid Security Form

**4A. FINANCIAL PROPOSAL SUBMISSION FORM**

[Location, Date]

To: Director  
Nepal Airlines Corporation  
GS & PM Department  
Kantipath, Kathmandu

We, the undersigned, offer to provide the Supply/Services of Software Solution for Cargo Management System in accordance with the tender dated [Date] and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of [Amount in words and figures]. This amount is inclusive of all the taxes.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:  
Name and Title of Signatory:  
Name of Service Provider:  
Address:  
E-mail:

**4B. SUMMARY OF COSTS**

S.No.	Description	Rate quoted in USD		Remarks
		In figure	In words	
1	Implementation Charge (if any)			
2	1st year Annual charge			
3	2nd year Annual charge			
4	3rd year Annual charge			
5	4th year Annual charge			
6	5 <sup>th</sup> year Annual charge			

If the vendor has slab-pricing based on the number of AWB's issued per month beside above quoted price, please attach a separate table outlining the pricing structure. The total cost will be calculated based upon the vendor's price list and NAC's estimated AWB's requirement per month. The costing will be calculated accounting for the next 5 year.

**NOTE:**

1. The Price quoted must be inclusive of all applicable taxes and any hidden extra charges (such as training charge) not mentioned in the financial proposal will be borne by the service provider.

#### 4C. Bid Security

[This is the format for the Bid Security to be issued on the letterhead by a "A" class commercial bank specified by Nepal Rastra Bank]

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

**Date: [insert date]**

**Beneficiary: [insert Name and Address of Purchaser]**

**BID GUARANTEE No.: [insert number]**

We have been informed that **[insert name of the Bidder]** (hereinafter called "the Bidder") intends to submit its bid to you (hereinafter called "the Bid") for the execution of Cargo Management System Software under Invitation for "Supply Services of Cargo Management System".

Furthermore, we understand that, according to your conditions, bids must be supported by a bid guarantee.

At the request of the Bidder, we **[insert name of Bank]** hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of **[insert amount in figures][insert amount in words]** upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

(a) has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or

(b) having been notified of the acceptance of its Bid by the *Purchaser* during the period of bid validity, (i) fails or refuses to execute the Contract, if required, or (ii) fails or refuses to furnish the performance security, in accordance with the tender document.

This guarantee will expire:

(a) if the Bidder is the successful Bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; and  
(b) if the Bidder is not the successful Bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful Bidder; or (ii) thirty (30) days after the expiration of the Bidder's bid which comes to be **[insert the date]**.

Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.

Name :

In the capacity of :

Signed :

Duly authorized to sign the Bid Security for and on behalf of :

Date :

## Section 5. Terms of Reference

### For Supply/Services of Software Solution for Cargo Management System

#### 5.a. Background

##### Introduction

Nepal Airlines Corporation (NAC), flag carrier of Nepal, is a public company entirely owned by the Government of Nepal. It operates domestic flights in various parts of country and International Flights to 8 destinations around the world. Nepal Airlines operates 2 twin otters, 2 MA60 and 4 Y12 for domestic and 1 Boeing 757, 2 Airbus A320 and 2 Airbus A330 for International flights.

Nepal Airlines is currently serving more than 30,000 international passengers on a monthly basis. Nepal Airlines plans to increase the fleet size for both domestic and international flights in the near future.

##### Existing Environment

At present, Nepal Airlines is completely based on manual system for cargo management.

#### 5.b. Objectives:

The objective of this document is to solicit proposal from selected parties for Supply & Services of Software Solution for Cargo Management System (referred to as integrated software solution in this document elsewhere) to NAC. The solution is expected to provide a reliable and customizable solution that can meet the requirements of Nepal Airlines as for its vision & plan.

The Software must meet the following technical requirements/capabilities:

- **High Reliability:** The solution should operate reliably 24/7/365 with uptime not less than 99.9 % annually.
- **Ease of Use:** The solution should have a user-friendly interface for all the users of the system.
- **Maximum Reach:** The solution must be accessible from an internet connected computer with updated browser.
- **Integration:** The solution should be able to export/upload data to editable document (word, excel, etc) and pdf format.
- **Provision for Back up of Data:** The system must have a provision of generation of Back-up of all data as required by NAC at specific intervals of not more than one month.
- **Software Licensing / Royalty fee:** All the third party software licensing and royalty fee related to the software must be paid by the service provider. NAC will not bear any extra fee other than those explicitly mentioned in the BID document.
- **Periodic Updating / Upgradation of System:** It is the service provider's responsibility to periodically update and/or upgrade the server system as and when necessary.
- **Ownership of Data:** The service provider must acknowledge that all data uploaded to the system is property of NAC. There must be a provision of handing over all the data to NAC in case of termination of contract due any reasons within agreed period.
- **Confidentiality of Information:** All the data and information stored on the system must be kept confidential.
- **Redundant Storage of Data:** The system must have provision of redundancy to at least one location other than the primary site of storage. The redundant storage location must not be within 500 km radius of primary storage site.

- **Training:** Technical and user level training for the system must be provided to the NAC employee prior to the implementation of the system and ensure continued timely trainings distributed over the year to train new users.
- **Support:** Service provider must provide 24/7/365 support to NAC regarding the system. Email, Phone support and/or ticketing system for support is required.

Nepal Airlines has published this tender seeking formal proposals from competent service provider, which addresses and fulfils the requirement of NAC including the implementation, execution and operation of the the integrated software solution **and must meet/able to perform above mentioned objectives/ features.**

### 5.c. Requirements

1. During the period of contract customization as per requirement of NAC shall be free of cost for at least 1 year and any hidden cost shall be recovered from software vendor.
2. In addition to other documents to be included as instructed elsewhere in this tender, the

following documents are to be included compulsorily in the Technical Proposal envelope :

- I) Copy of Company Registration Certificate
- II) VAT Registration Certificate
- III) Tax Clearance
- IV) Audited balance sheet for 5 fiscal years (3 years in case of joint venture)
- V) Work experience of at least 3 international airlines.

3. Failure to include any of the document as instructed in point 2 due to legal prohibition of the service provider's country rule must be accompanied by the reason for the same in service provider's duly signed letter pad.

### 5.d Contract Duration:

For purposes of this tender, quoted to be provided by the bidder will be valid for a minimum period of five (5) Years. NAC will have sole discretion in the decision of extension/renewal of contract beyond five (5) years.

### 5.e. Training

The Software Vendor will be responsible for training NAC's employees in the areas of operations, management, error handling, system administration etc. The scope of the training should cover all aspects of the operation of the system from financial, commercial and technical viewpoints. The Training should at least cover the following Areas:

- Functionality available in the solution
- Auditing techniques
- Techniques of generating various MIS reports from the solution provided
- Development and deployment of new functionality using the proposed solution
- System & Application Administration.



The training schedule must be finalised in consultation with NAC, and will form a part of the purchase contract. The Software Vendor will also be required to deliver appropriate training modules in on-line / off-line formats which will be used to train and familiarize the personnel free of cost.

The Software Vendor should provide periodical operational training to NAC's staff without any extra cost at their premises.

**5.f. Maintenance & Operational Support:**

Software Vendor shall provide 24\*7\*365 days basis maintenance and operational support.