

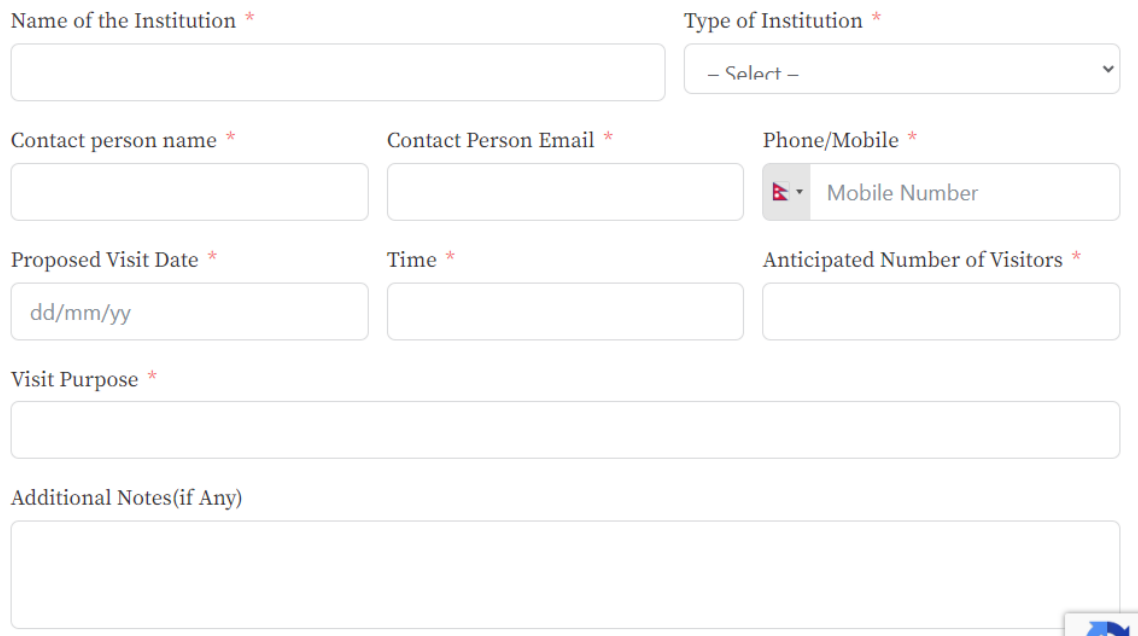
Consultancy services to revamp ICIMOD Living Mountain Lab's (LML) Visitors Management System

The [ICIMOD Living Mountain Lab](#) revamp involves a comprehensive effort to enhance its visitor's management functionality and user experience.

This Terms of Reference (ToR) serves as a guide for potential consultants/companies, outlining the objectives and expectations for the successful execution of the LML visitor's management system.

Visitor Management system.

1. Web platform to be accessed from anywhere (with internet).
2. Link to be placed in ICIMOD website. Existing booking system has a link on the ICIMOD website, the link will be replaced with the new one.
3. Existing booking form has following details:

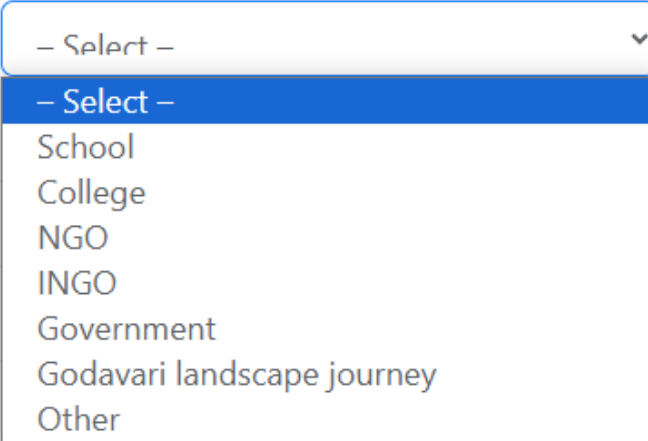


The screenshot shows a web form for visitor management. It includes the following fields and labels:

- Name of the Institution ***: A text input field.
- Type of Institution ***: A dropdown menu with the option **- Select -**.
- Contact person name ***: A text input field.
- Contact Person Email ***: A text input field.
- Phone/Mobile ***: A text input field with a flag icon and the label **Mobile Number**.
- Proposed Visit Date ***: A text input field with a date format placeholder **dd/mm/yy**.
- Time ***: A text input field.
- Anticipated Number of Visitors ***: A text input field.
- Visit Purpose ***: A text input field.
- Additional Notes(if Any)**: A large text area for notes, with a small blue icon in the bottom right corner.

(Changes to be made in the above screenshot)

Type of Institution *



The image shows a dropdown menu for the field 'Type of Institution *'. The menu is open, displaying a list of options. The top option is '- Select -'. Below it are 'School', 'College', 'NGO', 'INGO', 'Government', 'Godavari landscape journey', and 'Other'. The menu has a blue header bar and a small downward arrow on the right side.

4. After selection of the visit date, the system should show slots for the day and confirmed bookings for the day.
5. No of visitors per day maximum limit restriction.
6. After filling all the details of the booking form, payment page to be added (for online payment).
7. After payment confirmation, email to be sent to LML team.
8. Booking tickets (with QR Code) to be generated and sent to requesters via email.
9. Booking without payment option (payment to be done on reaching LML using QR code).
10. Reports:
 - a. Reports are needed in a dashboard-style view where ICIMOD staff can view the data in the following:
 - i. Past visitors' summary (by period, institution, country, etc.)
 - ii. Current/Upcoming visitor's summary.
 - iii. Periodic visitor fee collection summary.
11. Easy Approval
 - a. Implement a single-click process for booking approval (Reject, make other dates recommendation, approve) to streamline user experience.
12. Data Generation
 - a. Facilitate easy generation of data by category, such as gender, country, and number of visitors.
13. Visitor Comments

- a. Include features for visitors to leave comments on what they liked, disliked, and suggestions for technology upgrades. Store these for future analysis.

14. Calendar Summary

- a. Provide a calendar summary of all bookings, visible to both the team and booking visitors for better organization and transparency.

15. Single Signon and users

- a. System should be able to use single sign-on using Microsoft365 accounts. Two types of back-end users are required. Please note that users/customers should not require logging-in.
 - i. Admin – has all access
 - ii. Manager – can only view reports and download them in excel format

16. Server

- a. The vendor is responsible for server during development and testing.
- b. ICIMOD will provide server for the final product, after development is complete.
- c. ICIMOD will also provide SMTP/Email server from Brevo.

Deadline of all deliverables

The vendor is required to create technical documentation detailing the structure utilised and required in the development of the system.

The vendor is expected to suggest the earliest feasible deadline for the deliverables without extending it by more than three months.

Scope of work and timeline

Work title	Work to be done	Timeline
Analysis	<ul style="list-style-type: none"> • Assess & Determine security and compliance requirements 	5 Days
Design & Development	<ul style="list-style-type: none"> • Design web application and database architecture • Plan user flows, navigation, and dynamic elements • Configure environments, version control, and admin features 	45 Days
Testing	<ul style="list-style-type: none"> • Conduct comprehensive testing for frontend and backend components • Identify bugs, develop APIs, and ensure module integration 	10 Days

	<ul style="list-style-type: none"> Validate user experience and gather stakeholder feedback 	
Deployment	<ul style="list-style-type: none"> Deploy in Demo Server for Testing purposes Deploy live in server 	10 Days

Contract duration.

The consultant shall be recruited for **3 months**. The consultant shall complete following tasks.

Task
Share the workplan for the proposed ToR
Revamp the current online booking system
Submit completion one page report and invoice
Provide maintenance support
Additional 6 months of emergency support incase of errors or bugs after the system goes live (full time assistance is not required during this period).

Please note that the deadlines for the tasks will be assigned in detail after the consultant is selected and the contract date is finalized.

Proposal submission and evaluation

The service provider will be selected based on the highest-ranked technical proposal (60% weightage) and lowest-cost financial proposal (40% weightage).

- Technical score (out of 100) and financial score (out of 100) will be combined.
- Provider must score at least 70 points in the technical proposal to be considered for selection.

Contents of the proposal

Applicants must include the following sections in the technical proposal:

1. **Summary:** A summary highlighting company profile, proposal's objectives, outputs, deliverables, and budget
2. **Work plan:** The applicant should outline durations, deliverables, and a detailed timeline.
3. **Financial bid:** Applicants should provide the financial quote with the breakdown of all the costs and include the tax in the budget (refer to the table provided below):
 - Breakdown of the experts needed, number of days required, quantity, rate.
 - Breakdown of other costs, unit, quantity, rate

Component	Activity	Unit	No. of units	Unit rate	Amount	Notes (if any)
Name of activity (e.g. frontend design)						
Developer, designation						
Total						
Note: Quoted figures should be inclusive of all applicable taxes.						

Bidding process

- The closing date for the submission of this tender is **20th December 2024**
- The proposal submitted should include all costs, a timeline for the execution of the project, and a breakdown of the durations
- Proposals will only be received until 17:00 hrs Nepal standard time 20th December 2024, Friday.
- Proposals must be submitted along with the supporting documents as follows:
 - Company registration certificate
 - Tax registration certificate (i.e. VAT/PAN registration)
 - Tax clearance of the last 3 years, including FY 2078/79
 - Bid validity period 60 days
- The bidder must be a legally registered company in Nepal
- The bidder shall quote the item rates as applicable for the work in a formal quotation with signature and stamp
- The bidder must submit the proposal to consultancy.int@icimod.org no later than **5 PM Nepal Standard Time, 20th December 2024.**

ICIMOD reserves the right to accept or reject any or all bids without giving any reason whatsoever.

About ICIMOD

ICIMOD, based in Kathmandu, Nepal, is the leading institute for the study of the Hindu Kush Himalaya (HKH). An intergovernmental knowledge and development organisation with a focus on climate and environmental risks, green economies, and sustainable collective action, we have worked in our eight regional member countries – Afghanistan, Bangladesh, Bhutan, China, India, Myanmar, Nepal, and Pakistan – since our foundation.

Entering the 40th year, ICIMOD is perfectly positioned to support the transformative action required for the HKH to face the challenges of the escalating effects of climate change, pollution, water insecurity, increased disaster risk, biodiversity loss, and widespread socioeconomic changes. We seek to raise our ambition to support the required transformative action to step up our engagement through to 2030.

About ICIMOD Living Mountain Lab, Godavari

The Living Mountain Lab has been designed and structured to help ICIMOD promote the development of an economically and environmentally sound mountain ecosystem, and to improve the living standards of mountain populations in the Hindu Kush Himalaya.

The Lab provides a practical pendant to the often more theoretical activities of the Centre. It is a place where different technologies, and farming and other practices useful for sustainable development can be tested, selected, and demonstrated; where farmers and those who work with them can be trained; and which can serve as a repository for plant germplasm resources and associated floral and faunal biodiversity.

Since it first became open to visitors in 1994, the Living Mountain Lab (formerly known as the ICIMOD Knowledge Park at Godavari) has welcomed 87,924 farmers, development practitioners, students, researchers, and other members of the public into its premises. It regularly hosts training events where farmers and practitioners have a chance to gain hands-on experience using the technologies and best practices showcased.