TERMS OF REFERENCE
for

VITAL EVENTS REGISTRATION BOOK DIGITIZATION in Ramgram Municipality
(Scanning and Entry)
PROCUREMENT OF NON-CONSULTING SERVICES

Contract: NP-DoCR-183656 -NC-RFB	

Project	SSSPCR - Strengthening Systems for Social Protection and Civil Registration Project

Expertise/Position: Procurement of Non-Consulting Services	

Source	National	**Category**	Non-Consulting Services

1. Background:

STRENGTHENING SYSTEMS FOR SOCIAL PROTECTION AND CIVIL REGISTRATION (SSSPCR) is a national project implemented by the Department of National ID and Civil Registration (DONIDCR) under the Ministry of Home Affairs and supported by the World Bank. The project supports the DONICR's Civil Registration (CR) and the Social Security Allowance (SSA) program and aims to improve the coverage of SSA and CR, and the delivery of SSA. Over a five-year period, the project is expected to support: (a) the establishment of a comprehensive National Population Register and expanded coverage of CR and SSA; and, (b) improved delivery of SSA via transition to e-payments in selected districts and improved overall business process for SSA service delivery. These will be supplemented by institutional strengthening at both central and local levels to ensure sustainability of the gains of the first two objectives.

The Ramgram Municipality is the agency charged with the responsibility of managing CR and administering the SSAs in Ramgram Municipality Local level. Nepal's CR system started operating in the late 1970s and captures five vital events-birth, death, marriage, divorce, and migration. Besides its linkages to the SSA program, the CR system would also be a foundation for people's legal identities and their access to a range of public and private services. However, Nepal's CR system is under developed. The decentralized and paper-based recording of documents collected during registrations limits the potential usage of the information to generate vital statistics for planning and other purposes. Limited awareness among the population and difficulty in accessing local level offices has led to low registration rates and coverage. Transitioning to a digital CR system that is linked to the SSA Beneficiary Register would facilitate improved coverage and delivery of both CR and SSA.

The project would contribute to the Government's long-term plan to strengthen administrative capacities to manage its most fundamental service delivery responsibilities, CR and SSA. Improved delivery is an essential, if not sufficient, condition to strengthen the impact of Nepal's social programs in protecting the vulnerable from adverse risks and shocks. Furthermore, comprehensive and up-to-date CR would facilitate people's access to legal identity and public services beyond SP (for example, primary education).

Objective of Digitization:

The main purpose of this assignment is to establish a well-organized and modern digitized record and archive system architecture through the establishment of procedures and storage of existing vital events registration book in digital form that facilitates easy access and sharing of vital events registration book within Local Registrar Office while taking into account security, accessibility, safety considerations related to vital events registration record.

This task specific objectives are as below:

- To improve the vital events registration records accessibility, accuracy, re-usability and reduce the paper-based storage
- To improve retention of institutional memory and knowledge management.
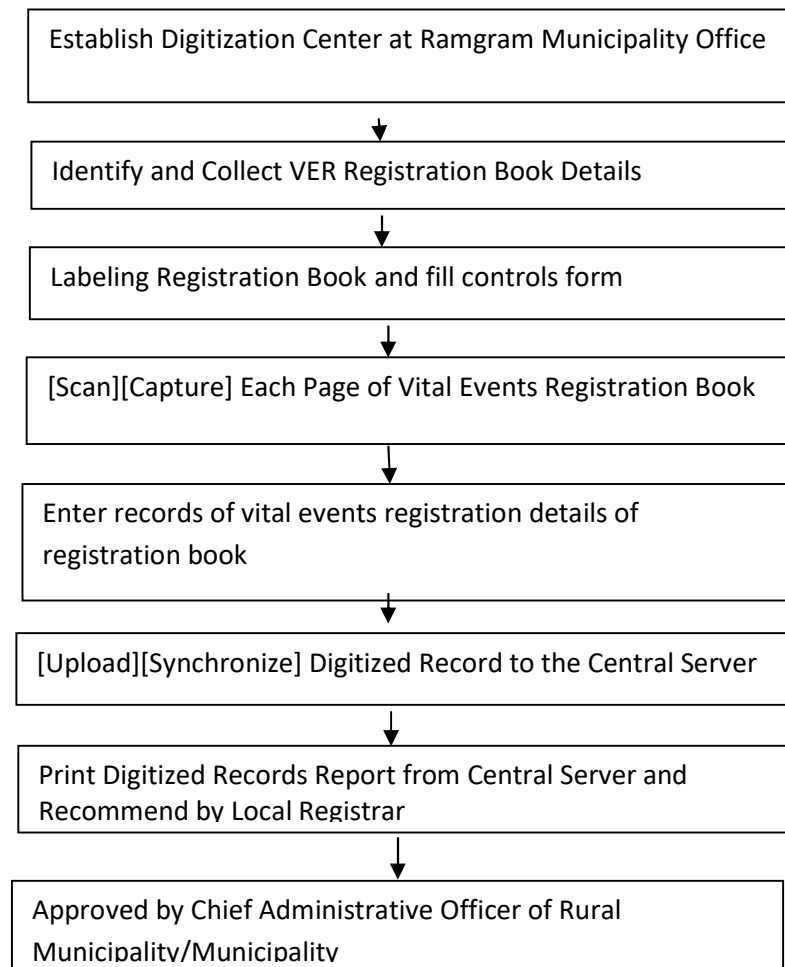
2. Objective of the assignment:

The objective of this assignment is to:

- Collect information of existing vital events registration records from ward offices of Ramgrama Municipality,
- Capture Image of registration books,
- Entry of vital events records of Birth, Death, Marriage, Migration and Divorced registration accurately.

3. Scope of Work:

The main task of the firm is to digitize the VER records as per the data digitization application provided by DONIDCR. The firm will also have to scan the document and ensure quality control in the process of data entry.

The work to be carried out the following process:

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┌─────────────────────────────────────────────────────────────┐
│  Establish Digitization Center at Ramgram Municipality Office │
└─────────────────────────────────────────────────────────────┘
                              ↓
┌─────────────────────────────────────────────────────────────┐
│  Identify and Collect VER Registration Book Details          │
└─────────────────────────────────────────────────────────────┘
                              ↓
┌─────────────────────────────────────────────────────────────┐
│  Labeling Registration Book and fill controls form           │
└─────────────────────────────────────────────────────────────┘
                              ↓
┌─────────────────────────────────────────────────────────────┐
│  [Scan][Capture] Each Page of Vital Events Registration Book │
└─────────────────────────────────────────────────────────────┘
                              ↓
┌─────────────────────────────────────────────────────────────┐
│  Enter records of vital events registration details of       │
│  registration book                                           │
└─────────────────────────────────────────────────────────────┘
                              ↓
┌─────────────────────────────────────────────────────────────┐
│  [Upload][Synchronize] Digitized Record to the Central Server│
└─────────────────────────────────────────────────────────────┘
                              ↓
┌─────────────────────────────────────────────────────────────┐
│  Print Digitized Records Report from Central Server and      │
│  Recommend by Local Registrar                                │
└─────────────────────────────────────────────────────────────┘
                              ↓
┌─────────────────────────────────────────────────────────────┐
│  Approved by Chief Administrative Officer of Rural           │
│  Municipality/Municipality                                   │
└─────────────────────────────────────────────────────────────┘
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Methodology/Approach of the Service (Work)

While the vendor is to propose a detailed methodology and approach for the work, the following minimum standards are expected to be applied:

Work Station Establishment
- Vendor should manage logistics like: Internet, computer, printer, paper, scanner/camera.

- Data extra/ationization station will be allocated by local level.

Staff Allocation

- Firm should assign minimum Four staffs for data entry/digitization period to complete the task within [4] months.
- For each work station there will be a staff structure having One supervisor and minimum Four data entry operators

Registration Book Information Collection and Labeling

- Firm should collect all the information of Registration books in the "**Registration Book Verification Form"** In given format below, which should verify by local registrar prior to data digitization?
- All the pages of the book should be numbered starting from 1 to last page respectively.
- Firm should label registration Book in the format (District Code- MUN/RMUN code - Ward No - Registration Book Start Year - Event Type - Book Count)

Registration Book Verification Form

Province Lumbini, District Nawalparasi (Bardghat Susta West)

Ramgram Municipality, Ward No……..

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

Prepared By	**Recommended By**	**Verified By**
Signature	Signature	Signature
Name	Name	Name
Supervisor	Local Registrar	CAO

Registration Book [Capture][Scan]

- Firm should [capture][scan] all the pages of labeled registration book of vital event registration.
- Scan A3, A4 pages with the help of scanner/camera.
- All book pages need to be scanned with Maximum 1MB size per page.
- Document should be in JPEG/JPG, PNG.
- The images should be stored in a properly design hierarchical folders order and should have proper naming convention for each folder (District, MUN/RMUN, Ward No, Book No, Page No.)
- Scanning shall be carried out in a manner that is able to handle old delicate and decayed paper carefully, to make sure that the old document will not be torn, damaged or destroyed any further through the scanning process.
- In case a document is damaged or found to be damaged, it should be recorded and reported to the ward secretary or chief administrative officer or focal person assigned by CAO.
- The scanned output documents should be clear enough so that all the information (in the same language), photograph, symbols in the original document shall appear in the scanned copy accurately and exactly as in

the original document.

- Scanned image should be cropped if un-necessary edges captured during scanning process.

Data Entry

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

<div align="center">

Nawalparasi (Bardghat Susta West) District

Ramgram Municipality

….Ward No

</div>

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

Prepared By	**Recommended By**	**Verified By**
Signature	Signature	Signature
Name	Name	Name
Supervisor	Local Registrar	CAO

(Add registration book label)

- Data must be digitized using digitization application in [online/Offline] mode based on availability of internet facilities.

- Data entry should be done in Nepali Unicode and English as specified in software field?

- Firm should ensure [866] record digitized per day in an average ensuring highest quality of data.

Data Synchronization, Verification and Reporting

- Firm should maintain the log report for the process of entry, capture, verification, synchronization. Data entry Supervisor must ensure quality and completeness of data before synchronization. [in case of offline mode]

- Digitized data must be synchronized after completing the entry of each municipality. All the digitized data and associated folders have to be synchronized to the central server. [in case of offline mode]

- After synchronization of digitized records (data and images) firm have to generate the verification form as mentioned below from the application at central server.

Verification Report Form

Nawalparasi (Bardghat Susta West) District

Ramgram Municipality

Ward No.	No of Vital Events in Registration Book					Digitized vital events					No of Errors	Remarks
	Birth	Death	Marriage	Divorce	Migration	Birth	Death	Marriage	Divorce	Migration		
Total												

Prepared By	**Recommended By**	**Verified By**
Signature	Signature	Signature
Name	Name	Name
Supervisor	Local Registrar	CAO

- Digitization of Ramgram Municipality will be considered complete after approval of "Verification Report Form" by Chief Administrative Officer.

Data Backup and security:

- The firm should take full responsibility and ensure complete confidentiality, security and accountability of the Registration books and VER data (during transfer of registration book from ward office to work station, during digitization, until returned back toward office).
- If data entry is done in offline mode then firm should keep timely backup of all the data entered in storage devices (external hard disk, pen drive etc.) so that no data are lost.
- Data from the storage device of particular local level can only be deleted after ensuring that all the data, folders, images, files are synchronized to the server.
- If any data are lost before synchronization to the server, firm will be responsible and has to re-enter the missing data.
- Activities of unauthorized access, usage and manipulation of data will be punishable according to the law of Government of Nepal.

Time Frame:

- Maximum time to complete data entry, scanning or capturing image, de-duplicating data and synchronizing

to the central level will be a [Four] calendar months. The firm should propose appropriate mechanism to ensure quality of data entry, time assigned and confidentiality of the data.

Deliverables

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

Payment Terms and Schedule:

- Mobilization advance - up to [5%] of contract price on submission of bank guarantee
- [50%] Amount to be paid as per the actual data entered in different categories.
- [50%] on submission of Work completion report (WCR), verified and approved by CAO.

5. Experience of Firm and Staff

Experience of Firm

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

- [At least [1] years of experience in related work].
- Firm should have registered in government entity and [VAT][PAN].
- Firm should have latest Tax clearance certificate.
- [At Least [3 months] data entry experience in related sector.]

Data Entry Supervisor- One

Duties and Responsibilities

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

- Train, motivate, monitor and evaluate performance of Data Entry staff on a continuous and ongoing basis.
- Develop and maintain Data Entry processes and procedures.
- Facilitate meetings as needed.
- Updates issues regarding quality, training, procedures, and staff issues.
- Work closely with the [Local Level] and data entry operator meets and exceeds performance standards and goals for Data Entry and Image Capturing activities.
- Complete daily and weekly reports including progress and monitor performance.
- Perform other duties as assigned by Ramgram Municipality office related to this assignment.

Academic Qualification

At least [Bachelors] degree in any discipline

Experience

At least [2] years of hand on professional experience in data entry, scanning, data management

Skills

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

Data Entry Operator: -Minimum 4

Duties and Responsibilities

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

Academic Qualification

- At least [+2 or equivalent] completed.
- [6] month computer training or academic certification in computer related subject

Skills

- Data entry work
- Experience with MS Office and data programs
- Knowledge of using office equipment, like printer and scanner
- Typing speed and accuracy
- ability to stay focused on assigned tasks

11. Facilities to be Provided by Ramgram Municipality:
 Ramgram Municipality shall provide following facilities to consultant during his tenure of service:

- Application/book for digitization
- Training for key staffs
- Guideline/Manual
- Venue for station

Cost Estimation (Draft)

SN	Total Vital Events Registration (Data Entry)	Rate	No of Page (Scanning)	Rate	Total (Scanning + Data Entry)	Management Cost	Total
	1	R1	S	R2	T=(V*R1)+(S*R2)	M=T*...%	T+M
Total (A)							
13% VAT (B)							
Grand Total (A+B)							

Management Cost of following Activities

Management Activities	
SN	Activities
1	Transportation of employee
2	Scanner/Camera Rent
3	Rent of computer laptop
4	Internet
5	Electricity
6	Equipment's Transportation
7	Scanning, Labeling and Image Upload Cost
8	Communication Cost
9	Registration book collection from ward office to central office and drop to ward office

Financial Proposal Format

SN	Vital Events	Estimated Data (Approx.) (A)	Per data entry (R1) Rate (Rs.)	Approx. Page for scan (B)	Estimated Scanning Rate (RS) (R2)	Estimated Management cost (Rs.) (C)	Amount NRs. (AxR1)+(B*R2)+C
1	Vital Events Registration						
	Total						
	13% VAT						
	Grand Total						

Eligibility Criteria

SN	Description	Compliance (Y/N)	Remarks
1	Experience of Firm		
2	Prior experience of data entry in Government organization		
3	Educational Qualification/Training of Supervisor		
4	Experience of Supervisor		
5	Educational Qualification /Training of Data entry operator		
6	Experience of data entry operator		