

NEPAL LIFE INSURANCE COMPANY LIMITED
TECHNICAL AND FINANCIAL REQUIREMENTS
For Supply of IT Support Staff at IT Service Stations

Tender Reference No.:	Contract Period:
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Nepal Life Insurance Company Limited requires a qualified service provider to deploy dedicated IT Support Staff at the following locations. One staff member shall be physically present at each location on all official working days.

S.N.	Location	Required Staff
1	Head Office, Kathmandu	1
2	Biratnagar	1
3	Kohalpur	1
4	Narayanghat	1
	Total	4

1. Required Technical Skills

Computer Hardware and End-User Support

- Desktop and laptop installation, configuration, fault diagnosis and basic component replacement.
- Windows operating system, device driver and approved software installation/troubleshooting.
- Basic preventive maintenance, user profile setup and peripheral support.

Printer, Scanner and Consumables

- Installation and troubleshooting of local/network printers and scanners, including printer sharing and network configuration.
- Identification of printer hardware, cartridge, and toner issues; verification of cartridge/toner usage and replacement requirements.

Network, Domain, and Communication Devices

- Basic LAN/WAN, TCP/IP, IP address, subnet, gateway, DNS, Wi-Fi, and network printer troubleshooting.
- Checking LAN cables, patch cords, RJ45 connectors, network points and basic switch/router connectivity.
- Basic Active Directory/domain support including joining computers to the domain, domain login/user profile issues and coordination with the central IT team for administrative activities.
- Installation and basic troubleshooting of IP phones, CCTV/IP cameras, related network connectivity, cables, and connectors.

Other IT Support

- IT cables and connectors, power cables/adapters, UPS-related accessories, USB/HDMI/VGA/display cables and other peripherals.
- Remote support to branches, basic IT inventory/asset verification, equipment setup/shifting and other day-to-day IT support activities assigned by Nepal Life.

2. Branch IT Expense and Usage Verification

The deployed staff may be required to technically verify branch-level IT requests and expenditure, including printer cartridges/toners, hardware repairs, printer/scanner repairs, LAN cables, patch cords, RJ45 connectors, power cables, chargers/adapters, network accessories, IP phone/CCTV accessories and other IT items.

The staff shall check whether the item is genuinely required, whether the existing item can be repaired or reused, whether the requested quantity is reasonable, whether repeated usage appears abnormal, and whether procurement/replacement is technically justified. Final financial or procurement approval shall remain with authorized Nepal Life officials.

3. Working Days, Attendance and Availability

1. The deployed IT Support Staff shall be physically present at the assigned Nepal Life office/service station on all official working days during official working hours.
2. Alternate-day or intermittent deployment shall not be acceptable.
3. Nepal Life offices will normally remain closed on public holidays observed by the Company.
4. Under exceptional circumstances, urgent IT work, maintenance, emergency support, branch activities or other operational requirements, staff may be called to the office or requested to provide support on a public holiday or outside normal working hours upon instruction from an authorized Nepal Life official.
5. Deployed staff shall follow Nepal Life attendance procedures, office discipline, information security requirements and applicable internal rules while working at Nepal Life premises.

4. Substitute / Replacement Staff

Continuous availability is an essential requirement. If the regularly deployed staff is absent due to leave, sickness, personal emergency, resignation, training, termination or any other reason, the service provider shall arrange a suitable substitute so that the service station does not remain unattended.

5. Documents of Proposed IT Staff

Nepal Life will evaluate the proposed personnel based on the documents submitted by the bidder. No separate interview of proposed staff is planned as part of the normal tender evaluation process. The bidder shall therefore submit complete and authentic documents for each proposed staff member:

- Updated Curriculum Vitae (CV).
- Copy of Citizenship Certificate or other valid identity document.
- Academic qualification certificates and transcripts/mark sheets, where applicable.
- Experience certificates from previous employers, where available.
- Relevant IT training/professional certificates, if any.
- Recent passport-size photograph and current contact details.
- Proposed location of deployment.
- Any other supporting document demonstrating relevant technical competency or experience.

Nepal Life reserves the right to verify submitted documents. False or misleading information may lead to rejection of the proposed personnel and/or appropriate action against the bidder.

6. Required Documents from the Service Provider

- Company/Firm Registration Certificate.
- PAN/VAT Registration Certificate.
- Latest Tax Clearance Certificate.
- Company profile and details of relevant IT manpower/support experience.
- Copies of similar work orders/contracts/experience certificates, where available, and list of major/current clients.
- Authorization letter for the person signing the bid.
- Declaration that the bidder is not blacklisted or legally restricted from conducting business.
- Complete CVs and supporting documents of all proposed IT Support Staff.
- Technical proposal confirming compliance with the above requirements and backup/substitute arrangement.
- Financial Proposal in the prescribed format.

7. Financial Proposal

The bidder shall clearly quote the monthly cost per IT Support Staff, location-wise monthly/annual amount and total contract cost. The quoted rate shall include all costs necessary to provide the required manpower and maintain continuity of service.

S.N.	Location	No. of Staff	Monthly Cost / Staff (NPR)	Monthly (NPR)	Total	Annual (NPR)	Total
1	Head Office, Kathmandu	1					
2	Biratnagar	1					
3	Kohalpur	1					
4	Narayanghat	1					
	Total	4					

Cost Summary

Total Annual Manpower Cost	VAT, if applicable	Grand Total Contract Amount
NPR _____	NPR _____	NPR _____

Grand Total in Words: Nepalese Rupees _____ only.