

## **Invitation for Expression of Interest (EOI)**

Consultancy: Feasibility Study on Integrating Digital Business Services in the Government of Nepal's Nagarik App

FNCCI, under the project “Enhancing Nepal's Inclusive Business Environment and SME Growth,” invites eligible individual consultants to submit an Expression of Interest (EOI) to conduct a feasibility study on integrating digital business services in the Government of Nepal's Nagarik App.

### **Background**

The Government of Nepal's Nagarik App is a flagship digital platform intended to simplify and expand citizen access to government services. FNCCI, through its project support to strengthen Nepal's business environment—especially for SMEs—seeks to explore the feasibility of integrating priority business-facing services (including business registration, licensing/permits, and tax-related information/services) into the Nagarik App to improve access, transparency, and service delivery for enterprises.

The feasibility study is expected to assess functional requirements, technical integration options, data security/privacy considerations, and UX/UI needs, and to provide evidence-based recommendations and an implementation roadmap. The assignment will also include a stakeholder survey and a validation workshop with relevant public and private stakeholders.

### **Scope of the Assignment**

The selected consultant will:

- Conduct an assessment of existing business services, including registration, renewal, tax-related services, and business termination procedures.
- Conduct a feasibility assessment for integrating the priority digital business services (registration, renewal, tax-related services, and business termination procedures) within Nagarik App;
- Assess functional and technical requirements, including interoperability/integration options, readiness of existing systems, and institutional arrangements;
- Assess data security and privacy risks and propose mitigation measures and governance arrangements;
- Assess UX/UI needs, including user journeys and user-centered design recommendations suitable for SMEs and diverse users;
- Conduct a stakeholder survey to capture business user needs, adoption barriers, and service priorities;
- Organize and support a validation workshop (approx. 30 stakeholders) to validate findings and refine recommendations;

- Develop a practical implementation roadmap, including phased options, quick wins, risks, and recommended next steps.

### **Expected Deliverables**

- Inception report/workplan (methodology, stakeholder plan, survey plan, timeline)
- Feasibility study report (draft and final) including:
  - Service prioritization and functional requirements
  - Technical feasibility and integration options
  - Data security/privacy assessment and mitigation plan
  - UX/UI recommendations and user journey maps
  - Institutional/governance recommendations
  - Phased implementation roadmap and risk register
- Stakeholder survey package (tools, dataset summary, analysis findings)
- Validation workshop materials and proceedings note (agenda, presentation, key feedback and incorporation)

### **Eligibility / Qualification Requirements**

#### **Minimum requirements**

- Advanced university degree (Master's or above) in information systems, computer science, public policy, e-governance, ICT for development, business/management, or related field.
- At least 7 years of relevant professional experience in e-governance/GovTech, digital public service delivery, system integration, digital transformation, or related advisory work.
- Demonstrated experience in requirements analysis, stakeholder consultation, and producing high-quality analytical reports.
- Proven competence in data security/privacy risk assessment for digital services and practical mitigation planning.
- Experience in UX research/service design (user journeys, service blueprints, usability considerations) is an advantage.
- Strong Nepali and English writing skills; Nepali language ability for consultations and workshop facilitation is an advantage.

#### **Preferred**

- Experience working with Government of Nepal digital platforms, interoperability initiatives, or public sector IT systems.

- Experience conducting surveys and translating findings into actionable digital service recommendations.
- Demonstrated ability to apply inclusive and gender-responsive approaches in stakeholder engagement and user research.

### **Submission Requirements**

Interested applicants must submit:

- EOI letter highlighting suitability and relevant experience
- Technical proposal (approach, methodology, workplan, team composition)
- Detailed CV, including references of similar assignments
- Financial proposal (detailed breakdown)

### **Selection Method**

Selection will be based on technical quality and cost reasonableness (quality- and cost-based approach). FNCCI may request presentations or clarifications from shortlisted applicants.

### **Submission deadline and address**

EOIs must be submitted by 8 February 2026 to:

Federation of Nepalese Chambers of Commerce and Industry (FNCCI)

Teku, Kathmandu, Nepal

Email: fncci.hrd@gmail.com

Subject line: EOI – Feasibility Study for Integrating Digital Business Services in Nagarik App

FNCCI reserves the right to accept or reject any or all EOIs without assigning any reason.