

सुचना! सुचना!!! सुचना!!!

प्रकाशित मिति: २०८३/०४/२१

प्रस्तुत विषयमा यस कम्पनी अन्तर्गत तालिम तथा अनुसन्धान शाखाबाट तपशिल बमोजिमको तालिम संचालन गर्नु परेको हुँदा यस कम्पनीमा आजको मिति सम्म सुची दर्ता भएका कम्पनी / फर्महरूले कति दररेटमा काम गर्न सकिन्छ? यो सुचना प्रकाशित मितिले ३ दिन भित्र Term of Reference (TOR) मा उल्लेख भए अनुसारको प्रस्ताव तालिम तथा अनुसन्धान शाखामा पेश गर्न हुन सबैलाई जानकारी गरिन्छ।

तपशिल

S. No	Description of Works	Cost Estimates including VAT
1	Service Induction Training	

Kathmandu Upatyaka Khanepani Limited (KUKL)
Tripureshwor, Kathmandu

Terms of Reference (TOR)
Service Induction Training

1. Background

Kathmandu Upatyaka Khanepani Limited (KUKL) is responsible for the operation and management of water supply and wastewater services throughout the Kathmandu Valley under a 30-year License and Lease Agreement with the Kathmandu Valley Water Supply Management Board (KVWSMB).

As KUKL continues to expand and improve its services to meet the growing demand of the Kathmandu Valley, the recruitment of new employees will require a structured induction program to familiarize them with the organization and its operations. The Service Induction Training shall be conducted to provide newly appointed employees with a comprehensive understanding of KUKL's institutional framework, organizational structure, operational procedures, technical systems, customer service responsibilities, and administrative practices.

The training shall also strengthen the capacity of participants by enhancing their technical, managerial, and interpersonal skills required for effective service delivery. Through this induction program, KUKL intends to ensure that newly appointed staff are adequately prepared to perform their assigned responsibilities efficiently while contributing towards the organization's mission, vision, and strategic objectives.

2. Objectives

The Service Induction Training shall have the following objectives:

To provide newly appointed employees with a comprehensive orientation to KUKL's organizational, technical, administrative, and customer service functions, enabling them to effectively perform their roles and responsibilities.

3. Expected Outcomes

Upon successful completion of the training program, participants shall be expected to achieve the following outcomes:

3.1 Improved Organizational Understanding

- Participants shall acquire a comprehensive understanding of KUKL's history, mandate, governance structure, organizational policies, and operational framework.

3.2 Enhanced Technical Knowledge

- Participants shall gain improved knowledge of water supply systems, sewerage management, non-revenue water reduction strategies, water quality monitoring, and electromechanical systems.

3.3 Strengthened Customer Service Skills

- Participants shall understand effective approaches for implementing the Citizen Charter, handling customer complaints, improving customer satisfaction, and ensuring quality service delivery.

3.4 Improved Administrative and Financial Competency

- Participants shall develop a better understanding of financial procedures, administrative processes, human resource management, planning, monitoring, and reporting systems.

3.5 Enhanced Professional Skills

- Participants shall improve their communication, teamwork, leadership, motivation, time management, work-life balance, and problem-solving skills.

3.6 Increased Commitment to Organizational Goals

- Participants shall develop a stronger sense of responsibility, professionalism, organizational commitment, and accountability towards achieving KUKL's objectives.

4. Scope of the Assignment

The selected Training Service Provider shall be responsible for the overall planning, coordination, management, and successful implementation of the Service Induction Training in accordance with the approved training schedule and requirements of KUKL.

4.1 Responsibilities of the Training Service Provider

The Training Service Provider shall:

- Prepare and finalize the detailed training course, curriculum, and session plan in consultation with KUKL.
- Develop and submit the training schedule for approval prior to commencement of the training.
- Coordinate with KUKL, resource persons, and other relevant stakeholders to ensure effective implementation of the training.
- Arrange an appropriate training venue, including all required logistical arrangements, unless otherwise specified by KUKL.
- Provide suitable training materials, participant handbooks, stationery, and other learning resources.
- Arrange audio-visual equipment, computers, internet connectivity, projectors, sound systems, and all other technical equipment required during the training.
- Engage qualified and experienced resource persons to conduct the training sessions.
- Manage participant registration, attendance, daily coordination, facilitation, and overall administration of the training program.
- Provide refreshments, meals, and other hospitality services as specified in the contract.
- Conduct pre-training and post-training evaluations, participant feedback surveys, and learning assessments as appropriate.

- Prepare, print, and distribute certificates of participation to all eligible participants upon successful completion of the training.
- Prepare and submit a comprehensive Training Completion Report incorporating participant feedback, evaluation results, photographs, attendance records, training materials, and recommendations.
- Perform all other activities necessary for the successful completion of the assignment in accordance with the contract.

4.2 Responsibilities of Kathmandu Upatyaka Khanepani Limited (KUKL)

KUKL shall:

- Approve the detailed training schedule, curriculum, and session plan.
- Nominate and confirm participants for the training program.
- Facilitate coordination with relevant departments and stakeholders.
- Review and approve the proposed resource persons prior to implementation.
- Monitor and supervise the overall implementation of the training.
- Provide timely feedback on deliverables submitted by the Training Service Provider.
- Process payments in accordance with the terms and conditions of the contract upon satisfactory completion of the assignment.
- Provide any additional support deemed necessary for successful implementation of the training program.

5. Working Team

For the successful implementation of the Service Induction Training, the Training Service Provider shall establish an appropriate project management team comprising implementation personnel and qualified resource persons.

The Training Service Provider shall be fully responsible for the planning, coordination, management, and successful execution of the training program.

• 5.1 Implementation Team

The implementation team shall consist of the following key personnel:

S.N.	Position	No.	Minimum Qualification and Experience
1	Training Coordinator	1	Bachelor's degree in any discipline with at least 10 years of professional experience, including coordination of at least five training programs of similar nature.
2	Assistant Training Coordinator	1	Bachelor's degree in any discipline with at least 2 years of professional experience, including coordination of at least five training programs .

The Training Coordinator shall serve as the focal person and shall be responsible for the overall planning, coordination, supervision, implementation, and reporting of the training program.

The Assistant Training Coordinator shall support the Training Coordinator in all administrative, logistical, and coordination activities required for successful implementation of the assignment.

The Training Service Provider may deploy additional administrative and support staff as required for the effective management of the training program. The cost of such personnel shall be deemed to be included in the financial proposal.

5.2 Training Sessions

The duration and number of sessions shall be finalized by KUKL in consultation with the Training Service Provider.

Unless otherwise approved by KUKL:

- Each training session shall normally be **1.5 hours** in duration.
- A full-day training program shall normally comprise **five technical sessions** for 4 days, excluding registration, opening, tea breaks, lunch, and closing sessions.

The Training Service Provider shall prepare a detailed session plan indicating:

- Session title
- Learning objectives
- Training methodology
- Resource person
- Duration
- Expected learning outcomes

The session plan shall be submitted to KUKL for review and approval prior to commencement of the training.

6. Proposed Training Program

The Training Service Provider shall prepare and submit a detailed training program and course outline based on the objectives of the assignment.

The final course outline shall be reviewed and approved by KUKL before implementation.

7. Implementation Arrangement

KUKL intends to conduct the proposed training program within 15 days .

The implementation schedule of each training program shall be determined by KUKL in consultation with the selected Training Service Provider.

For each training event, the following implementation arrangement shall apply:

7.1 Training Request

KUKL shall formally request the Training Service Provider to organize the approved training program.

7.2 Preparation of Training Plan

Upon receipt of the request, the Training Service Provider shall prepare and submit:

- Detailed training schedule
- Session plan
- Course outline
- Training methodology
- List of proposed resource persons
- Training materials
- Logistical arrangement plan

The above documents shall be submitted to KUKL for review and approval prior to commencement of the training.

7.3 Training Venue

The training shall be conducted at Sundarijal WTP.

7.4 Monitoring and Evaluation

The Training Service Provider shall conduct appropriate monitoring and evaluation activities, which may include:

- Pre-training assessment
- Daily session evaluation
- Participant feedback survey
- Post-training assessment
- Overall training evaluation

The evaluation findings shall be incorporated into the Training Completion Report.

7.5 Reporting

Within the period specified in the Contract, the Training Service Provider shall submit the Training Completion Report to KUKL.

The report shall include, at a minimum:

- Executive Summary
- Objectives
- Training methodology
- Training schedule
- Attendance records
- List of resource persons
- Summary of training sessions
- Participant evaluation results

- Training photographs
- Challenges encountered
- Lessons learned
- Recommendations
- Annexes

The report shall be submitted in both hard copy and electronic format as specified in the Contract.

8. Participants

The Service Induction Training shall be conducted for **35 participants** representing various functional units, branch offices, and departments of Kathmandu Upatyaka Khanepani Limited (KUKL).

The participants shall be nominated by KUKL.

The Training Service Provider shall make all necessary arrangements to ensure effective participation and learning throughout the training program.

9. Time and Venue

The Service Induction Training shall be conducted at **Sundarijal Water Treatment Plant (WTP), Kathmandu**, or at another venue approved by KUKL.

The training dates shall be determined by KUKL in consultation with the selected Training Service Provider.

10. Submission of Proposal

The proposal will comprise of filled BOQ and Biodata of Implementation Team and other details as per TOR.

11. Selection of the Consulting Firm / Training Service Provider

The Training Service Provider with Qualification as per TOR quoting minimum rate would be selected.

12. Deliverables

After any such training event is planned, the training service provider shall prepare a detail training schedule and session plan along with prospective resource person to the client for approval. The training session plan needs to be approved by the client before implementation. The training service provider needs to submit two copies of final training completion report.

13. Mode of Payment

Payment shall be made upon satisfactory completion of the assignment in accordance with the terms and conditions of the Contract.

Bill of Quantities (BOQ)

सि.नं.	सेवा खर्च शिर्षक	एकाई	परिमाण	प्रति एकाई दर	जम्मा
१	पारिश्रमिक/भत्ता(बाहिरी प्रशिक्षक, आन्तरिक प्रशिक्षक,संयोजक भत्ता आदि)				
	क) प्रशिक्षक भत्ता	Session	५*४=२०		
	ख)संयोजक भत्ता	Days	४		
	ग)सहयोगी भत्ता	Days	२*४=८		
२	तालिम सामग्री तथा स्टेशनरी(मसलन्द)				
	क)स्टेशनरी	Nos	३५		
	ख)प्रशिक्षण कार्यका लागि	Job	१		
३	तालिम व्यवस्थापन खर्च(हल भाडा, खाजा खर्च, यातायात खर्च, आवास खर्च)				
	क)Package of Breakfast, Lunch and Hi-Tea	Nos.	५५*४=२२०		
	□) Transportation for Head office to Sundarikal WTP and back	Days	४		
४	Miscellaneous Expenses (Handouts, Report, Certificate, Banner, Water and others as per requirement)	Job	१		
५	Bags and Pen drive	Nos.	३५		
६	Sub Total(A)				
७	Office Overhead (20% of A)				
८	Total(B)				
९	VAT (१३% of B)				
१०	Grand Total				