

INVITATION
For
EXPRESSION OF INTEREST

For Supply/Services of Software Solution for Quality Assurance, Safety Management System, Documentation Management System and Crew Training, Qualification and Rostering System

Nepal Airlines Corporation
(The national flag carrier of Nepal)
IT Division, GS & PM Department Kantipath, Kathmandu, Nepal
E-mail: eoι.it@nac.com.np
Website:<http://www.nepalairlines.com.np>

April 2017

Table of Contents

S.N.	Particulars	Page. No.
1	Notice for Expression of Interest (EOI)	3
2	Application Form	4
3	Terms of Reference	6
	a. Background Information	6
	b. Scope of Work	6
	c. Terms of Supply	9
	d. Source of Funding	9
	e. Eligibility Criteria	9
4	Applicant Information	11
	a. Applicant Details	11
	b. Financial Strength of the Applicant	12
	c. Technical Experience/Capabilities of the Applicant	13
	d. Description of Business	14
	e. Litigation History	14
5	Submission of Application	15
6	Short-listing Criteria	16
7	Disclaimer	18
8	Acronyms	19

1. Notice for Expression of Interest (EOI)

Nepal Airlines Corporation
Kantipath, Kathmandu, Nepal

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<http://www.nepalairlines.com.np>.)

Financing: Budget of Nepal Airlines Corporation (NAC)

1. Nepal Airlines invites **Expression of Interest (EOI)** for the purpose of short listings of the eligible, qualified and experienced Local and International Software Development firms/vendors/solution providers (hereafter referred to as service provider) to submit proposals for Supply/Services of Software Solution for Quality Assurance, Safety Management System, Documentation Management System and Crew Training, Qualification and Rostering System.

2. A complete set of EOI Documents in English may be collected from the address below or can also be viewed and downloaded from NAC website: <http://www.nepalairlines.com.np>. EOI Documents should be duly filled up and signed by the authorized person with the Firm/Company's official seal affixed.

3. The EOI Documents shall be submitted and must reach at the address below not later than the 12:00 hours NST June 4, 2017. Service provider must submit their EOI Documents electronically by sending scanned copy (pdf format) electronically. EOI Documents received after the due date and time shall not be entertained. EOI Documents will be opened physically at 14.00 hrs NST June 4, 2017. If the last date of submission and opening falls on a government holiday then the next working day shall be considered the last day.

4. Short-listings will be conducted following the criteria contained in EOI Documents and shall be informed to all applicants. Only those short listed service provider(s) shall be invited to submit the Request for Proposal (RFP) for the mentioned job at a later stage. One service provider is permitted to submit only one EOI either single or in a joint venture. If two or more service providers are to provide System services as a group, organizations or a joint venture, the name, address, profile of such service provider and the name of lead service provider should be provided. The service provider(s) shall include in their EOI Documents following information in measurable terms and any other information that they may feel will support their application.

- a. Organization detail with valid registration document and Manpower Resources of the firm
- b. General experience of the service provider(s)
- c. Work experience in similar areas/projects
- d. Audited financial statements with Tax clearance certificate of last 5 years.
- e. Financial Capacity and Annual Turnover of last 5 years certified by Chartered Accountant
- f. Infrastructure and Technical Competency.
- g. Other related documents as mentioned in EOI Document.

5. The NAC reserves the right to shortlist or not to shortlist any or all of the service provider(s) without assigning any reasons whatsoever. Further information or clarification on the EOI can be obtained from the address below during office hours from 10:00 to 17:00 hrs NST.

Attn:

1) Er. Rajesh Mandal , mobile : 977 - 9841707173

email : rajesh.mandal@nac.com.np

2) Er. Abhash Swar, mobile : 977 - 9851232129

email : abhash.it@nac.com.np

2.Application Form

Please send signed and scanned application form in the following format to

Email: eoi.it@nac.com.np

Letter of Application

[Letterhead paper of the Applicant including full postal address, telephone, facsimile, e-mail and website]

Date:

**Dy. Director,
IT Division, GS & PM Department
Nepal Airlines Corporation
Kantipath, Kathmandu
Nepal.**

Re: For Supply/Services of Software Solution for Quality Assurance, Safety Management System, Documentation Management System and Crew Training, Qualification and Rostering System

1. Being _____ duly authorized to represent and act on _____ behalf _____ of M/s _____ (hereinafter referred to as "the Applicant"), and having reviewed and fully understood all of the Expression of Interest (EOI) requirements and information provided, the undersigned hereby applies for EOI to bid on supply of Software Solution for Quality Assurance, Safety Management System, Documentation Management System and Crew Training, Qualification and Rostering System

2. Attached to this letter are copies of original documents defining;
 - i. the Applicant's legal status;
 - ii. the principal place of business;
 - iii. the place of incorporation/registration.
 - iv. Intellectual Property Right (IPR) and other relevant patent rights of the software and IT related products, if any.
3. NAC, its authorized representatives or any legally competent agencies are hereby authorized to conduct any inquiries or investigations to verify the statements, documents and information submitted in connection with this application, and to seek clarification from our other Agencies and Clients regarding any financial and technical aspects. This Letter of Application shall also serve as authorization to NAC, related agency or its authorized representative to ask the Applicant any supporting information and documents deemed necessary or verify statements and information provided with this application, such as the resources, experience and competence of

the Applicant etc. The Applicant shall furnish all the information and documents as demanded.

4. NAC, related agency or its authorized representative may contact the following persons for further information:

Contact1	Contact2
Name:	Name:
Address:	Address:
Telephone no:	Telephone no:
Mobile no:	Mobile no:
Fax:	Fax:
E-mail:	E-mail:

5. This application is made with the full understanding that:
- a. Bids by EOI Applicants shall be subject to verification of all information submitted for EOI short-listing at the time of bidding.
 - b. NAC reserves the right to:
 - amend the scope and value of contract to be bid under this project; in which event, Request for Proposal (RFP) shall be invited only from those Applicants who meet the amended EOI requirements; and
 - reject or accept any application, cancel the EOI process and reject all applications.
 - c. NAC shall not be liable for any such actions set under 5(b) as mentioned above.
6. The undersigned hereby also declares that the statements made and the information/documents provided by us in this EOI are unconditional and complete, true and correct in every detail and accept that any misinterpretation contained in it may lead to our disqualification.

Yours faithfully,

(Signature of Authorized Signatory)

(Name, Title and Address of the Applicant)

3. Terms of Reference for

Request for Expression of Interest (EOI)

Subject: Supply/Services of Software Solution for Quality Assurance, Safety Management System, Documentation Management System and Crew Training, Qualification and Rostering System

a. Background Information

Nepal Airlines Corporation (NAC) was incorporated on 1 July, 1958 through enactment of Nepal Airlines Corporation Act 2019 with the following main objective:

To provide air transport service to any person, agency or organization who need such service for transportation of men or materials from one airport to another either within or outside the country. At present NAC operates 8 international destinations namely Delhi, Mumbai, Bangalore, Bangkok, Hong Kong, Kuala Lumpur, Dubai and Doha. NAC, an enterprise fully owned by Government of Nepal requires Supply/Services of Software Solution for Quality Assurance, Safety Management System, Documentation Management System and Crew Training Qualification and Rostering System.

The central office is located at Kantipath, Kathmandu, Nepal.

b. Scope of Work

Nepal Airlines is looking for Software solution for Quality Assurance, Safety Management System, Documentation Management System and Crew Training, Qualification and Rostering System that delivers timely, accurate and reliable processing, managing and generating reports of the concerned departments. These software solutions should be industry recognized; meeting all industry standards which is continuously updated. The solutions must be improved every year and also be flexible to accommodate regulatory body's and NAC's changing requirements. The packaged software solution must have established DR (Disaster Recovery) and BCP (Business Continuity Plan).

Brief Description of Software Modules

1. Documentation Management System

- Must be capable of keeping a record of various versions of documents created & modified of all the fleets operated by Nepal Airlines. (Aircraft Documents & Manuals)
- Regulatory document management.
- Company manuals customization (through internal co-ordination and approval), management and distribution with provision for cross-referencing between documents.
- Any changes and revisions should be clearly identified.
- Customer documents identification & control.
- Company library etc.
- Revision & Distribution.
- Document distribution and read receipt.
- Provision for access to regulatory body.

2. Quality Assurance Management System

- Quality Audit system.
- System shall have the facility to record Quality & HR related information of all certifying staff including personal details, training, license, authorizations, passport details etc.
- Facility to revoke/ cancel the authorization of certifying staff and to notify as per set definitions.
- Facility for online filling of technical occurrence reports.
- Facility to record AOC details, each aircraft registration, insurance, airworthiness certificate, AMO Validation Certificate etc. and to monitor their expiry dates.
- Provision for facility to record/ upload approved concession from authority.

3. Safety Management System

The Software System must include following modules and functions:

- Safety portal for safety reporting (MOR/VIR) Mandatory Occurrence Reporting/ Voluntary Incident Reporting.
- HIRA (Hazard Identifications & Risk Assessment) portal.
- Tracking of Safety Recommendations issued and their compliance status.
- Module for Setting up of automated Standard Deviation Tables (1 SD, 2 SD, 3SD) for triggering Alert Values of Safety Performance Monitoring and Indicators/Targets with regards to Safety Performance Indicators, monitoring and generation of reports as well as trend analysis.
- Setup of database on information received from Flight Operational Quality Assurance (FOQA), Engineering reliability and Repetitive snag reports, all incidents and accidents including Ground Handling Incident , Crew Management System (rostering) , Flight duty violation reports, Fatigue Risk Management etc.
- The SMS software should be capable of compiling all data , Identifying Hazards, Risk Assessment (Risk Analysis & Risk Factor) based on Safety Performance Indicators of various Areas/Departments and Safety Communication.
- Provision for correlation of Occurrence Reports/Voluntary Safety Reports with Flight Data Analysis Outputs/reports and Nepal Airlines Safety Performance Indicators/Targets as applicable.
- Platform for investigating accidents/incidents/occurrences.
- Safety management and emergency response Documentation Management System.

4. Crew Training, Qualification and Rostering System

- Equal flight distribution among the crew based on the defined rule set.
- Flight requests should be processed automatically without manual intervention thus ensuring the execution of defined criteria.
- Ability to generate auto rosters based on the defined criteria and it should produce accurate and optimal roster.
- Well defined communication methods.
- Crew leave/ Off day requests should be automatically processed on defined criteria and the award should be done automatically.
- Customizable comprehensive report generation mechanism.
- Provision for Crew duty reporting and duty time tracking mechanism (crew check-in/ check out).

- Web based crew information access application/portal to individual roster.
- Vacation Planner.
- Crew notification(email/SMS)
- Crew tracking tool to show expiries.
- Show rule violations including flying duty periods.
- Show crew availability and standby periods.
- Man power calculation for any schedule before publishing.
- Roster patterns & crew pairing creation.
- Provision for simulating different set of scenarios (rules/categories/patterns) and auditing.
- Provision for calculation of allowance.
- Crew General Declaration details should be auto processed and transmitted to defined destinations via standard communication methods.
- Any Ground activity (eg.Meetings,Trainings etc) report.
- Category wise determination of eligibility of sectors.
- Allowance / newsletters / crew notifications.
- Flight swaps by individual crew members without admin interference.
- Crew qualification tracking and alerting.
- Crew ID, passport, Visa validity tracking and alerting.

Training

- Generation of training calendar.
- Role based update option given for office as well as individuals.
- Trainings to be added in group.
- Automatic certificate creation and electronically signed by accountable Training Manager and Instructor.
- Certificates added to individual profile.
- Summary of individual training or group training to be exported in XLS format which is uneditable or in pdf format (report generation).
- Linked to rostering and quality safety.
- Reminder of expiry to individuals through email and through the software to the office three months prior to expiry.
- Various training forms to be filled by instructors after completion of training through online form and signed digitally by trainee and instructions before sending to the office.
- Notice and circular to be circulated through the software and email to the selected individuals.
- Instructors profile to be made.
- Availability of Instructors to be requested by office or by instructors.
- Record keeping of scanned copy of examination sheet for selected period of time.
- Ability to automatically / manually generate training reports(by date, individual , category) at defined interval of time.

The Software must meet the following technical requirements/capabilities:

- **High Reliability:** The solution should operate reliably 24/7/365 with uptime not less than 99.8 % annually.
- **Ease of Use:** The solution should have a user-friendly interface for all the users of the system.
- **Maximum Reach:** The solution must be accessible from an internet connected computer with updated browser. The solution should also consist of a offline feature of accessing the documentation management system via Mobile devices (Android and IOS platform)
- **Integration:** The solution should be able to export/upload data to editable document (word, excel, etc) and pdf format.
- **Provision for Back up of Data:** The system must have a provision of generation of Back-up of all data as required by NAC at specific intervals of not more than one month.
- **Software Licensing / Royalty fee:** All the third party software licensing and royalty fee related to the software must be paid by the service provider. NAC will not bear any extra fee other than those explicitly mentioned in the BID document.
- **Periodic Updating / Upgradation of System:** It is the service provider's responsibility to periodically update and/or upgrade the server system as and when necessary.
- **Ownership of Data:** The service provider must acknowledge that all data uploaded to the system is property of NAC. There must be a provision of handing over all the data to NAC in case of termination of contract due any reasons within agreed period.
- **Confidentiality of Information:** All the data and information stored on the system must be kept confidential.
- **Redundant Storage of Data:** The system must have provision of redundancy to at least one location other than the primary site of storage. The redundant storage location must not be within 500 km radius of primary storage site.
- **Training:** Technical and user level training for the system must be provided to the NAC employee prior to the implementation of the system and ensure continued timely trainings distributed over the year to train new users.
- **Support:** Service provider must provide 24/7/365 support to NAC regarding the system. Email, Phone support and/or ticketing system for support is required.

The service provider should preferably be certified on ISO, CMMI or any such similar standards .

c. Terms of Supply

Immediately after signing of the Contract .

d. Source of Funding

The Budget of Nepal Airlines Corporation.

e. Eligibility Criteria (failure to submit following documents will result in disqualification of EOI)

1. Service provider should be in existence for at least five years and must be in the business of secure (mainly authentication, encryption, integrity, non-repudiation) web based software design, development, installation and commissioning the software products during the said period.
2. In case of joint venture, at least one of the service provider (leading service provider)

shall fulfill the criteria as stated in clause 1 of the eligibility criteria. In addition all remaining service provider of the joint venture should be in existence for at least 3 years.

3. Service provider must have successfully designed, developed, installed and commissioned at least three such secure web based software in international sector operating airlines. The service provider must provide the evidence that the software system or its modules are implemented and currently in operation by at least 3 airlines of which minimum of two airlines should be operating AIRBUS aircraft.
4. Service provider must have average annual turnover equivalent of NPR 25 Millions during the past 5 years.
5. Service provider must have minimum net-worth equivalent of NPR 4.5 Millions during the past 5 years.
6. The service provider must be capable of providing enough manpower, financial resources and equipments to perform the entire scope of work mentioned herein.
7. In case of Joint Venture, the role and responsibility of each partner should be clearly furnished and partners have no potential conflict of interest with NAC.
8. The service provider, either single or member of Joint Venture can apply only in one EOI. To avoid confusion and possible elimination after short-listing, lead service provider of association or Joint Ventures are strongly advised to confirm relationships (exclusive or non-exclusive) with selected associates or partner prior to expressing interest.
9. The service provider can offer continued support of the product in terms of keeping it up with the latest industry requirements and state-of-the-art technology
10. The service provider should also provide/explain recommended configuration for main servers, mirror/backup & disaster recovery setup.
11. The software application should be capable of regular updates to keep up to standards. The service provider should mention tools for performance monitoring of the system.
12. All the software modules as depicted above should be provided by the single party as standalone or joint venture in an integrated platform. The party shall not be considered eligible for bidding for the individual software module.

4. Applicant Information

a. Applicant Details

1.1	Applicant	Details	Remarks
1.1.1	a. Name of Office responding to this EOI b. Address of Office c. Details of partners / promoters / directors d. Date of incorporation of the company and registration number. e. Copy of MOU in case of JV f. Power of attorney to sign on behalf of JV		For Joint Venture (JV) bid, please mention the details of all partners, associates, agents, etc.
1.1.2	Telephone No. Mobile No.		
1.1.3	Fax No.		
1.1.4	Email		
1.1.5	Website		
1.1.6	Contact Names		
1.2	Person authorized to submit EOI		
1.2.1	Name / Surname		
1.2.2	Position		
1.2.3	Contact : Address Telephone No. Mobile No. Fax No. Email		
1.3	Person for Communication (if different from 1.2)		
1.3.1	Name / Surname		
1.3.2	Position		
1.3.3	Contact : Address Telephone No. Mobile No. Fax No. Email		

b. Financial Strength of the Applicant

2.1	Financial Strength* (For each member in case of Joint Venture)	
2.1.1	Annual Turnover for last 5 fiscal years(3 Years in case of Joint Venture)	
	Fiscal Year	Turnover (.....)
2.1.2	Net Worth for last 5 fiscal year (3 Years in case of Joint Venture)	
	Fiscal Year	Net Worth (.....)

*as per audited financial statements.

c. Technical Experience/Capabilities of the Applicant

List all the similar projects/software completed within the past three years and provide following information for each of these projects:

(Please use this separate sheet for each project)

Project Number:

Project name and location	
Name of software	
Details of functionality within software	
Institution in which the same is implemented (Names/Company/Title, Telephone number /Fax number, email address, website)	
Date of Commencement	
Date of Completion or current status	
Was the system Analysis, design, development, Testing, installation and commissioning completed within the expected schedule? If no, describe nature and duration of delay	
Average number of work force	
Available equipments for the project	
If available, please provide website address of the project completed	
Client Certificate for the project	
Details of Intellectual Property Right (IPR) or other relevant patent rights, if any.	
Additional information, if any, may be provided in separate sheets	

Note:

The Certificate of Specific Work Experience of the Consulting Firm/Company must be attached with EOI Application Form, which must be issued by respective Clients and must include, among other things, name and nature of assignment, location of the assignment completed, duration (mm-yyyy) and period (Date) of the assignment, duration of stay/work in the assignment, assignment value etc.

d. Description of Business

For each of the items in the list given below, the Applicants should provide a brief paragraph or description of the requested verifiable information. Where lists are requested, please only provide a list without any description:

1. Kind of business.
2. History of the company/business.
3. Field(s) of specialization, Details of Quality Certification obtained
4. Organizational affiliation(s).
5. Organizational structure.
6. Organizational infrastructure including locations of offices worldwide.
7. List of items/services sold or offered.
8. List of clients.
9. List of clients currently using proposed or similar software, if any.
10. List of two relevant major Projects carried out.
11. Company profile, work experience, available technical manpower.

e. Litigation History (If any)

Applicants shall provide information on any history of litigation or arbitration resulting from contracts executed in the last five years or currently under execution.

Year	Award FOR or AGAINST Applicant	Name of Client, cause of litigation and matter in dispute	Disputed Amount (Current Value)

5. Submission of Application Form

5.1 Required Documents

In addition to the documents mentioned elsewhere in this EOI, the applicant should also submit the following documents along with this EOI (failure of which will result in the disqualification of EOI):

- a) Copy of Company/Firm's Registration Certificate.
- b) Copy of Business License Certificate (an authorization letter to conduct business), if applicable.
- c) Copy of Memorandum and Article of Association of the Consulting Firm/Company.
- d) Copy of Tax registration/renewal certificate.
- e) Copy of Tax clearance certificate.
- f) Copy of experience certificate/s for self designed, developed, commissioned, supported or owned secure (viz., authentication, encryption, integrity, non-repudiation) web based Application or other Secure Web-based Software within immediate last three years. **(IF ANY)**
- g) **Self Declaration Letter** must be submitted by the Consulting Firm/Company, mentioning its :
 - eligibility to bid
 - enough technical knowhow
 - Appropriate skill
 - Adequate resources and financial capability
 - Competence and strength
 - Expertise in the system design, development and implementation process
 - No record or involvement in criminal/fraudulent/illegal activities
 - Compliance to any applicable legal instruments
- h) All documents to be submitted with Application must have been attested by Applicant Firm/Company such as documents provided by other government and non-government agencies like: Certificate of Incorporation, Article of Association (AOA), Memorandum of Understanding (MOU) and Certificate of Experience such as ISO/CMMI (Capability Maturity Model Integration) certifications & etc.
- i) The service provider must submit copy of Authorization Letter mentioning name, designation and specimen of signature.
- j) An official seal must be affixed with authorized signature.
- k) The proposal must contain no interlineations or overwriting except as necessary to correct errors. In each correction, the applicant or authorized official himself/herself must sign to give it validity.

5.2 All the documents of this EOI should be indexed with page number and a checklist must be attached in the first page that shows the page numbers of the submitted documents clearly.

5.3. Any queries that you may have beyond the information provided in the EOI Document will be accepted through e-mail only and their Response will be forwarded through e-mail.

email : rajesh.mandal@nac.com.np

email : abhash.it@nac.com.np

5.4 EOI submission to be addressed to:

Attn: Dy. Director
IT & C Division, GS & PM Department
Nepal Airlines Corporation

and emailed to the following address :

eoit@nac.com.np

Note: The file should be submitted as follows-

- a) A Single PDF file or zip file containing multiple files should not be more than 5 MB in size.
- b) In case of total file size exceeding 5MB, PDF document shall be sent in multiple emails each of size not more than 5MB.

5.5 Last Date for Submission:

Electronic version of scanned copy in PDF (Multiple pdf documents should be submitted at above address on or before 12:00 hrs NST June 4, 2017.

5.6 Title/Subject Marking for submission of electronic documents

"EOI for Software Solution for Quality Assurance, Safety Management System, Documentation Management System and Crew Training, Qualification and Rostering System"

5.7 Language of EOI documents as well as all other correspondence shall be in **English.**

6. Short-listing Criteria

EOI Applications shall be assessed on the basis of the following criteria and above mentioned particulars. Therefore, Software Vendor should submit necessary details that would help evaluation. Only those applicants who have been short-listed, shall be duly informed in writing and on the NAC's notice board at the web-site: <http://www.nepalairlines.com.np>. NAC will mail the short-list to each of the service provider /JV submitting the **EOI** after evaluation and the Request for Proposal (RFP) shall be issued to only the short listed service providers for participating in the final selection process to submit their Technical and Financial bid.

a. Operational Experience

At least 5 years experience of operations in the business of Information Technology. NAC reserves the right to inspect the premises of the vendor and seek independent audit certificates related to processes and services provided by the service provider. As part of the evaluation process NAC may request parties to make presentations, may visit the site for inspection and will require vendor to provide proof of concept at no cost to NAC.

b. Specific Experience

1. Experience of successful design, develop, commissioning and support of Secure (viz., authentication, encryption, integrity, non-repudiation, etc.) web based Airlines Application Software or Other Secure Web-based Aviation Software in at least three international airlines.
2. For the short-listing purpose, specific/technical experience of the lead service provider and financial strength of both Lead and partner service provider would be considered.

c. Financial Strength

Net worth and Turnover of service provider.

Note:

*The Consulting service provider should submit audited financial statements for the last five fiscal years. **Financial bids/offers should not be submitted with EOI.***

7. Disclaimer

- a. Each prospective service provider should conduct its own study and analysis and check the accuracy, reliability and completeness of the information in this EOI Document and obtain independent advice from appropriate source before submission of this EOI and later RFP, if short-listed.
- b. Neither NAC, nor their employees shall have any liability to any prospective service provider or any other person under the law of contract, for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this EOI.
- c. NAC reserves the right to reject any or all of the EOIs Document submitted in response to this EOI any stage without assigning any reasons whatsoever and without any obligation and liability whatsoever. NAC also reserves the right to hold, or withdraw or cancel the process at any stage under intimation to the service provider who submits the EOI Documents.
- d. NAC also reserves the right to modify or amend or add to any or all of the provisions of this EOI Document or cancel the present Invitation and call for fresh Invitation.
- e. Neither NAC nor their employees shall have any liability in case of non-receipt of any correspondence from them to the service provider due to delays.
- f. The applicable laws for the purpose of this EOI are the laws of Nepal.
- g. The service provider are expected to know the prevailing Act, rules and directives, practices related to this assignment and requirements of NAC.
- h. All costs and expenses incurred by service provider in any way associated with the development, preparation, and submission of responses, including but not limited to; the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by NAC, will be borne entirely and exclusively by the service provider.
- i. Each Recipient should notify NAC of any error, omission, or discrepancy found in this EOI document.
- j. NAC may ask further clarification or documents to either service provider or all service providers after opening of the EOI and may include the further clarification /documents for short-listing purpose.

8. Acronyms

CMMI	Capability Maturity Model Integration
EOI	Expression of Interest
F/Y	Fiscal Year
GON	Government of Nepal
ISO	International Organization for Standardization
IT	Information Technology
JV	Joint Venture
MOU	Memorandum of Understanding
NAC	Nepal Airlines Corporation
RFP	Request for Proposal
AOC	Air Operator Certificate
AMO	Approved Maintenance Organization