

AN INTERNSHIP REPORT
ON
BUSINESS DEVELOPMENT/DOCUMENTATION
AT
INTELLISOFT NEPAL PVT LTD.

SUBMITTED BY

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Exam Roll No.: 11305/20

7-2-360-128-2020

College of Applied Business and Technology (CABñT)

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SUBMITTED TO

Office of the Dean

Faculty of Management

Tribhuvan University

Kirtipur, Kathmandu

INTERNSHIP REPORT SUBMITTED IN FULFILLMENT OF THE
REQUIREMENT FOR THE DEGREE OF BACHELOR OF INFORMATION
MANAGEMENT (BIM) OF TRIBHUVAN UNIVERSITY (TU)

June, 2025

APPROVAL SHEET

On the recommendation of Mr. Santosh Sharma, Faculty Member, College of Applied Business and Technology (CABñT), this report entitled “AN INTERNSHIP REPORT ON BUSINESS DEVELOPMENT/DOCUMENTATION AT INTELLISOFT NEPAL PVT LTD.” Which is performed by Tryambak Aryal is approved for submission to Tribhuvan University for partial fulfilment of the requirement for the completion of four years Bachelor of Information Management (BIM), Faculty of Management, this report is forwarded for final approval to the examination section of TU.

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DECLARATION

I hereby declare that the report entitled “AN INTERNSHIP REPORT ON BUSINESS DEVELOPMENT/DOCUMENTATION AT INTELLISOFT NEPAL PVT LTD.” submitted to Faculty of Management, Tribhuvan University, is my original work done in the form of partial fulfilment of the requirement of Bachelor of Information Management (BIM).

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ACKNOWLEDGEMENT

I would like to express my sincere gratitude to Tribhuvan University, the Faculty of Management, and the College of Applied Business and Technology (CABñT) for providing me with the opportunity to undertake this internship, which has significantly contributed to the enhancement of my knowledge, skills, and practical understanding.

My heartfelt thanks go to Intellisoft Nepal Pvt. Ltd. for welcoming me into their organization and allowing me to be a part of their team. This internship was an invaluable experience where I had the chance to observe and engage with the professional environment, learn from real-world documentation practices, and interact with a diverse group of professionals.

I am especially thankful to Mr. Santosh Sharma (Supervisor, CABñT) for his continuous support, supervision, and encouragement throughout the internship period. I would also like to extend my deepest appreciation to Mr. Bijay Tamrakar (CEO, Intellisoft Nepal Pvt Ltd.) for his guidance, insights, and support, which were instrumental in shaping my internship journey.

Lastly, I am grateful to all my teachers, friends, and teammates who supported me and contributed in various ways toward the successful completion of this report.

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ABSTRACT

This report presents the key experiences and skills gained during a 12-week internship in business development and documentation at Intellisoft Nepal Pvt Ltd. The internship primarily focused on preparing and managing official documents such as EOIs, RFPs, and TORs for various government and institutional clients.

The initial weeks involved observing the organization's workflow and understanding documentation standards. Responsibilities gradually expanded to include drafting technical and financial proposals, revising documents based on supervisor feedback, and conducting research to meet submission requirements. Additional tasks included preparing user manuals, translating content, and initiating notary processes for expert documentation.

Throughout the internship, I gained practical insights into proposal lifecycle management, cross-team coordination, and compliance with institutional guidelines. Tools such as Google Docs, Microsoft Word and Excel, and internal tracking systems were used extensively to support document preparation and submission.

This experience helped enhance my professional writing, attention to detail, and ability to work under deadlines, laying a strong foundation for a future career in business development and documentation.

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LIST OF ABBREVIATIONS

BIM	Bachelor Of Information Management
CEO	Chief Executive Officer
CV	Curriculum Vitae
DNF	Digital Nepal Framework
EOI	Expressions of Interest
ICT	Information and communication technology
ISP	Internet Service Providers
IT	Information Technology
ITC	Information and Communication Technologies
JV	Joint Venture
PPMO	Public Procurement Monitoring Office
RFP	Requests for Proposals
SME	small and medium-sized enterprises
TOR	Terms of Reference

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CHAPTER I

INTRODUCTION

1.1. Background of Internship

An internship is a structured and supervised work experience that provides students or recent graduates with practical exposure to a specific industry, allowing them to apply theoretical knowledge in a real-world setting (D'abate et al., 2009). Internship help build competent resume by giving students visible work experience. Although colleges and universities assist students in finding the right internship programs, it is the responsibility of the would-be intern to carefully examine internship programs, and see if those programs actually offer the training they need.

An internship requires an organization or a member of an organization, to agree to supervise the student's work, to evaluate and grade the student's progress, and to provide the appropriate number of hours to meet the course requirements. This internship project is for the partial fulfilment of the BIM awarded by TU. The internship is assigned three credit hours for the evaluation. This degree is a hybrid program with a mixture of Management and Information Technology. It is an integrated course running through semester system altogether eight semesters.

The goal of the internship is to provide students with an opportunity to gain practical experience in an area of interest while applying their communication knowledge and building their skills. The main objective of the internship project is what learned in the classroom is directly applying to the real world.

1.2. Focus of the Study

Internship is one of the most vital parts in the student's life, who are about to start their career. It provides real life experience about the work, procedures and methodologies followed in the organization. This study focuses on the following areas:

Career opportunities:

While working in an organization, students can get different opportunities to start their career. The knowledge they gain there can be very helpful in the future to work as an employee.

Exposure:

The students can get exposure while working in an organization. They get familiar with the working procedure and can be able to work under pressure. Also, they get in touch with various people who can help them in the future.

Gain real life experience:

One of the main purposes of internship program is to allow the students to gain real life experience. Students are restricted inside the classroom and do not get any platform to sharpen their skills. So, internship provides a great platform where students can learn and showcase their knowledge and skills.

1.3. Objectives

An internship program is one of the most effective on-the-job training programs. It provides students with practical experience in a professional setting, helping them bridge the gap between academic learning and real-world applications. Internships expose students to industry challenges and equip them with essential skills to navigate the workplace efficiently.

General Objectives of the Internship:

- To develop technical proficiency in real-world projects.
- To enhance problem-solving and analytical thinking skills.
- To adapt to workplace dynamics and professional ethics.
- To improve time management and multitasking abilities.
- To foster creativity and innovation in project development.
- To strengthen leadership and decision-making capabilities.
- To build a professional network and industry connections.

Objectives of the Business Development / Documentation Internship:

- To develop strong skills in drafting structured, clear, and client-specific proposals and official documents.
- To gain experience in preparing scalable and maintainable documentation suitable for institutional submissions.
- To effectively use office productivity tools (e.g., Google Docs, Microsoft Word, Excel) and standardized templates for formal document preparation.
- To strengthen research and analytical skills in reviewing TORs, RFPs, and EOIs.

- To improve attention to detail and accuracy through document formatting, proofreading, and compliance checks.
- To understand and apply best practices for professional writing, including tone, consistency, and organization of content.

1.4. Methodology

1.4.1. Organization Selection

Various organizations had been shortlisted and approached out of which Intellisoft Nepal Pvt Ltd. was chosen, because of its working environment. Intellisoft Nepal Pvt Ltd. has offered many opportunities and infrastructure required in order to understand the technical aspects of a real-world scenario. Initially, a recommendation letter along with a resume was submitted to the organization. After the interview process, selection was made for an internship as a Business Development Intern.

1.4.2. Placement

Following the initial socialization, the intern was then placed under a Project Manager. The Project Manager was responsible for providing guidance and feedback to the intern.

1.4.3. Duration

According to Tribhuvan University (TU), the prescribed duration for completion of internship is a minimum of three credit hours. However, in order to further enhance the student's skill working in the organization, College of Applied Business and Technology had introduced twelve weeks (three months) of internship program duration. The whole duration is depicted as:

Table 1.1: Duration of Internship

Start date	22 nd December, 2024
Department	Business Development Team
Position	Business Development Intern
Supervisor	Mr. Bijay Tamrakar
Working hours and days	11:00 A.M – 5:30 P.M (6 days a week)
End date	14 th March, 2025

1.4.4. Roles and Responsibilities

As a Business Development / Documentation Intern, my primary responsibilities involved assisting in the preparation, formatting, and revision of formal documents such as Expressions of Interest (EOIs), Requests for Proposals (RFPs), and Terms of

Reference (TORs) for various clients including government agencies, NGOs, and educational institutions.

Key roles and tasks included:

1. Proposal Writing for Clients

Worked on drafting and editing technical and financial proposals based on received TORs and RFPs. This included:

- Studying and analysing RFPs to identify key requirements.
- Structuring proposals according to client guidelines.
- Revising documents based on supervisor feedback and organizational standards.
- Coordinating supporting materials such as CVs, legal compliance documents, and certifications.

2. Documentation for Internal Projects

Contributed to the development of user manuals and translations for internal platforms. This involved:

- Creating user guides and instructions tailored for non-technical users.
- Translating website content for broader accessibility.
- Updating documentation based on changes made to internal systems.
- Preparing the documentation required for user onboarding and technical reference.

This internship provided valuable hands-on experience in proposal documentation, collaborative editing, and submission workflows, while also improving my skills in research, formatting consistency, and communication within a project team.

1.4.5. Activities Performed

Table 1.2: Activities Performed

Weeks	Activities Performed
Week 1	Observed the organizational structure, workflow, and documentation practices to gain an understanding of how proposal development and project documentation are handled in a professional environment.

Week 2	Reviewed feedback provided by the supervisor on previously drafted proposals and made necessary edits to improve structure, clarity, and alignment with submission guidelines.
Week 3	Revised and restructured existing proposals due to changes in project scope and requirements. Finalized and submitted updated versions within the deadline.
Week 4	Assisted in preparing content for a user manual and worked on translating website text, focusing on clear communication and ease of use for non-technical audiences.
Week 5	Participated in drafting new technical and financial proposals. Finalized formatting and printed documents for submission after internal review and revisions.
Week 6	Conducted research to identify new project opportunities through official tender portals. Drafted an expression of interest based on the gathered information.
Week 7	Initiated the drafting of a new terms of reference (TOR) and helped compile professional CVs for inclusion in a proposal submission.
Week 8	Worked on preparing multiple proposals in response to different calls for expression of interest. Structured and formatted documents according to specific submission criteria.
Week 9	Finalized, printed, and submitted proposal documents. Assisted in preparing another TOR and ensured all formatting and compliance requirements were met.
Week 10	Collected and organized required documentation from key personnel. Drafted and formatted CVs and other annexes needed for upcoming proposal submissions.
Week 11	Analysed a newly received request for proposal (RFP) and began preparing both the technical and financial sections based on its requirements.
Week 12	Continued with the RFP drafting process. Coordinated the notary attestation of academic documents for proposed key experts, and compiled all necessary supporting documents for submission.

1.5. Limitations

This report has been prepared in accordance with the organization's policies, rules, and confidentiality standards. To respect client privacy and internal guidelines, certain sensitive information has been intentionally excluded. The key limitations of this report include:

Confidential Data Protection: Specific proposal content, budget breakdowns, and internal review notes have not been disclosed to maintain client confidentiality and compliance with company policies.

Restricted Internal Processes: Internal workflows, coordination procedures, and document handling practices have been summarized but not detailed to preserve organizational privacy.

Limited Access to Proprietary Formats: Some proprietary templates and document structures used in proposal submissions are omitted due to non-disclosure agreements.

Non-Disclosure of Client Information: Client identities, submission statuses, and contractual details have been excluded in accordance with company confidentiality obligations.

This report instead emphasizes the skills developed, tools used, and insights gained during the internship, while ensuring the protection of all sensitive organizational and client information.

1.6. Tools Used

Documentation & Proposal Development Tools:

- Microsoft Word – For drafting, editing, and formatting EOIs, RFPs, TORs, CVs, and cover letters.
- Google Docs – For collaborative editing, real-time feedback, and version tracking with supervisors.
- Microsoft Excel / Google Sheets – For data tabulation, proposal costing, document tracking, and deadline management.
- Adobe Acrobat / PDF Editors – For converting documents to PDF, inserting signatures, and finalizing submissions.

Communication & Coordination Tools:

- Microsoft Outlook / Gmail – For official communication with clients, supervisors, and teams.
- Google Drive / Shared Folders – To organize, store, and share documentation files securely.

- Internal Project Tracking Systems – To keep record of document versions, pending tasks, and team comments.

Research & Tender Portals:

- PPMO Website (<https://www.bolpatra.gov.np>) – For searching and downloading government tenders.
- Nepal Trade Information Portal (<https://nepaltradeportal.gov.np>) – For locating relevant international development EOIs.
- Donor & NGO Websites – For sourcing TORs, submission guidelines, and eligibility requirements.

CHAPTER II

INTRODUCTION OF THE INDUSTRY

2.1. Brief Introduction to the Industry

Information Technology (IT) is the use of any computers, storage, networking and other physical devices, infrastructure, and processes to create, process, store, secure and exchange all forms of electronic data. Information Technology (IT) refers to the use of computers, telecommunication equipment, and related technologies to store, retrieve, transmit, and manipulate data, primarily within business or organizational contexts (Laudon & Laudon, 2019). IT encompasses a variety of information distribution methods, including telephones and televisions, even though it is frequently associated with computers and computer networks. Through sophisticated data processing and management systems, the IT sector helps organizations improve communication, streamline processes, and make better decisions.

2.2. History of IT in Nepal

The history of IT and computers in Nepal is not much old and only spans to last couple of decades. But, the growth rate of IT in this country has been rapid. The advancement in the field started when the first computer IBM 1401, a second-generation mainframe computer was used in the 1971 census. Another second-generation mainframe computer ICL 2950/10 was used for the 1981 census. The credit for introducing the internet and the world wide web in Nepal goes to the private sector. Initially, the internet in the country was limited to only email services. In 1995, Mercantile Communications started the internet services in the country. In 1998, Nepal Telecommunications Authority (NTA), a government telecommunications regulatory body, formed was as per the Telecommunications Act 1997. NTA holds the power to issue license to the Internet Service Providers (ISPs) in Nepal. National Information Technology Center (NITC) was established in 2002, in line with IT Policy 2022 as premier organization of Nepal Government in Information and Communication Technologies (ITC) sector situated in Singha Durbar, Kathmandu. As they are an implementing agency of the government, NITC acts a focal point for implementation of government e-services. They have a data center of their own, and provide one-stop solution for server co-location for government agencies with its government network as a backbone (Kaushal, 2013).

2.3. Present Situation

Nepal's Information Technology (IT) sector has seen significant growth in recent years, contributing to the country's economy and employment opportunities. The establishment of the National Information Technology Centre (NITC) and the Government Integrated Data Centre (GIDC) in 2001 helped strengthen the nation's IT infrastructure. The government has recognized IT and business process outsourcing as priority export services under the Nepal Trade Integration Strategy, encouraging more investment and job creation in this sector. As a result, Nepal is emerging as a hub for IT outsourcing, with increasing demand for software development, digital services, and technological solutions.

Despite challenges, the IT sector in Nepal has remained resilient and continues to expand. According to Nepal Rastra Bank, IT services contributed to a 17.1% increase in the country's total exports during the fiscal year 2020-21. The COVID-19 pandemic further accelerated the demand for online services, leading to a rapid rise in e-commerce and remote work opportunities. Currently, Nepal has around 500 IT service companies, some employing over 300 professionals. With a skilled workforce, competitive development costs, and supportive government policies, Nepal is becoming an attractive destination for IT outsourcing, particularly for businesses from Europe and America.

2.4. Objectives of IT in Business

- To improve data and knowledge management strategies in order to guarantee the availability and accessibility of information that empowers clients to make prompt, well-informed decisions
- To investigate new avenues for chances and challenges that could improve the nation's technical, economic, and educational situation
- To control the cost-effectiveness
- To offer a strong and safe IT framework that facilitates information access whenever needed
- Globalization
- Fostering the expansion of software export and e-commerce
- To increase the customer's and service provider's accountability and transparency from beginning to end
- To raise the proportion of workers who sign up for IT training

2.5. Opportunities in Nepali IT Sector

The IT sector in Nepal is witnessing rapid growth, creating a wealth of opportunities for young entrepreneurs to start their own ventures. Beyond generating employment, the industry has become a hub of innovation and creativity, fuelling the rise of numerous small and medium-sized enterprises (SMEs) across the country.

This growth has been significantly bolstered by the government's push for digitalization and the rising demand for IT services in both domestic and international markets. Thousands of job opportunities have emerged, offering promising career paths for Nepal's youth.

A key driver of this transformation is the government's Digital Nepal Framework, which aims to build a digitally empowered society and economy. By promoting the integration of information and communication technology (ICT) into all aspects of development, the framework lays out a strategic vision for sustainable progress.

The Digital Nepal Framework has played a crucial role in creating an enabling environment for IT sector expansion. It provides a structured roadmap for development, outlining specific actions to be taken by the government, private sector, and other stakeholders.

Thanks to this policy, Nepal has also succeeded in attracting foreign investment into the IT industry. The favourable investment climate has encouraged several international companies to establish operations in the country.

In addition, the government has introduced various incentives to further support the sector, such as tax exemptions, duty-free imports of IT equipment and software, and subsidies for training and capacity-building programs.

2.6. Challenges in Nepali IT Sector

Nepal's IT sector is undergoing a rapid transformation, emerging as one of the most vibrant growth engines in the country's economy. What began as a source of jobs has blossomed into a hub for innovation, fuelled by a supportive ecosystem and strategic policy reforms.

Key Drivers of Growth

1. Digital Nepal Framework (DNF) 1.0 & 2.0

DNF 1.0 laid the groundwork: integrating ICT in development, fostering innovation, and launching Nepal's "IT Decade" (2024–2034) with a budget of NPR 7.25 billion for broadband, IT parks, and local software development. DNF 2.0 (launched April 2, 2025) aims to boost IT service exports to NPR 30 billion over 10 years,

generate 500,000 direct jobs and 1 million indirectly, and integrate AI, cybersecurity, and e-governance across sectors

2. Expanding Digital Infrastructure

As of early 2025, 55.8% of Nepal's ~29.6 million people (~16.5 million users) are online, supported by broadband-capable mobile connections covering 80.5% of the country

3. Foreign Investment & Global Expansion

FDI into Nepal rose by 5.9% in the first half of FY 2024/25, with ~NPR 23.4 billion pledged Around NPR 57 billion (~\$400 million) of investment from ~580 foreign projects promise ~14,000 jobs The Foreign Investment and Technology Transfer Act (FITTA 2019) now permits 100% foreign ownership in most sectors and offers a single-point service, faster repatriation and land ownership for foreign firms

Government incentives include tax exemptions (per Finance Bill 2025), duty-free equipment import, subsidies for training, and now even incentives for data-centre setup (land, electricity, security)

4. Empowering Local IT Firms

A game-changing ordinance (Jan 2025) permits Nepali IT firms to establish branches abroad, broadening their global footprint. NASIT has welcomed these reforms, highlighting their potential to enhance competitiveness and attract foreign investment

CHAPTER III

INTRODUCTION OF ORGANIZATION

3.1. Introduction of the Organization

Intellisoft Nepal Pvt Ltd., established in 2013, is a software company based in Buddhanagar, Kathmandu. The company specializes to provide excellent services such as responsive website designing and development, website hosting, domain registration, support, custom software development, web-based applications development, mobile apps development and graphics designing and printing in Nepal. Always eager and ready to take on any task that would help boost every kind of business's stature in the world of Information Technology.

The company follows a collaborative approach to software development, involving solution architects, business analysts, quality assurance specialists, and software engineers in every project. Thoughtful planning and in-depth collaboration with clients ensure the development of well-structured software architectures and customized solutions tailored to specific business needs.

With our core experience in website design & development, hosting, domain registration and including support service, we thrive to deliver high quality web-based solutions and services to our customers.

3.2. Vision and Scope

Intellisoft Nepal strives to provide our clients with top-notch web-based solutions and services thanks to our core expertise in website design and development, hosting, domain registration, and support services.

3.3. Services Offered

Primary services offered by Intellisoft Nepal are:

Mobile App Development:

Intellisoft Nepal specializes in designing and building high-quality mobile applications for both native iOS and Android platforms. Utilizing modern frameworks such as Xamarin for cross-platform development, they ensure seamless performance and consistent user experiences across devices. Their development process strictly follows Google and Apple's design guidelines to maintain usability and accessibility standards. Moreover, the backend and web services are robustly supported by Python and Django frameworks, enabling scalable and secure API integrations that power the apps

efficiently. This combination of expertise ensures that clients receive tailored mobile solutions that meet their business goals and engage users effectively.

Custom Software Development:

With a strong focus on meeting unique business requirements, Intellisoft Nepal develops custom software solutions spanning desktop applications, web platforms, embedded systems, and enterprise-grade software. They apply Agile development methodologies to promote iterative progress, adaptability, and continuous feedback, ensuring high-quality outcomes that align with client expectations. Their technical proficiency covers a broad spectrum of programming languages and frameworks, including C, C#, Java, React, and .NET, with advanced usage of Python Django for complex backend tasks. By embracing a customer-centric approach and best practices in software engineering, they deliver reliable, scalable, and well-documented software tailored to streamline operations and enhance organizational efficiency.

Website Design and Development:

Intellisoft offers comprehensive website design and development services aimed at delivering responsive, dynamic, and visually appealing web solutions that reflect the unique branding and strategic objectives of each client. They blend creativity, strategic planning, and technical expertise to build websites that are not only user-friendly but also optimized for performance and engagement. Their development process emphasizes flexibility and scalability, ensuring that websites can grow alongside the business and adapt to evolving market demands. The result is a seamless online presence that drives customer interaction, strengthens brand credibility, and supports digital marketing efforts effectively.

Graphics and UI/UX Design:

Intellisoft Nepal provides innovative UI/UX design and professional graphic design services that balance aesthetics with usability and cost efficiency. Their design team works closely with clients to create compelling visual identities and intuitive interfaces that enhance user interaction and satisfaction. From branding elements to webpage prototyping, the company ensures that every design is user-centered, accessible, and aligned with business goals. Their creative approach integrates the latest design trends and usability principles, resulting in digital products that are visually striking, easy to navigate, and optimized to deliver an engaging user experience.

Web Hosting and Domain Services:

Recognizing the importance of reliable and secure web infrastructure, Intellisoft offers Linux-based web hosting solutions tailored specifically for small and medium-sized businesses. Their hosting packages include domain registration, storage, email accounts, and database hosting, all supported by stable and scalable server environments. This ensures that clients' websites maintain high uptime, fast loading speeds, and secure access for users. By combining modern hosting technologies with attentive customer service, Intellisoft provides a solid foundation that supports business continuity and growth in the digital space.

Digital Marketing:

Intellisoft's digital marketing services are designed to help businesses grow their online presence and reach target audiences effectively through a combination of SEO, pay-per-click (PPC) advertising, social media marketing, and email campaigns. They use data-driven strategies and analytics tools like Google Analytics to monitor performance, refine campaigns, and maximize return on investment. Their marketing approach focuses on ethical SEO practices and creating engaging content that enhances visibility on search engines while building lasting relationships with customers. Through these integrated digital strategies, Intellisoft supports clients in increasing brand awareness, driving website traffic, and generating quality leads.

Cybersecurity:

In today's digital landscape, Intellisoft Nepal offers comprehensive managed security services designed to protect organizations from a wide range of cyber threats. Their offerings include continuous monitoring, threat detection, incident response, and detailed reporting across various IT environments, including operational technology (OT), SCADA systems, IoT devices, and network infrastructure. By working with multiple vendor solutions such as firewalls, intrusion detection and prevention systems (IDS/IPS), unified threat management (UTM), and endpoint security tools, they deliver tailored cybersecurity solutions. Their 24/7 support and co-managed security services help clients proactively mitigate risks, develop security playbooks, and maintain visibility into their security posture to safeguard critical assets.

Business Liaison Services:

Intellisoft Nepal acts as a proactive ICT liaison for a diverse range of clients including corporates, SMEs, government agencies, NGOs, INGOs, banks, and engineering and service consultants. Their liaison services focus on facilitating business growth by

leveraging extensive local knowledge and networks within the ICT sector. By acting as a bridge between technology providers and clients, Intellisoft ensures effective communication, smooth project execution, and timely delivery of technology solutions. Their expertise in understanding client needs and market dynamics helps organizations navigate the rapidly evolving digital landscape with confidence and efficiency.

Other services offered by Intellisoft Nepal are:

- E-Commerce Application Development
- Integrated Payment System
- Content Management Solutions
- Web Portal Development
- Flash Developments
- Hardware Support and Maintenance
- Network Management and Maintenance

3.4. Organizational Hierarchy

Intellisoft Nepal Pvt Ltd. has a small team of 13 members, consisting of 8 members in the software team, while the remaining members are part of the management, finance, and marketing teams. The Project Manager oversees the software team, working under the guidance of the CEO to ensure efficient project execution and team coordination.

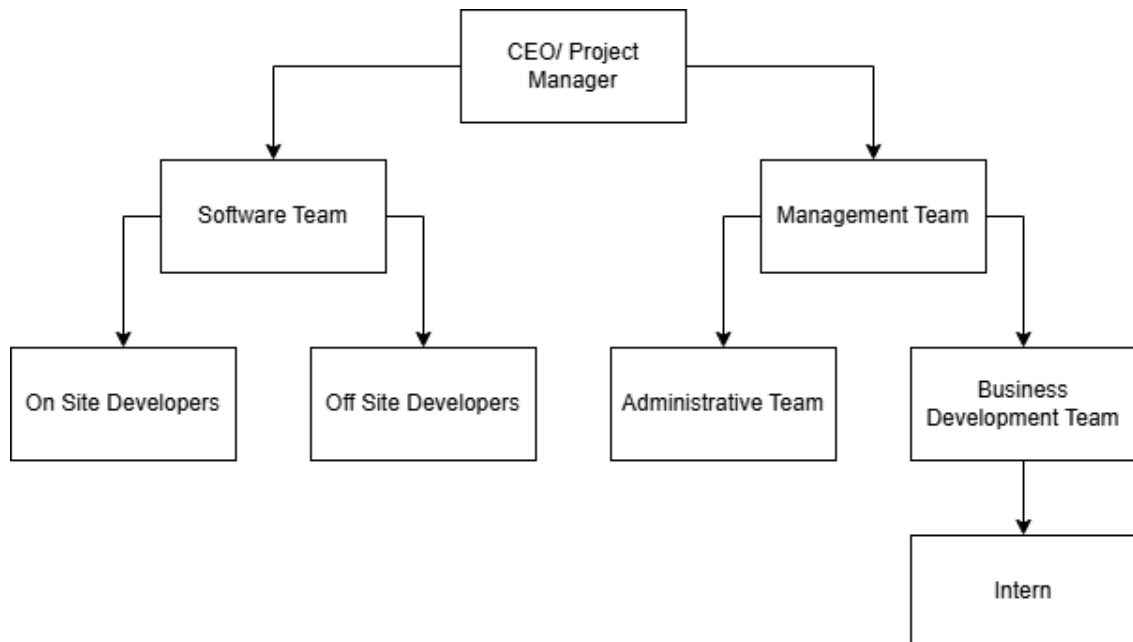


Figure 3.1: Intellisoft Nepal Organizational Structure

CHAPTER IV

ANALYSIS OF ACTIVITIES DONE/PROBLEMS SOLVED

This chapter outlines the key activities performed and challenges addressed during the 12-week internship at Intellisoft Nepal Pvt. Ltd. in the Business Development Department. As a Business Development / Documentation Intern, I was actively involved in the preparation of EOIs, RFPs, and TORs, gaining hands-on experience in proposal structuring, coordination, compliance handling, and documentation workflows.

5.1. Activities Performed

Throughout the twelve-week internship, I performed a range of tasks that grew in complexity and responsibility over time.

In Week 1, the focus was on understanding the overall workflow of the organization. This included observing team structures, communication protocols, and reviewing previously prepared proposals and documentation. The aim was to gain a clear idea of how professional documents like EOIs, RFPs, and TORs are developed and processed. Getting familiar with templates, formatting standards, and submission procedures laid the foundation for active participation in the following weeks.

In Week 2, the work shifted to reviewing proposals that had already been drafted. After receiving feedback from the supervisor, the task was to revise and restructure certain sections such as methodology, organizational profile, and proposed team members. This involved careful reading of the feedback, identifying areas of concern, and editing the content while maintaining consistency with the original formatting. Discussions with the project manager were essential to ensure alignment with expectations.

Week 3 presented an unplanned challenge when a proposal had to be completely rewritten due to unforeseen issues within the project. Completing this task involved identifying outdated content, gathering revised information, updating legal and technical sections, and ensuring that the entire document was restructured in line with submission guidelines. After internal review, the final document was prepared and submitted within the required timeframe.

In Week 4, the focus turned to internal system documentation. This included contributing to the user manual for the MVC Checkout platform and translating some parts of the website content into simple, clear language. To complete these tasks, I needed to understand how the system worked, extract key functionalities, and describe

them in a user-friendly manner. Attention to structure, headings, and consistent formatting was crucial in creating a usable manual.

Week 5 involved working on proposals that were to be submitted soon. I assisted in preparing technical and financial components, finalizing formatting, and ensuring all necessary annexes were complete. This required coordinating with colleagues to collect certificates, organizational documents, and CVs, and reviewing the proposal for grammatical and structural accuracy before moving it to print and submission.

In Week 6, the primary task was to draft an Expression of Interest (EOI) and explore new bidding opportunities through official portals. This included researching tender platforms, filtering out relevant calls for proposals, and preparing an EOI that met the eligibility and format requirements. Documenting this in the internal tracker and preparing for upcoming tasks helped ensure efficient progress.

Week 7 was focused on developing a new Terms of Reference (TOR) and compiling CVs to support a proposal. Writing the TOR required careful understanding of project goals, deliverables, and timelines. Simultaneously, I gathered updated CVs from experts, edited them for relevance and format consistency, and ensured all supporting documents were attached as per guidelines.

During Week 8, multiple EOIs had to be prepared. To handle this workload, I set priorities based on deadlines and scope. Each proposal was individually tailored to match the respective TORs, requiring consistent use of formatting templates and adherence to technical specifications. Constant coordination with team members was necessary to ensure completeness and accuracy.

Week 9 involved finalizing and submitting documents prepared in previous weeks. After printing the proposals and verifying all signatures and annexes, the documents were physically submitted. I also began work on another TOR, formatting it according to company standards and making sure it aligned with the expected content structure.

In Week 10, my focus was on processing joint venture documentation and creating professional CVs for the next proposal. This required confirming partnership agreements, collecting required authorizations, and editing individual CVs to a standard format. It was necessary to ensure each profile matched the role described in the TOR and included all mandatory attachments like academic certificates.

Week 11 centered on studying a newly received Request for Proposal (RFP). The task required a detailed reading of submission requirements, proposal structure, and evaluation criteria. I then helped draft the technical and financial sections, ensuring all

components such as methodology, implementation plan, and team composition were addressed thoroughly. Feedback loops with the supervisor played a key role in refining the content.

In Week 12, I continued working on the RFP and initiated the notary attestation process for expert academic documents. Final reviews of the proposal were conducted to verify completeness and alignment with the client's expectations. I coordinated with administrative staff to get documents notarized on time and organized the full set of files for final submission.

The exposure to real RFPs and TORs helped build both technical and professional skills essential for documentation roles in a development-focused organization.

5.2. Problems Solved

Like any professional environment, the documentation and proposal process at Intellisoft involved a range of challenges, many of which required coordination, adaptability, and clear communication to resolve. Below are key problems addressed during the internship:

a) Unclear Proposal Requirements

Some RFPs and TORs lacked clarity or had inconsistent formats. These were resolved by consulting with supervisors and breaking down requirements into actionable documentation elements.

b) Unforeseen Changes in Project Scope

In Week 3, a major change required the complete restructuring of an existing proposal. I adapted by promptly revising legal and contextual sections, ensuring submission timelines were met.

c) Document Formatting and Consistency

Several proposals initially lacked standardization in formatting and presentation. I solved this by introducing structured templates and improving formatting consistency across documents.

d) Delay in Joint Venture Confirmations

JV decisions for a few EOIs were pending, halting document preparation. By proactively following up and preparing base drafts in parallel, I ensured that work resumed without delay once approvals were in place.'

e) Limited Tender Opportunities

During some weeks, relevant tenders were scarce. I expanded search criteria and platforms used, ensuring timely identification of new opportunities.

f) Notary Attestation Coordination

Coordinating notary services for expert documents was logistically challenging. I initiated the process early and worked closely with the admin team to complete pending certifications.

CHAPTER V

CONCLUSION

5.1. Conclusion

My three-month internship at Intellisoft Nepal Pvt Ltd. was a rewarding and insightful experience. I had the opportunity to actively engage in proposal development, document structuring, and institutional bidding processes. This hands-on involvement helped me better understand how real-world documentation is handled in a professional environment.

From preparing EOIs and RFPs to drafting TORs and coordinating expert documentation, I gained a deep understanding of how organizations respond to government and donor-funded project calls. I also learned how to collaborate with supervisors, work under deadlines, and revise documents based on structured feedback. This internship not only enhanced my technical documentation skills but also gave me practical exposure to proposal workflows, communication standards, and the operational structure of a business development team. It has strengthened my confidence and shaped my readiness for future roles in similar professional environments.

5.2. Lessons Learned

During the course of the internship, I acquired both technical and soft skills. Some of the key lessons include:

- Understanding the structure and lifecycle of EOIs, RFPs, and TORs.
- Learning to work in a deadline-driven environment while maintaining accuracy.
- Gaining hands-on experience with document formatting tools and templates used in real proposals.
- Realizing the importance of coordination and communication when handling multiple stakeholders.
- Learning how to interpret official documents and extract relevant information for proposal development.
- Observing how task prioritization and proper version tracking improve efficiency.
- Becoming familiar with notary attestation requirements and compliance procedures for proposal submissions.

5.3. Recommendations

While the internship experience at Intellisoft Nepal was highly positive and professionally enriching, here are a few recommendations to further enhance the program for future interns:

- Initial orientation sessions focused on tender documentation standards would help interns start more confidently.
- Providing sample proposals or templates early in the internship can accelerate learning.
- Including a brief overview of commonly used portals (e.g., PPMO, TradePortal) could improve the intern's ability to perform independent research.
- Occasional team check-ins or intern reflections could help track learning and provide a platform for feedback.

Offering rotational exposure to other departments like technical or design could expand interns' understanding of cross-functional workflows.

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APPENDICES

