

**Terms of Reference**  
**for**  
**Hiring Firm for Re-designing, Management and Maintenance of IT infrastructure and Online System of NGOAB**

<b>Location</b>	Dhaka, Bangladesh
<b>Type of Contract</b>	Procurement of Services: RFP (firm/company   national/international)
<b>Assignment Title</b>	<b>Re-designing, Management and Maintenance of IT infrastructure and Online System of NGOAB</b>
<b>Languages Required</b>	Bangla and English
<b>Duration of Assignment</b>	180 days over the period of 12 months
<b>Expected Starting Date</b>	October 2024

**1. Background of the Project**

Diversity, Equity and Inclusion are core principles at UNDP: we value diversity as an expression of the multiplicity of nations and cultures where we operate, we foster inclusion as a way of ensuring all personnel are empowered to contribute to our mission, and we ensure equity and fairness in all our actions. Taking a 'leave no one behind' approach to our diversity efforts means increasing representation of underserved populations. People who identify as belonging to marginalized or excluded populations are strongly encouraged to apply. Learn more about working at UNDP including our values and inspiring stories.

UNDP does not tolerate sexual exploitation and abuse, any kind of harassment, including sexual harassment, and discrimination. All selected candidates will, therefore, undergo rigorous reference and background checks.

The NGO Affairs Bureau (NGOAB) under the Prime Minister's Office is the organization that steered being behind all the success rendered by the NGOs in Bangladesh. At the beginning, there were only 347 NGOs registered with only 67 human resources to deal with. But coming in 2024, the number of registered NGOs under NGOAB is over 2600 with the same 67 human resources. NGOAB has been facing constraints to effectively perform their responsibilities due to lack of adequate staff, required skills of the employees and smart system that can deliver timely services and ensure oversights to significant number of NGOs and projects. NGOAB receives millions of foreign donations every year and clears those amounts through NGOs' proposals as well. If the results and progress can be captured and reflected in a complementary manner, it will reveal a true picture of SDG progress with GO and NGOs' contributions.

Given the context, the country is economically progressing and graduating to the Middle-Income Country by 2026. Therefore, NGOs in Bangladesh have scope to revisit their working modality, and the way of engagement in addressing development challenges and in this regard NGOAB has an important role to play. As UNDP Bangladesh has been working with several government agencies to support sustainable LDC graduation and achieving SDGs, UNDP considers its engagement with NGOAB for targeting valuable improvements in service delivery through digitalization and online process. This is in line with UNDP's mandate which is to engage with our partners to support achieving the long-term development vision of the government of Bangladesh.

UNDP in collaboration with Department of Foreign Affairs and Trade (DFAT) and NGOAB designed a three (03) year's project entitled "Institutional Strengthening for Promoting Accelerated Transformation (ISPAT)" for the overall improvement of NGOAB/NGOs service system by next three years. The overall objective of the project is to make NGOAB fully capable of providing fast, efficient and effective services to NGOs in managing foreign donations and supporting them to contribute in attaining SDGs by 2030. the project will consider three-prong strategy to strengthening system and improving work-culture by- i) improving the institutional capacity through digitalization of services; ii) augmenting professional skills and competence of NGOs and NGOAB officials to implement the gender responsive digital services with greater efficiency; and iii) providing technical assistance for enhancing policy support to ensure wider convergence of sectoral policies as well simplification of services with necessary policy guidelines.

In this backdrop, this Initiation Plan (IP) outlines ISPAT's strategy to promote and capacitate digital innovation for improving service delivery system. This project will contribute to achieve the following results:

**Outcome 1:** Ensuring effective and efficient utilization of foreign donations to improve the socioeconomic status of the poor, women, and other marginalized sections of the people.

**Outcome 2:** Recognizing and documented contributions of NGOs in the attainment of global goals and national priorities of reducing poverty, improving governance and service delivery aligning with women and human rights.

**Outcome 3:** Strengthening policy formulation and fostered innovation of NGOs by showcasing and scaling-up nationally.

However, UNDP under its ISPAT Project would like to hire an IT firm to redesign, management and maintenance of current online system of NGOAB's services delivery process to make the NGOAB's services fast, effective and efficient to the relevant stakeholders/NGOs by reducing time and cost.

## **2. Objective of the Assignment**

The objectives of the assignment are in the following:

- i) Redesign, management and maintenance of current IT infrastructure and online system of NGOAB services delivery process.
- ii) Convert NGOAB's old database (last 2 years) into digital format.
- iii) Provide training to NGOAB and NGO officials to effectively manage software applications.
- iv) Live the current online system and connect relevant software/links e.g. *D-Nothi*, *Doptor software* *N-Visa Security Clearance Format*, etc. with current management software.

## **3. Scope of Work**

The firm will be focused on making NGOAB's services process fast, efficient, and effective by making those services fully digitalized. Therefore, the firm needs to redesign, connect, manage and maintenance of current IT infrastructure and online software system of NGOAB. The scope of work regarding this assignment are in the following:

- Redesign current software/online system as needed and make it fully functional for NGOAB's service delivery process to improve information sharing, NGO management, and result reporting system.
- Include database with graphical reporting in the current software for NGOs working on different thematic areas (example-health, education, poverty alleviation, etc.).

- Convert NGOAB's old database (approx. 9,000 files x 120 pages each) into digital format and include in the online system. The firm will include and propose the budget for this particular item of cost in their financial proposal.
- Provide two times training to NGOAB (approx. 50 officials) and NGO officials (2613x4=10,452 approx.) to effectively manage software applications. [By the consultation with NGOAB and UNDP the hired IT firm will fix the in-person training date for 4 days at a time for NGOAB officials and same duration of online training for NGO representatives. The two times training cost for in-person training (50) will be proposed by the firm. The firm will bear the training cost accordingly.
- Provide training to female staff of NGOs on web and mobile applications for timely updating data on progress reporting and accessing services.
- Connect *D-Nothi* with current management software by coordinating with a2i.
- Connect *Doptor software* with current NGOAB's management software by coordinating with a2i.
- Connect *Payment Gateway* with current NGOAB's management software by coordinating with a2i.
- Transform NGO registration, renewal and various other payment processes through digital payment methods.
- Add the *Retirement Management Module* to current online system.
- Re-designing relevant necessary Forms (*Like- FD 6, FD 7, FC 1, FC 2, FD 3 etc.*) of NGOAB if needed for easy and smooth use.
- Add *N-Visa Security Clearance Format* (Family Member add) and connect *FD-1 Form* with Ministry of Home Affairs and relevant ministries.
- Upgrading to a *Modern Web Framework* from the Current Management System.
- Incorporate other relevant tasks as recommended by the digital assessment.
- Correct errors, maintain and management of the current software management system in such way so that it can be run independently after the end the firm's tenure.

#### 4. Deliverables

The deliverables of this assignment will be in the following:

- Submit the workplan, methodology/working strategy and inception report of IT infrastructure and online system to be redesigned, maintenance and management.
- Submit the status report on redesigning, maintenance, management and data conversion of current online system of NGOAB.
- Submit the training delivery report of the NGAOB and NGO officials (approx.11,000) on the online and digitalization system.
- Submit the completion report to convert NGOAB's old database (approx. 9,000 files x 120 pages each) into digital format.
- Submit the draft completion report and presentation on the complete online system to NGOAB.
- Submit the final completion report, presentation, and handover the complete online system with documents to NGOAB.

#### 5. Timeline

The tentative timeline of the total assignment is expected to be completed within the following time frame:

Action	Timeline
Submit the workplan, methodology/working strategy and inception report of IT infrastructure and online system to be redesigned, maintenance and management.	Within 10 working days since signing of the contract

Submit the status report on redesigning, maintenance, management and data conversion of current online system of NGOAB.	Within 80 working days since signing of the contract
Submit the training delivery report of the NGAOB and NGO officials (approx.11,000) on the online and digitalization system.	Within 120 working days since signing of the contract
Submit the completion report to convert NGOAB's old database (approx. 9,000 files x 120 pages each) into digital format.	Within 160 working days since signing of the contract
Submit the draft completion report and presentation on the complete online system to NGOAB.	Within 170 working days since signing of the contract
Submit the final completion report, presentation, and handover the complete online system with documents to NGOAB.	Within 180 working days since signing of the contract

## 6. Mode of Payment

The Firms payment shall be based on the financial proposal developed for this assignment. Payment shall be made in six installments of:

- 10% down payment upon submission of workplan, methodology/working strategy and inception report of IT infrastructure and online system to be redesigned, maintenance and management.
- 20% down payment upon submission of the status report on redesigning, management, data conversion and maintenance of current IT infrastructure and online software system of NGOAB.
- 20% down payment upon submission of the training delivery report of the NGAOB/NGO officials (approx.11,000) on the online and digitalization system.
- 30% down payment upon submission of the completion report to convert NGOAB's old database (last 2 years) into digital format.
- 10% down payment upon submission of the draft completion report and presentation on the complete online system to NGOAB.
- 10% down payment upon submission of final completion report, presentation, and handover the complete online system with documents to NGOAB.

## 7. Criteria

### 7.1. Minimum eligibility criteria, qualification, and experience of consulting firm:

#### Firm/Entity:

- The firm must have minimum 6 years of overall experience in software development, management and IT service delivery.
- The firm shall have at least two similar experiences on IT infrastructure and online system development process [please submit contract paper and work completion certificate].
- The firm has at least 2 year's relevant working experience with GoB/UN Organizations/INGOs.
- The firm must submit audited financial statement for the last three years.
- The average annual turnover should be BDT 30,000,000 in the past three years.

**Note:** Following required documents must be submitted by the Firm:

- Updated (2022 – 20233) Trade License/Business Registration Certificate (RJSC).
- BIN Certificate/VAT Certificate.
- Tax clearance certificate.

- Bank Solvency certificate.
- Company profile

## 7.2 Human Resources:

### (i) Team Leader: 01

- Education: Minimum Master's degree in computer science/engineering, MIS or any other relevant field.
- Experience: Minimum 5 years of experience in software/online system development, maintenance and management.

### (ii) IT Professional/Software Engineer: 01

- Education: Minimum Bachelor's degree in computer science/engineering or any other relevant field.
- Experience: Minimum 03 years of experience in software development, system analysis and maintenance.

### (iii) Technical Document Writer/Data Entry Operator: (to be proposed by the firm)

- Education: Minimum Bachelor's degree in any discipline.
- Experience: Minimum 6 months Experience in technical document writing or data entry.

**Note:** The firm may propose additional human resources (If necessary) in their proposal considering the Scope of Work.

## 8. Evaluation Criteria

The technical proposals will be evaluated based on the following criteria.

Sl.	Criteria	Point
<b>1</b>	<b>Overall experience and Expertise of the Firm</b>	<b>200</b>
1.1	Overall experience in software development, management and IT service delivery.	100
1.2	Similar experience on IT infrastructure and online system development process	70
1.3	Relevant experience to work with GoB/UN and/or reputed national/multi-national companies/organizations.	30
<b>2</b>	<b>Methodology and Workplan</b>	<b>300</b>
2.1	Proposed methodology and workplan in responding to the Terms of Reference	300
<b>3</b>	<b>Education and Expertise of Key Personnel</b>	<b>200</b>
	<b>(i) Team Leader</b>	<b>80</b>
3.1	Educational Qualifications of Team Leader	40
3.2	Experience of Team Leader	40
	<b>(ii) IT Professional/Software Engineer</b>	<b>80</b>
3.3	Educational Qualifications of IT Professional/Software Engineer	40
3.4	Experience of IT Professional/Software Engineer	40
	<b>(iii) Technical Document Writer/Data Entry Operator</b>	<b>40</b>
3.5	Educational Qualifications of Technical Document Writer/Data Entry Operator	20
3.6	Experience of Technical Document Writer/Data Entry Operator	20
<b>4</b>	<b>Financial proposal</b>	<b>300</b>
<b>Total</b>		<b>1000</b>

**Guidance Notes to the Firm:**

- The Firm should mention specifically the quality/types of necessary work/technicalities etc. including the required duration of time to complete the task.
- A pre-bid meeting will be held with the interested vendors to explain the tasks along with answering queries, if any.

**9. Evaluation and comparison procedures of proposals:****a. Technical Evaluation:**

A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price proposal of the Proposals will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 100 points in the evaluation of the technical proposals. The Proposals obtain below 70% score shall be considered non-responsive and will not be accepted for financial evaluation.

The technical proposal will be evaluated based on its responsiveness to this Term of Reference (ToR) and technical evaluation criteria stated above.

**b. Financial Evaluation:**

In the Second Stage, the price proposal of all contractors, who have attained minimum 70% score in the technical evaluation, will be compared. The contract will be awarded to the bidder offering the “best value for money”. The contract will be awarded to the Contractor based on the cumulative method.

In this methodology, the maximum number of points assigned to the financial proposal is allocated to the lowest price proposal. All other price proposals receive points in inverse proportion. A formula is as follows:

$$p = y (\mu/z)$$

Where:

p = points for the financial proposal being evaluated y = maximum number of points for the financial proposal  $\mu$  = price of the lowest priced proposal z = price of the proposal being evaluated

The proposal obtaining the overall highest score after adding the score of the technical proposal and the financial proposal is the proposal that offers best value for money.