REQUEST FOR PROPOSAL (RFP-BD-2018-020)

Dear Sir / Madam:

UNDP kindly request you to submit your Proposal for **Hiring firm to develop Skilled and Safe Migration Management System (SSMMS)-A2I.**
  Proposals shall be submitted on or before 4.30 p.m. (local time) on Monday, September 24, 2018

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before the deadline indicated by UNDP in the e-Tendering system. Bids must be submitted in the online e-Tendering system in the following link: https://etendering.partneragencies.org; using your username and password. If you have not registered in the system before, you can register now by logging in using

Username: event.guest
Password: why2change

and follow the registration steps as specified in the system user guide.

Your Proposal must be expressed in the English, and valid for a minimum period of 60 days.
You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on "Accept Invitation" in the system.

In the course of preparing and submitting your Proposal, it shall remain your responsibility to ensure that it submitted into the system by the deadline. The system will automatically block and not accept any bid after the deadline. Kindly ensure attaching the required supporting documents (*with file name less than 60 characters*) in pdf format which must be free from any virus or corrupted files. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation

The Financial Proposal and the Technical Proposal files <u>MUST BE COMPLETELY SEPARATE</u> and uploaded separately in the system and clearly named as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each document shall include the Proposer's name and address. **<u>The file with the "FINANCIAL PROPOSAL" must be encrypted with a password</u>** <u>so that it cannot be opened nor viewed until the Proposal has been found to pass the technical evaluation stage. Once a Proposal has been found to be responsive by passing the technical evaluation stage, UNDP shall request via email the Proposer to submit the password to open the Financial Proposal.</u> The Proposer shall assume the responsibility for not encrypting the financial proposal.

PLEASE DO NOT PUT THE PRICE OF YOUR PROPOSAL IN THE 'LINE ITEMS' IN THE SYSTEM. INSTEAD PUT 1 AND UPLOAD THE FINANCIAL PROPOSAL AS INSTRUCTED ABOVE.

The Proposal that complies with all of the requirements meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:
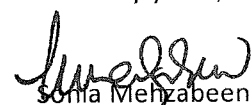http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link: http://www.un.org/depts/ptd/pdf/conduct_english.pdf

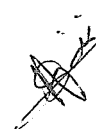Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Sonia Mehzabeen
Operations Manager
September 10, 2018

Description of Requirements

Context of the Requirement	The objective of this project is to increase transparency, improve governance, and reduce time, difficulty and costs of obtaining services by establishing the Skilled and Safe Migration Management System Platform to enhance second generation Skilled and Safe Migrant integration platform by forming an interoperable ICT backbone. One of the goals of Ministry of Expatriates' Welfare and Overseas Employment is to provide better services responding to entire processing within quickest possible time and 24/7 basis call handling including all public and government holidays without any interruption is the main objective of this project.

Specific Objectives of Skilled and Safe Migration Management System:
- Establish an easier, faster and transparent framework for outgoing workers and reduce cost, remove harassment and fraudulent.
- Establish a proper channel of recruitment and information dissemination.
- Ensure good governance at Ministry of Expatriates' Welfare and Overseas Employment and other related beneficiaries.
- Give online emergence permit of outgoing workers & Expatriates and build a single network for all beneficiaries.
- Develop resource capabilities to fit into the requirement of the receiving countries in the changing environment and development of skill base labor force.
- Establish transparency and reliability in Service delivery of Ministry of Expatriates' Welfare and Overseas Employment.
- Regulates the activity of Recruiting agents, Labor Attaché, BOESL and controls immigration process and encourages promotion of overseas employment.
- Establish robust database for efficient and effective service delivery to ensure faster disposal of process;
- Help producing contemporary technology/knowledge based resources to run full-fledged e-Government in near future.
- Increase resource by engaging registered labors as well as of into the local job market.

Specific Objectives of Unified Contact Center:
- Facilitate all services to expatriate from just one call away.

	- Establish Contact Center 24/7 basis without any interruption. - Establish 24/7 basis enquiry/complaint handling from different country and route the information (if necessary) to proper authority for smooth escalation.
Implementing Partner of UNDP	Access to Information Project Phase II
Brief Description of the Required Services	The following outlines the high-level business requirements for the Consultant to get a sense of the scope of work and activities under this assignment. It is to be noted that these business requirements are just an indicative and are minimum requirements that the Consultant shall comply as the part of their deliverables at minimum. The Consultant is expected to conduct a thorough System Requirement Study as a part of the scope to identify the detailed requirements in both the tasks and follow the approach as outlined in the Specifications. The consultant must conduct requirement analysis at least labor wing of two foreign embassies. The proposed system is expected to have the following functions (Minimum but not limited to). 1. **Initial Features:** In the system front page, the general user can see the each and every step's information of the migration process. Starting from searching which country they want to go and ending with after going in that country. Detail overview and instructions for the migration process, country base job opportunities and related training will be organized in a systematic way in the landing page of the related system, so that a general user can attain complete idea about migration process and related requirements. 2. **Enrollment at Technical Training Centre (TTC):** Attaining idea about the migration process, a general user will find out nearest Technical Training Institute (TTC) from the system. There are about 73 TTC all over the country. Desired TTC for a user should provide related courses those are prerequisite to become migrated as a worker in the related country. To become TTC enrolled, a user should be registered into the system first. A registered user will apply and complete payment process for a TTC through the system. 3. **Skills development and certification Management:**

	In a course, there will be a little percentage of e-learning and rest of the percentage will be practical training. The registered user can learn the theoretical course from the training center or from the house as an e-learning training and will give the exam on that e-learning material on online. The rest of the course will be examined through practically. So the system will be integrated with an eLearning platform that is already working. The system will also facilitate with result publishing feature. Instructors will update students' results in the system and system will publish it to proper users.
	After successful completion of the courses, certificate will be auto generated through the system. Students will be allowed to download certificate from the system. Training center should verify the certificate within 24 hours of downloading certificate. Otherwise the certificate will not be verified. Each certificate will contain identification number. Originality of the certificate will be verified with the identification number through the system.
	4. Registration at District Employment & Manpower Office (DEMO) :
	    When a person is certified from TTC, he/she should get himself/herself registered for District Employment and Manpower Office (DEMO) and should pay registration fee through online.
	5. Worker Selection Process:
	    Bangladesh Association of International Recruiting Agencies (BAIRA) has about one thousand active member agencies and three hundred inactive member agencies. Recruiting agencies should have 1.Demand letter, 2. Power of Attorney and 3. Controller of Examinations in case of recruiting workers. Recruiting agencies should upload these documents and BMET will check the documents to approve the agency into the system. Active and approved recruiting agencies will be allowed to search for DEMO registered people those who have successfully completed training courses for migration. Agencies will contact the

registered persons for job purpose.

6. **Finger Print Linkage :**

   When a registered person is selected for an overseas job and other formalities are completed, that person is asked to provide fingerprint at DEMO office. Finger print information will be stored in the existing database of BMET.

7. **Pre-departure Training:**

   The pre-departure training module will be converted into e-Learning. Vendor will integrate the system with existing e-Learning platform. The entire registered user will be able to apply online for the training and take the training online. For this training mechanism they need to pay and all the procedure for payment will be given there for online payment

8. **Blog:**

   There will be a featured call blog where the registered user can update, create and delete post as like as they want and can share their life story in these portion. Every registered has his own profile for post blog. There will be an approver to publish the blog literature.

9. **Application for Smart Card:**

   For BMET immigration clearance management the user will need some document because on that basis the BMET will provide the smart card and the documents are passport, visa, demand letter, Power of attorney, Controller of examination, worker list and payment receipt. All the things could be uploaded in the system through scan and can be submitted by this system. All the government fees will be given through online.

10. **Integration of Complain Management System:**

    BMET already has complain management system. It will be integrated with the system. Migrant workers can complain their difficulties and also have the option to request for a suggestion. Based on the question the BMET officer will able to reply the suggestion. All the complaint management will be recorded and show the super admin as a statistical way like a graph.

	11. Application for migrant worker's dead body: There will be a feature integrated with Wage Earners' Welfare Board (WEWB) system and process the dead body transfer. In the system the registered migrant workers will have their own system panel from where they can able to apply in the welfare service management for claiming the dead body, transfer the dead body who died in a foreign country as a migrant worker and verify the rightful person who will be received the dead migrant worker's solace money. **12. Application for Returnee Migrant:** There will be a feature for returnee migrant worker where any migrant worker who will come to the country will apply into the system to get a track that will he is coming home. **13. Expatriates Digital Centre (EDC):** Expatriate Digital Centre will be managed by this system. The system will have all the form and the information about the nearest EDC from the user so that he can easily contact with the embassy and solve his problem. The system will have integration provision with EDC software system. **14. Payment Management:** In case of payment management in different cases, system will be integrated with a payment gateway. **15. User Management:** The system will be integrated with OISF (Office Information Service Framework) for SSO (Single Sign On) and have option to integrate OISF Core and Share services through api. **16. Service Performance Dashboard:** Should be Platform Independent open access for everyone. Consultant have to ensure extra level of security and reduce the incidence of online identity theft, phishing expeditions, and other online fraud. System should create automatic popup alerts for validation if any duplicate records found in the database. In case of duplicate records found, the system should provide an exception with a list of

	identical records. Also track action in case of duplicate records. Portal should feature current news & events, archive, e-newsletter, service information, organization information, agency information, embassy information, concerned personnel information.	
List and Description of Expected Outputs to be Delivered	**Deliverable**	**Timeline**
	Inception Report with detailed design, Delivery of SRS of the system for both mobile and web system	End of 15 days
	Develop the total system framework which will be device interactive, Bug fixing for both mobile and web system	End of 45 days
	Connect all the integrated system and deliver the full system, Bug fixing and Testing for both mobile and web system	End of 75 days
Person to Supervise the Work/Performance of the Service Provider	Policy Specialist a2i-Access to Information	
Frequency of Reporting	*As indicated in the ToR*	
Progress Reporting Requirements	*As indicated in the ToR*	
Location of work	☐ Exact Address/es *As indicated in the ToR*	
Expected duration of work	Duration of the assignment will be 2.5 Months	
Target start date	October 2018	
Latest completion date	January 2019	
Travels Expected	*As indicated in the ToR*	
Special Security Requirements	☐ Security Clearance from UN prior to travelling ☐ Completion of UN's Basic and Advanced Security Training ☐ Comprehensive Travel Insurance ☒ Not applicable ☐ Others *[pls. specify]*	
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	☐ Office space and facilities ☐ Land Transportation ☒ Others As per ToR	
Implementation Schedule indicating breakdown and timing of activities/sub-activities	☒ Required ☐ Not Required	
Names and curriculum vitae of individuals who will be involved in completing the services	☒ Required ☐ Not Required	
Currency of Proposal	☒ **United States Dollars** ☒ **Local Currency, BDT**	
Value Added Tax on Price Proposal	☒ must be inclusive of VAT	

Validity Period of Proposals *(Counting for the last day of submission of quotes)*	☒ 60 days ☐ 90 days ☐ 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	☒ Not permitted ☐ Permitted

Payment Terms	Deliverable	Payment
	Inception Report with Detail plan Delivery of SRS of the system Delivery of Standards, first draft	20%
	Delivery the system total framework including bug fixing	40%
	Proof of concept with executable prototype executed all the system integration	40%

Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Policy Advisor, A2i
Type of Contract to be Signed	☐ Purchase Order ☐ Institutional Contract ☒ Contract for Institutional Services ☐ Long-Term Agreement ☐ Other Type of Contract
Criteria for Contract Award	☐ Lowest Price Quote among technically responsive offers ☒ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) ☒ Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	Evaluation and comparison of proposals: Prior to the technical evaluation all proposals will be screened based on the minimum eligibility criteria mentioned below: **Minimum eligibility criteria of the consultancy firm:** ● Business Licenses – Registration Papers, Tax Payment Certification, etc.;

	• Company Profile, which should not exceed fifteen (15) pages including any printed brochure relevant to the services being procured;
	• Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if Proposer is not a corporation.
	• Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report;
	• Minimum 5 years' experience in ICT business as a registered company/entity in Bangladesh
	• Must have practical experience of developing web-based enterprise solution within last 3 years.
	• The firm must have Test Environment ready with equipped devices at vendor's premise.
	• The firm must have well equipped administrative office arrangement in Dhaka where the proposed core team is located.
	• The firm must have proof of minimum 30 lac working capital per year and 50 lac Turnover per year reflected in last 2 years audited financials.
	• Bidder can have joint venture (JV) with other company but in that case the primary bidder will have to meet the minimum legal requirement mentioned in the ToR and the legal JV agreement needs to submit.
	• Must have working experience with Government of Bangladesh.
	Minimum eligibility criteria of the key personnel: Project Manager • Minimum graduate in Computer Science and Engineering/ICT having a degree from a reputed university. • Must have minimum 8 years of progressive experience in developing, implementing and managing large scale IT projects like ERP (Enterprise resource planning). System Analyst • Minimum graduate in Computer Science/Computer

	Engineering/Business Administration(MIS) with ICT Diploma • Must have minimum 5 years of progressive experience in the sector of enterprise software development system design, in Bangladesh Government's software projects. **Solution Architect** • Minimum graduate in Computer Science/Computer Engineering. • Must have minimum 5 years of progressive experience in the sector of enterprise software system design, Open Architecture, SOAP and Integration analysis. **Sr. Software Engineer** • Minimum graduate in Computer Science/Computer Engineering. • Must have minimum 5 years of progressive experience in working with Open Source web application development tools and frameworks in JAVA and/or PHP. **Software Engineer** • Minimum graduate in Computer Science/Computer Engineering. • Must have minimum 3 years of progressive experience in working with Open Source web application development tools and frameworks in JAVA and/or PHP. **Security Expert** • Minimum graduate in Computer Science/Computer Engineering • Must have minimum 5 years of progressive experience in web application security and infrastructure security. **Database Expert** • Minimum graduate in Computer Science/Computer Engineering. • Must have minimum 5 years of progressive experience in large scale database design and development such as ERP (Enterprise resource planning). • Proven experience in data integration/migration using multiple database systems like ORACLE, MySQL, and SQL Server. **Support Engineer** • Minimum graduate in Computer Science/Computer Engineering • Must have minimum 2 years of experience in IT-related fields, with clear understanding about web-based applications development support such as experience with ERP (Enterprise resource planning).

Test/QC Engineer
- Minimum graduate in Computer Science and Engineering or relevant subjects
- Must have minimum 3 years of progressive experience in the sector of software testing and quality assurance

Technical Writer
- Minimum graduate in Computer Science and Engineering or relevant subjects
- Must have minimum 3 years of progressive experience in the sector of software development related technology documentation.

Note: Necessary documentation must be submitted to substantiate the above eligibility criteria.

Consultancy firms that do not meet the above eligibility criteria shall not be considered for further evaluation.

The firm must provide CVs of all proposed personnel for the assignment, stating name, highest academic qualification, professional certification, length of experience, role/function and other related information.

Technical Proposal (70%)

☒Background experience/ Expertise of Firm

☒Adequacy and comprehensiveness of the proposal (concept, approach, work plan)

☒Qualifications and competence of the key staff for the Assignment

BASIS OF TECHNICAL EVALUATION

Criteria	Weight	Max. Points
Technical		
1. Overall experience and Expertise of the organization/Firm		15
Organization Profile, administrative and financial management structure of the organization		3
Experience of developing enterprise software system within last 3 years	70	6
Experience of any running large scale enterprise running software solution for Government of Bangladesh of any cooperate sector related to public service delivery and management.		4
		2
Working experience with Government of Bangladesh		
1. Expertise of Key personnel		23

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Competency of project manager		3
Competency of System Analyst		3
Competency of Solution Architect		2
Competency of Sr Software Engineer		2
Competency of Software Engineer		2
Competency of Security Expert		2
Competency of Database Expert		3
Competency of Support Engineer		2
Competency of Test/QC Expert		2
Competency of Technical Writer		2
2. Methodology proposed in the technical proposal		**32**
Overall understanding of the assignment & proposed solution-architecture		10
Proposed work plan and timeline relevant to the assignment as per the Terms of Reference		8
Appropriateness and relevance of development tools and methodology		8
Change request/quality control (SDLC) mechanism during the project		3
Risk Management & Overall flexibility		3

Financial Proposal (30%)
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. The formula for the rating of the Proposals will be as follows:

Rating the Technical Proposal (TP):
TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100
Rating the Financial Proposal (FP):
FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100
Total Combined Score:
(TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)
=Total Combined and Final Rating of the Proposal

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

UNDP will award the contract to:	☒ One and only one Service Provider

	☐ One or more Service Providers, depending on the following factors :
Annexes to this RFP	☒ Form for Submission of Proposal (Annex 2) ☒ General Terms and Conditions / Special Conditions (Annex 3) ☒ Detailed TOR (Annex 4) ☒ Written Self-Declaration (Annex 5)
Contact Person for Inquiries (Written inquiries only)	bd.procurement@undp.org *Please mention the following in the subject while sending any query to UNDP <u>regarding this RFP on or before 17 September 2018.</u>* *<u>"Queries on RFP-BD-2018-020"</u>* Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information	A pre-bid meeting will be held at IDB Bhaban, (19th floor), meeting room, for the clarification on the bidding document and ToR **on 17 September 2018 at 11.00 AM.** **Note: Bidder needs to carry a valid Passport/NID/Credit or Debit card with photo/Original driving license in order to enter into IDB Bhaban for the pre-bid meeting.**

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery)

[insert: *Location].*
[insert: *Date]*

To: [insert: *Name and Address of UNDP focal point]*

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated *[specify date]* , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

Minimum eligibility criteria of the consultancy firm:
- Business Licenses – Registration Papers, Tax Payment Certification, etc.;

- Company Profile, which should not exceed fifteen (15) pages including any printed brochure relevant to the services being procured;

- Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if Proposer is not a corporation.

- Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report;

- Minimum 5 years' experience in ICT business as a registered company/entity in Bangladesh

- Must have practical experience of developing web-based enterprise solution within last 3 years.

- The firm must have Test Environment ready with equipped devices at vendor's premise.

- The firm must have well equipped administrative office arrangement in Dhaka where the proposed core team is located.

- The firm must have proof of minimum 30 lac working capital per year and 50 lac Turnover per year reflected in last 2 years audited financials.

- Bidder can have joint venture (JV) with other company but in that case the primary bidder will have to meet the minimum legal requirement mentioned in the ToR and the legal JV agreement needs to submit.

- Must have working experience with Government of Bangladesh.

Minimum eligibility criteria of the key personnel:
Project Manager
- Minimum graduate in Computer Science and Engineering/ICT having a degree from a reputed

university.

- Must have minimum 8 years of progressive experience in developing, implementing and managing large scale IT projects like ERP (Enterprise resource planning).

System Analyst

- Minimum graduate in Computer Science/Computer Engineering/Business Administration(MIS) with ICT Diploma
- Must have minimum 5 years of progressive experience in the sector of enterprise software development system design, in Bangladesh Government's software projects.

Solution Architect

- Minimum graduate in Computer Science/Computer Engineering.
- Must have minimum 5 years of progressive experience in the sector of enterprise software system design, Open Architecture, SOAP and Integration analysis.

Sr. Software Engineer

- Minimum graduate in Computer Science/Computer Engineering.
- Must have minimum 5 years of progressive experience in working with Open Source web application development tools and frameworks in JAVA and/or PHP.

Software Engineer

- Minimum graduate in Computer Science/Computer Engineering.
- Must have minimum 3 years of progressive experience in working with Open Source web application development tools and frameworks in JAVA and/or PHP.

Security Expert

- Minimum graduate in Computer Science/Computer Engineering
- Must have minimum 5 years of progressive experience in web application security and infrastructure security.

Database Expert

- Minimum graduate in Computer Science/Computer Engineering.
- Must have minimum 5 years of progressive experience in large scale database design and development such as ERP (Enterprise resource planning).
- Proven experience in data integration/migration using multiple database systems like ORACLE, MySQL, and SQL Server.

Support Engineer

- Minimum graduate in Computer Science/Computer Engineering
- Must have minimum 2 years of experience in IT-related fields, with clear understanding about web-based applications development support such as experience with ERP (Enterprise resource planning).

Test/QC Engineer

- Minimum graduate in Computer Science and Engineering or relevant subjects
- Must have minimum 3 years of progressive experience in the sector of software testing and quality assurance

Technical Writer

- Minimum graduate in Computer Science and Engineering or relevant subjects
- Must have minimum 3 years of progressive experience in the sector of software development related technology documentation.

Note: Necessary documentation must be submitted to substantiate the above eligibility criteria.
Consultancy firms that do not meet the above eligibility criteria shall not be considered for further evaluation.

The firm must provide CVs of all proposed personnel for the assignment, stating name, highest academic qualification, professional certification, length of experience, role/function and other related information.

A. **Proposed Methodology for the Completion of Services**

> *The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.*

B. **Qualifications of Key Personnel**

> *If required by the RFP, the Service Provider must provide:*
>
> *a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
> *b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
> *c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

C. **Cost Breakdown per Deliverable* (This portion to be provided in separate sealed envelope)**

	Deliverables *[list them as referred to in the RFP]*	Percentage of Total Price *(Weight for payment)*	Price *(Lump Sum, All Inclusive)*
1	Deliverable 1		
2	Deliverable 2		
3	....		
	Total	100%	

*This shall be the basis of the payment tranches

D. **Cost Breakdown by Cost Component** *[This is only an Example]***:**

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a . Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				

1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

[Name and Signature of the Service Provider's Authorized Person]
[Designation]
[Date]

General Terms and Conditions for Services

1.0   LEGAL STATUS:

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis the United Nations Development Programme (UNDP). The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

2.0   SOURCE OF INSTRUCTIONS:

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action that may adversely affect UNDP or the United Nations and shall fulfill its commitments with the fullest regard to the interests of UNDP.

3.0   CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.
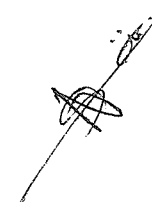
4.0   ASSIGNMENT:

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

5.0   SUB-CONTRACTING:

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.

6.0   OFFICIALS NOT TO BENEFIT:

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

7.0   INDEMNIFICATION:

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

8.0   INSURANCE AND LIABILITIES TO THIRD PARTIES:

8.1   The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.

8.2   The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.

8.3   The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.

8.4   Except for the workmen's compensation insurance, the insurance policies under this Article shall:

8.4.1 Name UNDP as additional insured;
8.4.2 Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;
8.4.3 Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.
8.5   The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

9.0   ENCUMBRANCES/LIENS:

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with the UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

10.0 TITLE TO EQUIPMENT:

Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:

11.1 Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.

11.2 To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.

11.3 At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.

11.4 Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

12.0 USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or THE United Nations, or any abbreviation of the name of UNDP or United Nations in connection with its business or otherwise.
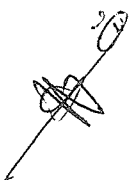
13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:

Information and data that is considered proprietary by either Party and that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract, and that is designated as confidential ("Information"), shall be held in confidence by that Party and shall be handled as follows:

13.1 The recipient ("Recipient") of such information shall:

13.1.1 use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser's Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,

13.1.2 use the Discloser's Information solely for the purpose for which it was disclosed.

13.2 Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:

13.2.1 any other party with the Discloser's prior written consent; and,

13.2.2 the Recipient's employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:

13.2.2.1 a corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,

13.2.2.2 any entity over which the Party exercises effective managerial control; or,

13.2.2.3 for the UNDP, an affiliated Fund such as UNCDF, UNIFEM and UNV.

13.3 The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give the UNDP sufficient prior notice of a request for the disclosure of Information in order to allow the UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.

13.4 The UNDP may disclose Information to the extent as required pursuant to the Charter of the UN, resolutions or regulations of the General Assembly, or rules promulgated by the Secretary-General.

13.5 The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any

time is developed by the Recipient completely independently of any disclosures hereunder.

13.6 These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

14.1 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.

14.2 If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

14.3 Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.

14.4 The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract..

15.0 TERMINATION

15.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.

15.2 UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.
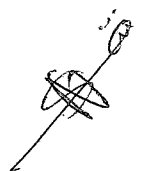
15.3 In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.

15.4 Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

16.0 SETTLEMENT OF DISPUTES

16.1 **Amicable Settlement:** The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

16.2 **Arbitration:** Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party's written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 ("Interim Measures of Protection") and Article 32 ("Form and Effect of the Award") of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate ("LIBOR") then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

17.0 PRIVILEGES AND IMMUNITIES:

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

18.0 TAX EXEMPTION

18.1 Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.

18.2 Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with the UNDP before the payment thereof and the UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide the UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

19.0 CHILD LABOUR

19.1 The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

19.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

20.0 MINES:

20.1 The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

20.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

21.0 OBSERVANCE OF THE LAW:

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

22.0 SEXUAL EXPLOITATION:

22.1 The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

22.2 The UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

23.0 AUTHORITY TO MODIFY:

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possesses the authority to agree on behalf of UNDP to any modification of or change in this Contract, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Contract signed by the Contractor and jointly by the UNDP Authorized Official

TERMS OF REFERENCE

1. Introduction

In 1990, Government established Wage Earners' Welfare Board (WEWB) in the Bureau of Manpower, Employment and Training (BMET) to extend welfare services to the migrant workers. A Board of Directors comprising of inter-ministerial representatives operates this fund. It comprises senior level representatives of Ministry for Expatriates' Welfare & Overseas Employment, BMET, Ministry of Home Affairs, Ministry of Law, Justice and Parliamentary Affairs, Ministry of Finance, Ministry of Foreign Affairs, Ministry of Civil Aviation and Tourism, Bangladesh Bank, WEWB, Bangladesh Association of International Recruiting Agencies (BAIRA). As per provision no. 19(Ka) of Emigration Ordinance-1982, the fund called "Wage Earners' Welfare Board" has been formed under a promulgation of the Honorable President of the People's Republic of Bangladesh. Migrant workers and their family members are being assisted through this fund.

The Bureau of Manpower, Employment and Training (BMET) was established in 1976 by the Government of the People's Republic of Bangladesh to facilitate the creation of a skilled labor force for both domestic and international market. Over time, it has continued to grow. Currently, 160 countries around the world, 93 million Bangladeshi Expatriates' workers are employed in subsistence needs and consequently remittance generated by Expatriates have contributed significantly to the Bangladesh economy for several years.

Over the years, still there are several challenges that the Government of Bangladesh is facing while providing services to Expatriates/citizen. Lack of transparency that still frustrates Expatriates/citizens in the attempt to avail information and services. Prompt and quality services to Expatriates/Citizens cannot be ensured unless discrepancies within the service are removed.

The problems in existing system are as follows:

1. Fraudulent job creation/posting and lack of proper job posting
2. Overreliance on recruiting agencies for information & guidance
3. No proper avenue of seeking information/complaining about agencies
4. Partial selection process and easy to mislead people
5. Reliance on agency for visa clearance & other papers.
6. Lack of e-learning capabilities and lack of information centers
7. Lack of information about the training center.
8. No central database to track the migrant worker after they come back.
9. There is no system to give a certificate to the homecoming migrant worker so that they can use their experimental work to lead others or to help himself out.
10. Lack of monitoring of expat conditions; problems such as: non-payment, underpayment, delayed payment, poor living conditions, refusal to provide air tickets during time of exit etc.
11. No protocol that dictates that expats ought to be frequently monitored to ensure that they are living in proper conditions & their job is going well or not.
12. Visa and passport status can become defunct making expats illegal essentially
13. The workers who have sufficient efficiency to get a job of higher salary are unable to avail of the opportunity because of contractual barriers.
14. Problems of migration of female worker.
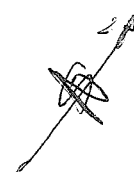
15. There is no extra system for reporting about harassment for both male and female.
16. No mechanism in place to have consolidated figures through various modes for analysis and identification of weak service spots of Ministry of Expatriates' Welfare and Overseas Employment.
17. No proper channel for supervision.
18. If a migrant labor is not skilled enough there is not any function to give them training so that they can lead their life after returning.
19. No mechanism that allows receiving of enquiries/complaints through different countries at single point on 24/7 basis.
20. Difficult for higher management to track how Expatriate & citizen's enquiries/complaints are responded.
21. No escalation mechanism at present that can bring un-serviced enquiries/complaints to the notice of authorities after specified periods.
22. Lack of transparency.

In order to strengthen the fundamental responsibility of Ministry of Expatriates' Welfare and Overseas Employment that is providing information and services aimed at improving the economic welfare of Expatriate, Ministry of Expatriates' Welfare and Overseas Employment aimed to develop a centralized ICT enabled platform that could accumulate all necessary initiatives taken for the benefits at Expatriate's end. Therefore with an aim to provide accurate and satisfactory service to Expatriates, Ministry of Expatriates' Welfare and Overseas Employment has planned to develop and implement dynamic system with Central Database that will consolidate all information related to Administration/Operations/Records, Trainings, Expatriate Activities, Communications etc. and a unified Contact Center which will not only provide information but also manage complaints to increase management awareness within the shortest possible time using the better technology and communication.

The project entitled **"Skilled and Safe Migration Management System"** envisages use of latest technology to increase satisfaction with proper management of information to Expatriates/citizens.

2. Objective

The objective of this project is to increase transparency, improve governance, and reduce time, difficulty and costs of obtaining services by establishing the Skilled and Safe Migration Management System Platform to enhance second generation Skilled and Safe Migrant integration platform by forming an interoperable ICT backbone. One of the goals of Ministry of Expatriates' Welfare and Overseas Employment is to provide better services responding to entire processing within quickest possible time and 24/7 basis call handling including all public and government holidays without any interruption is the main objective of this project.

Specific Objectives of Skilled and Safe Migration Management System:
- Establish an easier, faster and transparent framework for outgoing workers and reduce cost, remove harassment and fraudulent.
- Establish a proper channel of recruitment and information dissemination.
- Ensure good governance at Ministry of Expatriates' Welfare and Overseas Employment and other related beneficiaries.
- Give online emergence permit of outgoing workers & Expatriates and build a single network for all beneficiaries.
- Develop resource capabilities to fit into the requirement of the receiving countries in the changing environment and development of skill base labor force.

- Establish transparency and reliability in Service delivery of Ministry of Expatriates' Welfare and Overseas Employment.
- Regulates the activity of Recruiting agents, Labor Attaché, BOESL and controls immigration process and encourages promotion of overseas employment.
- Establish robust database for efficient and effective service delivery to ensure faster disposal of process;
- Help producing contemporary technology/knowledge based resources to run full-fledged e-Government in near future.
- Increase resource by engaging registered labors as well as of into the local job market.

Specific Objectives of Unified Contact Center:
- Facilitate all services to expatriate from just one call away.
- Establish Contact Center 24/7 basis without any interruption.
- Establish 24/7 basis enquiry/complaint handling from different country and route the information (if necessary) to proper authority for smooth escalation.

3. Skilled and Safe Migration Management System (SSMMS)
The following outlines the high-level business requirements for the Consultant to get a sense of the scope of work and activities under this assignment. It is to be noted that these business requirements are just an indicative and are minimum requirements that the Consultant shall comply as the part of their deliverables at minimum. The Consultant is expected to conduct a thorough System Requirement Study as a part of the scope to identify the detailed requirements in both the tasks and follow the approach as outlined in the Specifications. The consultant must conduct requirement analysis at least labor wing of two foreign embassies. The proposed system is expected to have the following functions (Minimum but not limited to).

In the system front page, the general user can see the each and every step's information of the migration process. Starting from searching which country they want to go and ending with after going in that country. Detail overview and instructions for the migration process, country base job opportunities and related training will be organized in a systematic way in the landing page of the related system, so that a general user can attain complete idea about migration process and related requirements.

18. Enrollment at Technical Training Centre (TTC):

Attaining idea about the migration process, a general user will find out nearest Technical

Training Institute (TTC) from the system. There are about 73 TTC all over the country.

Desired TTC for a user should provide related courses those are prerequisite to become

migrated as a worker in the related country. To become TTC enrolled, a user should be

registered into the system first. A registered user will apply and complete payment

process for a TTC through the system.

19. Skills development and certification Management:

In a course, there will be a little percentage of e-learning and rest of the percentage will

be practical training. The registered user can learn the theoretical course from the training center or from the house as an e-learning training and will give the exam on that e-learning material on online. The rest of the course will be examined through practically. So the system will be integrated with an eLearning platform that is already working. The system will also facilitate with result publishing feature. Instructors will update students' results in the system and system will publish it to proper users.

After successful completion of the courses, certificate will be auto generated through the system. Students will be allowed to download certificate from the system. Training center should verify the certificate within 24 hours of downloading certificate. Otherwise the certificate will not be verified. Each certificate will contain identification number. Originality of the certificate will be verified with the identification number through the system.

20. Registration at District Employment & Manpower Office (DEMO) :

When a person is certified from TTC, he/she should get himself/herself registered for District Employment and Manpower Office (DEMO) and should pay registration fee through online.

21. Worker Selection Process:

Bangladesh Association of International Recruiting Agencies (BAIRA) has about one thousand active member agencies and three hundred inactive member agencies. Recruiting agencies should have 1.Demand letter, 2. Power of Attorney and 3. Controller of Examinations in case of recruiting workers. Recruiting agencies should upload these documents and BMET will check the documents to approve the agency into the system. Active and approved recruiting agencies will be allowed to search for DEMO registered people those who have successfully completed training courses for migration. Agencies will contact the registered persons for job purpose.

22. Finger Print Linkage :

When a registered person is selected for an overseas job and other formalities are completed, that person is asked to provide fingerprint at DEMO office. Finger print information will be stored in the existing database of BMET.

23. Pre-departure Training:

The pre-departure training module will be converted into e-Learning. Vendor will integrate the system with existing e-Learning platform. The entire registered user will be able to apply online for the training and take the training online. For this training mechanism they need to pay and all the procedure for payment will be given there for online payment

24. Blog:

There will be a featured call blog where the registered user can update, create and delete post as like as they want and can share their life story in these portion. Every registered has his own profile for post blog. There will be an approver to publish the blog literature.
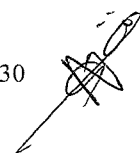
25. Application for Smart Card:

For BMET immigration clearance management the user will need some document because on that basis the BMET will provide the smart card and the documents are passport, visa, demand letter, Power of attorney ,Controller of examination ,worker list and payment receipt. All the things could be uploaded in the system through scan and can be submitted by this system. All the government fees will be given through online.

26. Integration of Complain Management System:

BMET already has complain management system. It will be integrated with the system. Migrant workers can complain their difficulties and also have the option to request for a suggestion. Based on the question the BMET officer will able to reply the suggestion. All the complaint management will be recorded and show the super admin as a statistical way like a graph.

27. Application for migrant worker's dead body:

There will be a feature integrated with Wage Earners' Welfare Board (WEWB) system and process the dead body transfer. In the system the registered migrant workers will have their own system panel from where they can able to apply in the welfare service management for claiming the dead body, transfer the dead body who died in a foreign country as a migrant worker and verify the rightful person who will be received the dead migrant worker's solace money.

28. Application for Returnee Migrant:

There will be a feature for returnee migrant worker where any migrant worker who will come to the country will apply into the system to get a track that will he is coming home.

29. Expatriates Digital Centre (EDC):

Expatriate Digital Centre will be managed by this system. The system will have all the form and the information about the nearest EDC from the user so that he can easily contact with the embassy and solve his problem. The system will have integration provision with EDC software system.

30. Payment Management:

In case of payment management in different cases, system will be integrated with a payment gateway.

31. User Management:

The system will be integrated with OISF (Office Information Service Framework) for SSO

(Single Sign On) and have option to integrate OISF Core and Share services through api.

32. Service Performance Dashboard:

Should be Platform Independent open access for everyone. Consultant have to ensure extra level of security and reduce the incidence of online identity theft, phishing

expeditions, and other online fraud. System should create automatic popup alerts for validation if any duplicate records found in the database. In case of duplicate records found, the system should provide an exception with a list of identical records. Also track action in case of duplicate records. Portal should feature current news & events, archive, e-newsletter, service information, organization information, agency information, embassy information, concerned personnel information.

4. Management of Privacy and confidentiality across the platform

1	The security of the system shall be built in by a combination of login identification and passwords. The security shall be provided at the operating system level (level 1), application login level (level 2) and at the menu/program execution level (level 3), and are user definable.
2	User login, pin based authentication should be implemented based on the requirements.
3	The system should be completely secure and foolproof with incorporation of industry standard proven data encryption techniques and methodologies. Those encryption techniques should be audited in timely manner to detect loopholes and updated with the latest patches, in order to ensure that the mechanisms are fitted with the latest security features.
4	Appointed vendor will integrate SSL as suggested by a2i.
5	The system shall support a capability to address Scalable unlimited number of user types with differing sets of access privilege levels as part of access control security.
6	The system shall block the user account for a parameter-driven length of time after a parameter-driven number of invalid logon attempts.
7	In case of multiple unauthorized attempts of administrator access, the case should be reported immediately to the designated maintenance and security staffs of the system through email, pop up notification or SMS/email.
8	The system shall provide a capability for the users to change their password.
9	The system shall provide a facility to force users to change their password after a parameter-driven time period.
10	The system shall provide definable password enforcement rules, including but not limited to: • password length • required alpha & numeric character • not same as previously used password
11	The system should provide two factor authentication (linked to SMS) where ever needed.
12	The strength of the passwords provided by the users can be measured and suggested as weak, medium and strong.
13	The system shall encrypt passwords before storage using the sha-1 encryption algorithm or stronger, such as SHA 1024.
14	The system shall prove a facility for the system administrator to force terminate selected user connections without adversely impacting the system.
15	The access control security function shall provide a facility for the system administrator to suspend an existing user's access rights for a specified period of time or indefinitely.

16   The system shall provide a facility to automatically lock a user session after a definable period of inactivity.

17   The system shall provide a log of changes to user access rights.

System Audits

⊛   The system shall maintain an audit trail of any changes or updates made in any information that are considered vital and if made should maintain the audit log with information such as

  o   Log the users who are accessing the system

  o   Log the parts of the application that are being accessed

  o   Log the fields that are being modified

  o   Log the results of these modifications

  o   Log attempted breaches of access

  o   Log attempted breaches of modification rights

  o   Timestamp.

⊛   Ensure an audit trail is kept for all transactions and all audit transactions logged are kept on the database.

⊛   Vendor will entertain any system audit-recommendation conducted by a2i

5. Interoperability

1   Data exchange within the system at different levels via the internet shall be encrypted.

2   The system shall have a functionality to exchange data with other relevant databases in other external institutions such as with national id database, passport database in a most secure environment through a standardized data exchange protocol designed, developed and implemented.

3   The system shall have functionality to export/import files based on the standard template defined through web services and/or API

6. User guides and training materials
  ▫   Operational and Technical Manual

7. Documentation, Standard & SLA
The system will be performed electronic document management and tracking system.

1   The system should have the functionality to upload scanned images and maintain the history for future retrieval. For instance, the user should be able to upload photograph of a beneficiary or any other relevant supporting document (such as NID, passport, etc.)

2   Such documents/images to be uploaded should have user definable document category, for instance, photograph, NID, passport, application form etc.

3   The system should allow the user to enter specific supporting details like attaching documents at all levels.

4   Scanned images could be in the form of pdf, word, excel, jpg files.

5   The maximum file size to be uploaded should be user definable and validated in order to restrict large file sizes upload.

8. During designing the SSMMS following principals must be followed to achieve maximum value
  ▫   Reduce duplication of work not only within the organization but also across the government.
 ▫   We should not introduce any new process

- At the core data should be as minimum as possible while ensuring maximum value
- Provide universal access to services in a convenient, efficient, transparent and reliable way and build the core of integrated government
- Improve access to information by reducing digital divide and Provide realistic and relevant data and technologies to support e-Government and SSNP programs
- Create a platform for continuous improvement and to measure impact.

9. Declaration & recommendation

- Must follow a consistent coding standard (i.e. for PHP PSR-2) and Make it easy for everyone - including yourself - in the team, to read the code
- Write maintainable and readable code
    - Name things properly, long variable and function/method names are allowed (Don't use abbreviations, may not be understandable to the person, who reads your code; Naming is difficult, do it well. Name classes, variables and methods that make sense and do not be redundant.)
    - Be expressive, write code as you speak and be optimally verbose (Focus on API rather than patterns. Frist, write down the API for perfect scenario, observe how it feels, then jump to coding and make it work.)
    - Max indent per method should be 2, in case of exceptions 3 (Avoid the use of else, Extract the logic to other readable method, Return early etc.)
    - 6 levels of indentation
    - Avoid creating god object and long methods
    - Keep the method in one place, inject the class and call it, DRY (Don't Repeat Yourself)
    - Avoid in-line comments (comment with code), put comments in the method doc
    - Consider using DTO (Data Transfer Object) as much as possible
    - Avoid working with just arrays for large data sets, use class and type hint where possible

10. Scope of work

- Design, development and piloting of Skilled and Safe Migration Management System that includes modules on Job Creation, Verification & Demand Note, Recruiting Agency Service Management, Expatriate Registration, Payment Management, Expatriate Selection Management, Verification & Attestation, Biometric and Smart-Card Management, Training & eLearning Management, Immigration Service Management, Welfare Service Management, Embassy Service Management, Contact Center Management, User & Role Management, Service Performance Dashboard, Data Migration & Data Entry, Training & Piloting ,Skills development institute & bring them under the same umbrella and Contact Center Piloting.
- Upon completion of the development, the vendor will conduct training project staffs (about 40 staffs in a batch) and help desk agents to transfer knowledge about Migration system as well as developed software solution. The graphical representation of data should be approved by statistician and must be visually appealing. Metrics should be provided from the stress test to ensure acceptable delivery times of the data visualization. The data gathered through the system will be used in future research purposes and must be have prediction algorithm in place.
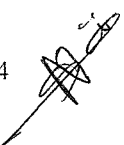
- The Prediction Engine will be used to generate forecasts of potential migrants, revenue, and remittance for any durations specified by the users. The prediction engine should put more emphasis on recent data but should also use all the historical data to make predictions and forecasts.
- All the module and the skills training system will be follow same module categorize wise and their skill building training can be monitored through this system. All the tasks should be broken down into smaller sprints and the time taken should be clearly visible with Atlassian JIRA shared with the government agency responsible for overseeing progress of the project. Each developer must be clearly identified and assigned to the task on an 8-hour day basis. The a2i may request up to 10 of their personnel to be granted access to the Vendor's JIRA to monitor progress of the development of the application.
- A fixed database pattern will be created so that all the data gather from the different source can be integrated in the system will follow the same pattern.
- Design and development of the complete software solution for the client side as well as the management tools for the database that will be housing all the data from the Migrants and the Labor Market.
- The whole system will be integrated to the skill portal which is the information gateway of the whole system. But the software will have independent landing mechanism to run independently.
- The awarded vendor will develop an android mobile app comprising of the features applicable to the access portal of the system. Noted that user will use this apk to surf information and services that will be fetched from the web system

11. Sizing, Performance, UAT, load testing and Scalability *Requirements*

- The system shall be capable of handling online functionalities for a database of at least 9.5 million Expatriates from 160 mission countries with an estimate of 919 registered Recruiting Agency and several service providers. This is configurable.
- The system processing shall be scalable to support the volume estimates for a period of 10 years at a 20% annual growth rate.
- The system shall be designed to handle estimated 5000 simultaneous connection (online users) when it is ultimately rolled out.
- The consultant must conduct a load testing taking above factors into consideration and submit a load testing results.
- The database architecture should be such that the system is available to users 24 x 7 x 365 days a year without any unapproved down-time.
- Page load time, login response-time, „on-click" load time for the portal should be less than 3 seconds when the online system is accessed over the intranet.
- Average transaction response time, „on-submit" response-time, or any other database access/ search time should be less than 5 seconds when the system solution is accessed over the intranet.
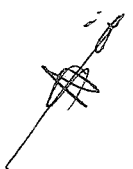
- Given the network infrastructure challenges in Bangladesh, the solution must support low bandwidth and "near-no" bandwidth conditions for the services defined in the functional requirements.
- The proposed solution should be highly scalable to accommodate current and future requirements within the scope of the current program.

12. Technology Specification
   1. The solution must support industry standard enterprise RDBMS systems.

   2. For centralized system:

      a. Bootstrap, jQuery and Ajax for best UX is recommended.

      b. Any MVC framework like CakePHP or Laravel

      c. MySQL or any other open source RDBMS

      d. Apache Maven, Apache Ant and Oracle JDK

      e. Memcache, CDN or Varnish for caching and faster data delivery

      f. Code Version Controlling using GIT or Bitbucket in private mode

      g. GIT issue board or Jira or Asana for issue tracking and feature change management

      h. API centric enterprise level design using JSON or other data delivery format.

      i. Micro-service architecture following micro-service design approach.

      j. Future technology change, iterative prototyping and agility in framework design are the generic expectation

   3. Security

      a. The vendor should follow any of the industry standard secure development methodology such as (but not limited to) Comprehensive Lightweight Application Security Process (CLASP) by OWASP etc.

      b. The vendor should consider (but not limited to) common vulnerabilities such as SQL Injection, Cross Site Scripting (XSS) etc.

      c. Vendor will undertake responsibility for Input Validation Controls, Authorization/Authentication Control and other security controls in place in both test and production environment of application.

13. Delivery and Duration of the assignment
13.1 Duration: Total Duration of the assignment is 2.5 Months.

13.2 Deliverables:

As per RFP Document

Evaluation criteria

As per RFP Document

Payment schedule:

As per RFP Document

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Declaration

Date:

United Nations Development Programme
UNDP Registry, IDB Bhaban, Agargaon
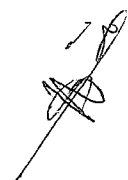Sher-E-Bangla Nagar, Dhaka, Bangladesh

Assignment _____

Reference: RFP-BD-2018-020

Dear Sir,
I declare that ……………………………………………………………… is not in the UN Security Council 1267/1989 List,
UN Procurement Division List or Other UN Ineligibility List.

Yours Sincerely,