



## REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: September 10, 2020
	REFERENCE: RFP-BD-2020-026

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Hiring a Firm for Development and maintenance of Digital Work Aggregation Platform Software for Displaced People.**

**Proposals shall be submitted on or before 4.30 p.m. (local time) on Thursday, September 24, 2020**

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 90 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 MUST BE COMPLETELY SEPARATE 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. The file with the "FINANCIAL PROPOSAL" must be encrypted with a password 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. 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.**

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/business/protest-and-sanctions.html>

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 :

[https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unsc/conduct\\_english.pdf](https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unsc/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



Van Nguyen  
Deputy Resident Representative  
10 September 2020

## Description of Requirements

Context of the Requirement	<p>Aspire to Innovate (a2i), a whole-of-government programme of ICT Division, supported by Cabinet Division and UNDP, that catalyzes citizen-friendly public service innovations, simplifying government and bringing it closer to people. It supports the government to be on the forefront of integrating new, whole-of-society approaches to achieve the society. The objective of the project is to increase transparency, improve governance, and reduce the time, difficulty, and costs of obtaining government services for under-served communities of Bangladesh. This is to be achieved by the following major 3 components of the project:</p> <p>Component 1: Institutionalizing Public Service Innovation and Improving Accountability</p> <p>Component 2: Catalyzing Digital Financial Services and Fintech Innovations</p> <p>Component 3: Incubating Private Sector-enabled Public Service Innovation</p> <p>C. Scope of Services, Expected Outputs and Target Completion</p> <p>1. Background of the assignment</p> <p>The Turkish economy has been benefiting from the presence of Syrians, migration had no negative impact on unemployment and average wages in Turkey while Syrians often fill gaps in sectors locals were reluctant to work in, and contributed towards internal consumption, boosting the Turkish internal market and exports according to the report prepared by the Turkish Institute of Statistics (TUIK) dated 2019. The report shows that displaced people deposits in Turkish banks had reached 1.5 billion liras (approximate 2 Million USD) by 2015.</p> <p>The displaced people have the potential to work in the global digital labor market. They can bring large amount of money in Turkey by working abroad digitally. Many displaced people found with skill of data entry, coding, web designing, graphics etc. They have the potential to contribute more in Turkish economy by getting access to digital labor market. Though they have very good skills for doing such job, but they lack on the skilling of bidding such work and creating an acceptable profile in digital workspace. This will provide tasks to displaced people at home which will ensure livelihood in this locked down situation during the COVID-19 pandemic.</p> <p>Digital work has popular destinations in Asia where Bangladesh stands as the second largest digital work destination. Bangladeshi developers created strong profiles in digital workspace by decade long contribution in digital market. Now they are very skilled in bidding digital work and they are well accepted by their ratings and credentials in DIGITAL WORK AGGREGATION PLATFORMs.</p> <p>Bangladesh have lack of skills in Arabic language which found as opportunity for the refugees in Turkey. Data entry in Arabic also a sole opportunity for the refugees in Turkey. The freelancing marketplace is so competitive, and people need good experience and communication skills to handle the clients.</p> <p>A joint effort and collaboration by Bangladeshi freelancing experts and skilled refugees in Turkey poses a huge potential for Turkey and Bangladesh economy. A</p>
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	<p>DIGITAL WORK AGGREGATION PLATFORM where jobs will be curated from 3rd party freelancing sites, for example, Upwork.com, Fiverr.com, Freelancers.com etc. by the Bangladesh experts or managers. Turkish Freelancers can find digital job in this system. The managers will be the link here between the real clients and the freelancers, so there will be no communication limitation. The system will also provide a disaggregated payment gateway system for the freelancers. So, the freelancers may find work here with maintaining all local regulations.</p> <p><i>This platform will be working on providing digital jobs for displaced people all over the world, currently it will start its first operation with Turkey.</i></p> <p><i>It is not really clear what benefits a freelancer can expect, and why can't he work directly with the platforms already mentioned?</i></p> <p><i>This platform will aggregate works from multiple freelancing sites and it will also allow partners to post direct digital jobs. So, any displaced person will have greater opportunities to get work from multiple sources with single signing and most importantly they can get facility with getting payment in local currency as many of them don't have international accounts. This platform will also help their account ratings accepted by partner platforms.</i></p> <p><i>Who will be the managers and how will their work be paid?</i>  <i>Manager Module will be fully automated system which will be connected via api integration.</i></p>
Implementing Partner of UNDP	ICT division
Brief Description of the Required Services	<p>2. Main Objectives of the assignment</p> <p>We proposed a system where jobs will be curated from 3rd party freelancing sites, for example, Upwork.com, Fiverr.com, Freelancers.com, etc. by the middlemen, we are calling them managers. Freelancers can join, find and bid for a job in this system, the same way they can do in 3rd party sites. The managers will be the link here between the real clients and the freelancers, so there will be no communication limitation. The system will also provide a local payment gateway system for the freelancers. So, the freelancers will work here without any problem.</p> <p>3. Scope of Work</p> <p>The system will help new and fresher freelancers to get jobs/tasks/projects quickly and give payment locally. The system manager will gather freelancing jobs from all the freelancing sites. The freelancers will create an account and bid for individual skill related jobs. Then the system manager will select qualified freelancers for the jobs. The system managers will communicate and monitor the full assigned work progress and finally receive the completed job from freelancers and give payment if everything is done correctly.</p>

List and Description of Expected Outputs to be Delivered	<b>Deliverables</b>	<b>Timeline</b>
	<ul style="list-style-type: none"> <li>Project inception report containing authority approved action plan and timeline.</li> <li>Submission of project management plan documents and presentation.</li> <li>Complete report on System requirement specification (SRS) for the development the platform.</li> <li>System design document approved by the authority based on High Level Design (HLD) and Low-Level Design.</li> </ul>	At the end of month 1
	<ul style="list-style-type: none"> <li>Fully operational, stable, and secured Web application.</li> <li>Transfer of complete source code and it copyrights with standard documentation.</li> <li>Submission of test reports of standard test with positive report reflecting platform's stability and security.</li> <li>Standard Integration plan which allow easily accessible integration support and a complete integration report.</li> </ul>	At the end of month 2
	<ul style="list-style-type: none"> <li>Maintenance support report</li> </ul>	At the end of month 3
Person to Supervise the Work/Performance of the Service Provider	The vendor will be working closely with ek-Shop Team of Aspire to Innovate Project. The Team Leader of ekShop Team will be responsible to review and approve the performance/activities	
Frequency of Reporting	As indicated in the TOR	
Progress Reporting Requirements	As indicated in the TOR	
Location of work	<input type="checkbox"/> Exact Address/es <i>[pls. specify]</i> As indicated in the TOR.	
Expected duration of work	03 Months	
Target start date	October 2020	
Latest completion date	December 2020	
Travels Expected	As indicated in the TOR.	
Special Security Requirements	<input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others <i>[pls. specify]</i> <input checked="" type="checkbox"/> N/A	
Facilities to be Provided by UNDP (i.e., must be	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input checked="" type="checkbox"/> Others as per TOR.	

excluded from Price Proposal)								
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required							
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required							
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (BDT)							
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes							
Validity Period of Proposals <i>(Counting for the last day of submission of quotes)</i>	<input checked="" type="checkbox"/> 90 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	<input checked="" type="checkbox"/> Not permitted							
Payment Terms	<table border="1"> <thead> <tr> <th>Deliverables</th> <th>% of payment</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>Project inception report containing authority approved action plan and timeline.</li> <li>Submission of project management plan documents and presentation.</li> <li>Complete report on System requirement specification (SRS) for the development the platform.</li> <li>System design document approved by the authority based on High Level Design (HLD) and Low-Level Design.</li> </ul> </td> <td>20%</td> </tr> <tr> <td> <ul style="list-style-type: none"> <li>Fully operational, stable, and secured Web application.</li> </ul> </td> <td>50%</td> </tr> </tbody> </table>	Deliverables	% of payment	<ul style="list-style-type: none"> <li>Project inception report containing authority approved action plan and timeline.</li> <li>Submission of project management plan documents and presentation.</li> <li>Complete report on System requirement specification (SRS) for the development the platform.</li> <li>System design document approved by the authority based on High Level Design (HLD) and Low-Level Design.</li> </ul>	20%	<ul style="list-style-type: none"> <li>Fully operational, stable, and secured Web application.</li> </ul>	50%	
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	<ul style="list-style-type: none"> <li>• Maintenance support report</li> </ul>	30%	
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Policy Advisor, a2i		
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services		
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion 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	<p>Bidder must have adequate technical ability, resources, human resources and processes. As such, following are defined as minimum eligibility criteria:</p> <p><b><u>Minimum Eligibility Criteria for the Firm:</u></b></p> <ul style="list-style-type: none"> <li>• Business Licenses – valid trade license, TIN Certificate, VAT Registration Certificate, Certificate of Incorporation (if applicable) and latest income tax return certificate;</li> <li>• Company Profile, which should not exceed fifteen (15) pages including any printed brochure relevant to the services being procured;</li> <li>• The Firm must submit last two years (2018, 2019) financial audit report;</li> <li>• The firm must have minimum 05 (Five) years of experiences;</li> <li>• The vendor must be member of BASIS and eCab;</li> <li>• Must have experience in design, development, and implementation of 02 (two) software projects in the field of web-based application software;</li> </ul>		

- Minimum 1 (One) projects must be in digitalization/ automation of a service function where all the design, development, implementation, and maintenance support (covers SDLC full cycle) services were provided;
- Working experience minimum 1 (one) in working with international clients in software development projects;
- Yearly average turnover of the firm should be minimum BDT 30 Lac in last 2 years.

**Minimum Eligibility Criteria for the Key personnel:**

CVs of the Team leader and key team members containing their experiences on relevant issues must be submitted with detailed proposal. Beside that the evaluation team is expected to fulfil the following qualifications:

SL#	Person	QTY	Qualification & Experience
1	Project Manager	1	<ul style="list-style-type: none"> <li>• Minimum graduate in Computer Science and Engineering/ICT or any other relevant disciplines from any reputed University.</li> <li>• Must have minimum 08 years of progressive experience in managing IT (Software Development) projects</li> <li>• iii) Must have minimum 2 IT /ICT enabled software projects management (Design, Development and Implementation) experience with any corporate/international/government client</li> </ul>
2	Business Analyst	1	<ul style="list-style-type: none"> <li>• Minimum graduate in Computer Science and Engineering/ICT/MIS or any other relevant business disciplines from any reputed University.</li> <li>• Must have minimum 5 years of profound experience in the field of business requirement study and analysis for ICT based or Software</li> </ul>



				<p>projects.</p> <ul style="list-style-type: none"> <li>iii) Must have minimum 2 IT /ICT enabled software projects experience for requirement study and business process analysis with government/international/corporate client.</li> </ul>
	3	System Analyst	1	<ul style="list-style-type: none"> <li>Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University.</li> <li>Must have minimum 6 years of profound experience in the field of System analysis and design for ICT based application or Software Development project.</li> <li>iii) Must have minimum 2 ICT enabled software project experience in the field of system analysis and design.</li> </ul>
	4	Software Architect	1	<ul style="list-style-type: none"> <li>Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University.</li> <li>Must have minimum 06 years of profound experience in the field of Software architecture design and analysis for ICT based application and Software project.</li> <li>Must have minimum 2 ICT enabled Application or software project experience in the field of Software architecture design.</li> </ul>
	5	Database Administrator (DBA)	1	<ul style="list-style-type: none"> <li>Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University.</li> <li>Must have minimum 05 years of profound experience in the field of</li> </ul>

				<p>database design, data normalization, data analysis, database management and administration for ICT based applications or Software project.</p> <ul style="list-style-type: none"> <li>• Must have minimum 2 ICT enabled application or software or applications projects experience in the field of Database related skills.</li> </ul>
	6	Senior Developer/ Programmer	1	<ul style="list-style-type: none"> <li>• Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University.</li> <li>• Must have minimum 07 years of profound experience in the field of web-based software programming/coding/scripting for ICT based application or Software development.</li> <li>• iii) Must have minimum 4 ICT enabled application or software project experience in the field of web-based software programming/coding/scripting as a core development team member.</li> </ul>
	7	Senior Software Engineer	2	<ul style="list-style-type: none"> <li>• Minimum graduate in Computer Science and Engineering/ICT</li> <li>• Must have minimum 4 years of experience in system design, development and implementation.</li> <li>• Experience of leading any size of software developers group and dealing with clients for requirement management.</li> <li>• iv) Experiences of working with technologies/tools – Php, MySQL,</li> </ul>

				Laravel/CakePHP, NodeJS.
	8	Developer/ Programmer	1	<ul style="list-style-type: none"> <li>• Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University.</li> <li>• Must have minimum 05 years of profound experience in the field of software programming/coding/scripting for web-based application or Software development.</li> <li>• iii) Must have minimum 2 ICT enabled application or software project experience in the field of web-based software programming/coding/scripting as a core development team member.</li> </ul>
	9.	QA Expert	1	<ul style="list-style-type: none"> <li>• Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University.</li> <li>• Must have minimum 5 years of profound experience in the field of software Quality assurance in web-based application or Software development.</li> <li>• iii) Must have minimum 2 ICT enabled applications or software project experience in the field of software Quality assurance.</li> </ul>
	10	System Administrator	1	<ul style="list-style-type: none"> <li>• Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University</li> <li>• Must have minimum 5 years of profound experience in the field of system administration especially on operating system installation, configuration and deployment, Must have experience on large scale data backup and user management</li> </ul>

			system. • iii) Must have minimum 2 ICT enabled application or software project experience in the field of system administration.
11.	Technical Document Expert	1	• Minimum graduate in any English/Computer Science/business administration related discipline. • Must have minimum 05 years of profound experience in the field of technical documentation. He or She should have fluency in writing standard and professional English especially technical specification, proposal, and document. • Must have technical documentation experience for minimum 2 ICT enabled applications or software projects as core team member.

Note: Necessary document must be submitted to substantiate the above eligibility criteria. Consultancy firm that do not meet the above eligibility criteria shall not be considerate for further evaluation. The firm must provide CV's of all proposed personnel for the assignment, stating name, highest academic qualification, professional certification, length of experience, role/function or other related information.

**Technical Proposal (70%)**

☒ Expertise of the Firm  
☒ Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan  
☒ Qualification of Key Personnel

*Basis of Technical evaluation:*

Criteria	Weight	Max. Points
<b><u>Technical</u></b>	70	
<b>1. Overall experience and Expertise of the organization/Firm</b>		<b>15</b>

	<b>1.1: Experience of design, development and implementation experience of web portal in public/private sector.</b>		8
	1.2: Organization Profile, administrative and financial management structure, and strength		7
	<b>2. Expertise of Key personnel</b>		<b>20</b>
	2.1: Relevant experience of Project Manager, Business Analyst, System Analyst, Software Architect		10
	2.2: Relevant experience of Database Administrator, Sr. Developer/Programmer, Software Engineer, System Administrator		6
	2.3: Relevant experience of QA Expert (Test Engineer), Technical Document Expert		4
	<b>3. Methodology proposed in the technical proposal</b>		<b>35</b>
	3.1: Demonstration of the understanding of the assignment & proposed solution design for the technical development		12
	3.2: Technical approach and methodology of the development and maintenance support work		10
	3.3: Proposed staffing and work plan with detailed staff engagement schedule		6
	3.4: Change request/quality control (SDLC) mechanism		4
	3.5: Risk Management & Overall flexibility		3
	<b><u>Financial Proposal (30%)</u></b> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.		
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider		
Contract General Terms and Conditions	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services)  Applicable Terms and Conditions are available at: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>		
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex-3) <input checked="" type="checkbox"/> Written Self Declaration (Annex-4)		

<p>Contact Person for Inquiries (Written inquiries only)</p>	<p><a href="mailto:bd.procurement@undp.org">bd.procurement@undp.org</a>  <b><i>Please mention the following in the subject while sending any query to UNDP regarding this RFP on or before 15 September 2020.</i></b>  <b><i><u>"Queries on RFP-BD-2020-026"</u></i></b>  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.</p>
<p>Other Information <i>[pls. specify]</i></p>	<p>A pre-bid meeting will be held <b>Online</b> for the clarification on the bidding document and ToR <b><u>on 15 September 2020 at 11:00am using the following link:</u></b>   <a href="https://undp.zoom.us/j/91220775655?from=msft">https://undp.zoom.us/j/91220775655?from=msft</a>   <a href="#"><u>Join Zoom Meeting</u></a></p>

## Annex 2

**FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>1</sup>*****(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>2</sup>)***

[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:

**A. Qualifications of the Service Provider**

*The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :*

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

**B. 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.*

<sup>1</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>2</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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**C. 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.

**D. Cost Breakdown per Deliverable\***

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

*\*This shall be the basis of the payment tranches*

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

<b>Description of Activity</b>	<b>Remuneration per Unit of Time</b>	<b>Total Period of Engagement</b>	<b>No. of Personnel</b>	<b>Total Rate</b>
<b>I. Personnel Services</b>				
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				
<b>II. Out of Pocket Expenses</b>				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
<b>III. Other Related Costs</b>				

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



**Annex-3****TERMS OF REFERENCE****For****Hiring a Firm for Development and maintenance of Digital Work Aggregation Platform Software for Displaced People**

- A. Project Title: Aspire to Innovate (a2i) Programme
- B. Project Description

Aspire to Innovate (a2i), a whole-of-government programme of ICT Division, supported by Cabinet Division and UNDP, that catalyzes citizen-friendly public service innovations, simplifying government and bringing it closer to people. It supports the government to be on the forefront of integrating new, whole-of-society approaches to achieve the society. The objective of the project is to increase transparency, improve governance, and reduce the time, difficulty, and costs of obtaining government services for under-served communities of Bangladesh. This is to be achieved by the following major 3 components of the project:

Component 1: Institutionalizing Public Service Innovation and Improving Accountability

Component 2: Catalyzing Digital Financial Services and Fintech Innovations

Component 3: Incubating Private Sector-enabled Public Service Innovation

- C. Scope of Services, Expected Outputs and Target Completion
  - 1. Background of the assignment

The Turkish economy has been benefiting from the presence of Syrians, migration had no negative impact on unemployment and average wages in Turkey while Syrians often fill gaps in sectors locals were reluctant to work in, and contributed towards internal consumption, boosting the Turkish internal market and exports according to the report prepared by the Turkish Institute of Statistics (TUIK) dated 2019. The report shows that displaced people deposits in Turkish banks had reached 1.5 billion liras (approximate 2 Million USD) by 2015.

The displaced people have the potential to work in the global digital labor market. They can bring large amount of money in Turkey by working abroad digitally. Many displaced people found with skill of data entry, coding, web designing, graphics etc. They have the potential to contribute more in Turkish economy by getting access to digital labor market. Though they have very good skills for doing such job, but they lack on the skilling of bidding such work and creating an acceptable profile in digital workspace. This will provide tasks to displaced people at home which will ensure livelihood in this locked down situation during the COVID-19 pandemic.

Digital work has popular destinations in Asia where Bangladesh stands as the second largest digital work destination. Bangladeshi developers created strong profiles in digital workspace by decade long contribution in digital market. Now they are very skilled in bidding digital work and they are well accepted by their ratings and credentials in DIGITAL WORK AGGREGATION PLATFORMS.

Bangladesh have lack of skills in Arabic language which found as opportunity for the refugees in Turkey. Data entry in Arabic also a sole opportunity for the refugees in Turkey. The freelancing marketplace is so competitive, and people need good experience and communication skills to handle the clients.

A joint effort and collaboration by Bangladeshi freelancing experts and skilled refugees in Turkey poses a huge potential for Turkey and Bangladesh economy. A DIGITAL WORK AGGREGATION PLATFORM where jobs will be curated from 3rd party freelancing sites, for example, Upwork.com, Fiverr.com, Freelancers.com etc. by the Bangladesh experts or managers. Turkish Freelancers can find digital job in this system. The managers will be the link here between the real clients and the freelancers, so there will be no communication limitation. The system will also provide a disaggregated payment gateway system for the freelancers. So, the freelancers may find work here with maintaining all local regulations.

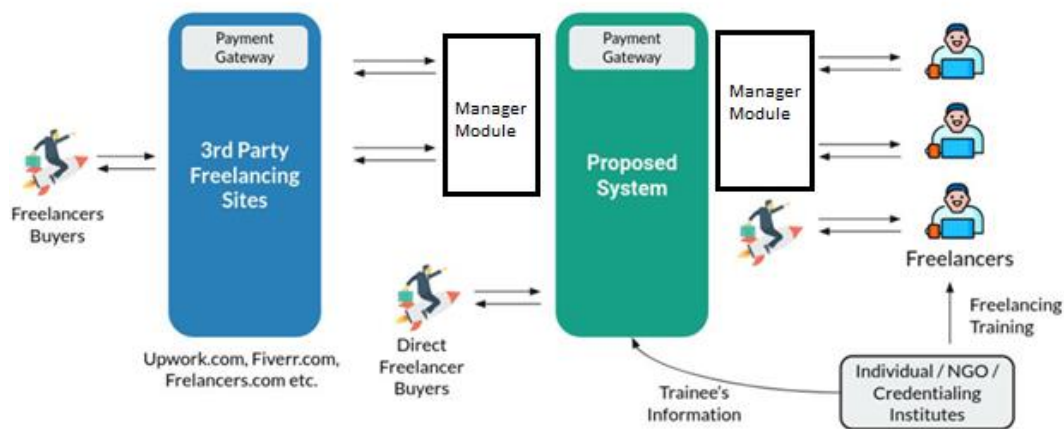
- 2. Main Objectives of the assignment

We proposed a system where jobs will be curated from 3rd party freelancing sites, for example, Upwork.com, Fiverr.com, Freelancers.com, etc. by the middlemen, we are calling them managers. Freelancers can join, find and bid for a job in this system, the same way they can do in 3rd party sites. The managers will be the link here between the real clients and the freelancers, so there will be no communication limitation. The system will also provide a local payment gateway system for the freelancers. So, the freelancers will work here without any problem.

### 3. Scope of Work

The system will help new and fresher freelancers to get jobs/tasks/projects quickly and give payment locally. The system manager will gather freelancing jobs from all the freelancing sites. The freelancers will create an account and bid for individual skill related jobs. Then the system manager will select qualified freelancers for the jobs. The system managers will communicate and monitor the full assigned work progress and finally receive the completed job from freelancers and give payment if everything is done correctly.

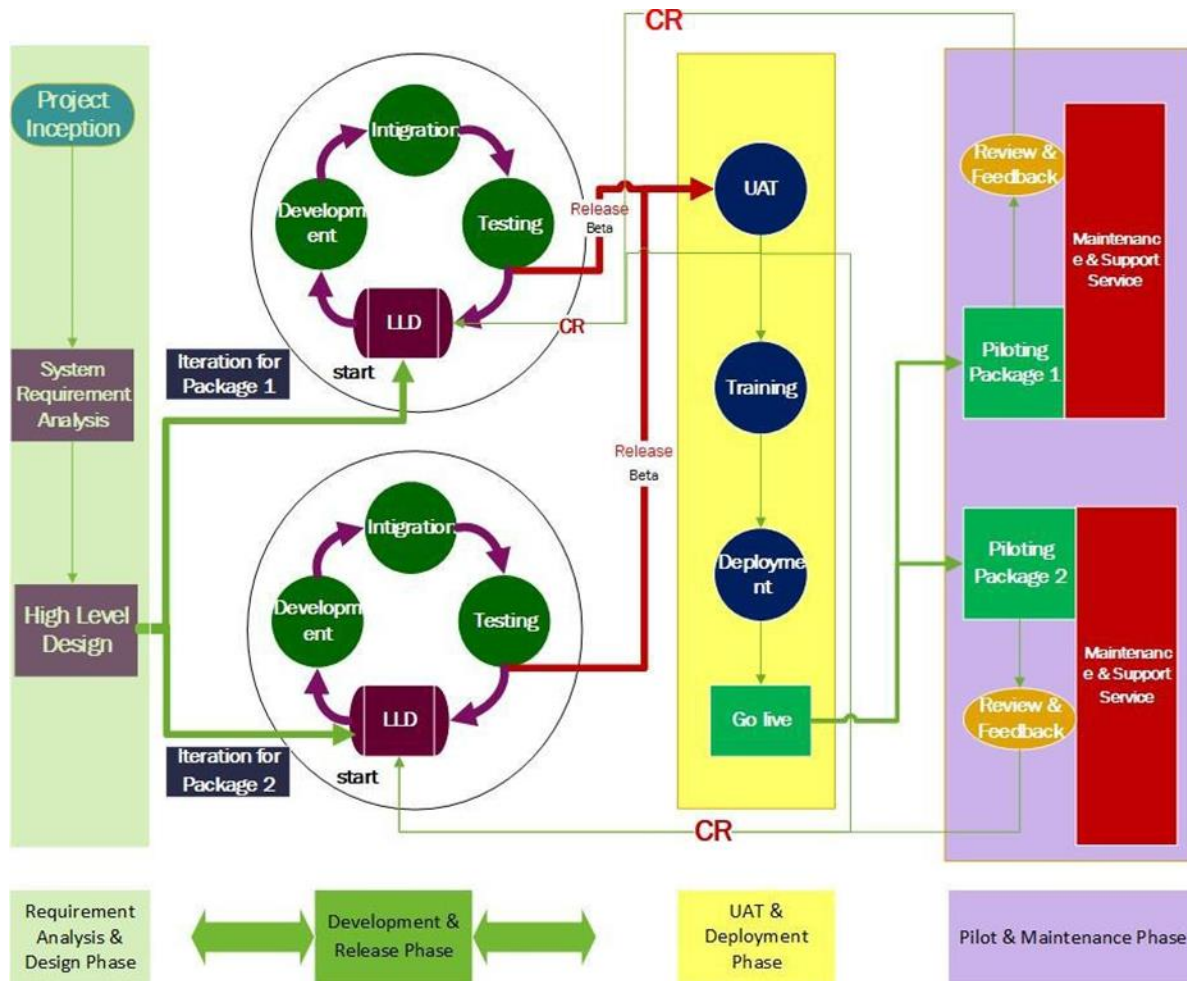
Full process flow is illustrated below—



The system will be work as a link between 3rd party freelancing sites (like Upwork.com, Fiverr.com, Freelancers.com etc.) and local freelancers. The system will interact among following user groups; System Admin/Manager, Job/Task Manager, Direct Freelancer Buyers, Freelancers and NGO/ Credentialing Institutes.

#### 3.1 Web Platform Development

- **Project Inception:** This platform will be built on the Hybrid SDLC Methodology on which concern authority and the vendor will have discussion to prepare the inception report on the vendor's action plan and timeline for the platform. The Hybrid SDLC Methodology is illustrated below:



**Figure: Hybrid SDLC Methodology**

- **Project Management Plan:** The vendor will submit a comprehensive and detailed project management plan for client's approval with a power point presentation and submit hardcopy of documents.
- **System Requirement Specification (SRS):** The selected vendor has to analyze the detailed functions, processes, documents, actors, service delivery sites and infrastructure of the relevant services precisely of the concerned organization. At this phase, vendor's ultimate objective will be finalization of the e-Service requirements in details under the scope of TOR and receiving approval of the concern organizational authority.
- **System Design Document:** Vendor will have to submit a report on System Design which will include HLD and LLD based system design on which development will be started. High-level design (HLD) will ensure the architecture that would be used for developing this solution. The architecture diagram will provide an overview of an entire system, identifying the main components that would be developed for the System and their interfaces. Low-level design (LLD) is a component-level design process in which the actual software components, modules and

functional requirements are designed. This process can be used for designing data structures, required software architecture, source code and ultimately performance algorithms.

- **Source Code:** The vendor will provide source code of the platform will proper documentations and transfer all rights of the platform to a2i. Coding in the platform needs to maintain global standard and allow a2i for further usage of the code in terms of reusability, refactoring, task automation, language factors etc.
- **Test Plan:** The vendor should prepare an extensive testing plan so that any functional failure can be detected and corrected timely and properly. This testing plan should cover all the standard testing approaches applicable for this solution which may include phase wise testing activities like test scripting, test cases, testing tools, testing process, test log, result and report.
- **Integration Plan:** The vendor can follow standard integration mechanism such as exposing standard Restful APIs for the service process in different components so that any component or service can exchange data and related resources whenever it is required by satisfying the Agency's business purposes.
- **Web application:** The application backend which is a web-based solution should be hosted in a centralized Web-server. The application should be developed following Service Oriented Architecture (SOA). Application should support MVC framework. Considering the operating/client environment at different levels of this application, it should be developed in such a way so that it requires low bandwidth to run. The web-based application should support cross browser platforms (popular web-browsers such Mozilla Firefox, Opera, Chrome, Internet Explorer, Safari etc.). The application should have the ability to seamless integration with future module / components / applications. Application should be lightweight and rich client-side scripting. UI should be developed based on the analysis of UX. Any web interface of this application should be fully responsive.

### 3.2 System setup and Hosting

The vendor developed application will be hosted in A2I provided data center. Therefore, at this stage, vendor is requested to submit a "Hosting Architecture & Requirements" in their technical proposal for this Software application.

**Note:** If any implementing organization decides to host this solution in their own or any nominated data center, understanding the strength and capacity of this data center and hosting requirements, vendor must guide implementing organization well ahead of the time of system design phase. So, implementing organization can take necessary measures to ensure hosting facilities which will be required at the time of hosting the developed system.

### 3.3 Maintenance and Support

- The developed and deployed software application should run smoothly and bug freely.
- In case of any technical problem or support requirement, vendor's response for solution has to very prompt.
- Technical complexity and support requirement, the response and problem solution plan have to be predefined and precise.

- Vendor must consider contingency plan to manage and solve sudden complexity, technical problems arose and support request.
- The help desk remote support should be comprehensive, strong, standard and adequate.
- Improving user engagement, user training and receiving user review & feedback should be considered in the maintenance support plan.
- Communication, software performance evaluation, continuous improvement for user satisfaction and right time reporting to the concern authority should be planned well ahead and execute the same timely as standard service.

### 3.4 Security and Privacy Requirements

The vendor should submit an extensive “Security and Privacy Plan” including comprehensive security architectures in their technical proposal for this proposed application considering the following issues:

- Project technical scopes
- Functional and nonfunctional requirements and ultimate objectives
- Concerned service provider organization’s operational environments and capacity
- User roles - Accessibility, Authentication, Authorization and Accountability
- Importance of data management & data privacy
- Strength of technologies to be used for development, operate & maintenance
- Deployment & hosting
- Service recipients and providers’ security, confidentiality and privacy
- A checklist of security measures to be taken for this solution
- Overall security standards which should be applicable for a system.

Apart from these, the vendor should keep in account the following considerations as well as vendor should provide a checklist based on system and hosting security plan (i.e. fraud, hacking, money laundering etc.) & the test report of that checklist.

System Security Requirements (But not limited to)

- I. The vendor should follow any of the industry standard secured development methodology such as (but not limited to) Comprehensive Lightweight Application Security Process (CLASP) by OWASP etc.
- II. The vendor should consider (but not limited to) common vulnerabilities such as SQL Injection, Cross Site Scripting (XSS) etc.
- III. Vendor will undertake responsibility for Input Validation Controls, Authorization/Authentication Control and other security controls in place in both testing and production environment of application.
- IV. The following vulnerabilities must be checked and ensured security from the beginning:
  - Cross Site Request Forgery (CRSF)
  - Cross Site Scripting (XSS)
  - Session hi-jacking
  - Session Fixation
  - SQL Injection and Code Injection
  - Input Validation/Filtering
  - Output Escaping
  - Secure File Access

- V. The vendor shall minimally provide Access control, Authentication and accountability security mechanisms for backend operations of the System.
- VI. The proposed security solution shall be scalable and should not affect the performance by creating a bottleneck or single point of failure to the overall system.
- VII. The system should provide tamper-proof audit trails and logs for administrator or auditor to check for the actions committed by users. The audit trails shall consist of following details but not limited to:
  - Login and logout
  - Attempts to access unauthorized resources
  - User profile changes
  - Past audit events.
  - Track all actions performed on documents attached/uploaded.
  - The system should have provision to assign the access rights of other resources on need basis to authorized users.
  - Information in the System that is deemed to be sensitive shall be encrypted and protected from accidental and/or unauthorized modification.
  - The System shall provide automatic session disconnection for inactive user after session time [Proposed best practice session time] is over.
  - The system shall protect the audit trails from being modified by unauthorized personnel or privileged users.

Security requirement for electronic payments & transactions (But not limited to):

- I. Solution should be PCI DSS compliant.
- II. Solution should comply with all standardized security features, message protocols and encryption.
- III. Payment Gateway should have DC and DR as per international standard guideline.
- IV. Payment Gateway should comply with international monetary security standard and must be certified by internationally recognized security authority and financial payment related auditors.

### 3.5 Language Support

System's default language will be Bangla. The system should support multilingual option i.e. Bangla and English for both the Web version and mobile responsive web application. All the user interfaces will be able to display, and input controls can take input both in Bangla and English. System/App users can choose and set his/her preferred language in profile setting for the system interfaces. The system should support Unicode for the Bangla Language.

### 3.6 Sizing, Performance and Scalability Requirements

- The system shall be capable of handling online functionalities for a database of at least 10,000,000/year service recipients and in terms of service provider 100 Offices and 10000 System Users.
- The system processing shall be scalable to support the volume estimates for a period of 10 years at a 10% annual growth rate.
- The system shall be designed to handle estimated 10000 simultaneous connections (online users) when it is ultimately rolled out.
- The vendor must conduct an extensive load testing task taking above factors into consideration and submit a load testing result.
- The database architecture should be such that the system is available to user 24x7x90 days a year without any unapproved downtime.

- Page load time, login response-time, on-click load time for the web application should be less than 3 seconds while this 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.
- Considering the network infrastructure challenges in Bangladesh, the solution must support low 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 scope mentioned in the TOR
- Analyze the requirements whether both horizontal scaling (scale-up) and vertical scaling (scale-up) will be required for this system or not
- The system should be provided with appropriate caching mechanism to handle very high-traffic scalability
- The vendor may propose here other relevant measures for the system scalability.

Note: The vendor should submit a “Strategic & Action Plan for System Optimization” including the method of sizing, mechanism and measures that will be taken for ensuring the standard of performance mentioning proposed system’s functional process and completion of standard time and scalability of this solution

### 3.7 Interoperability and Data Exchange

The selected vendor must develop this system following all the standards and protocols of interoperability, integration and data exchange with other systems. It is expected that the system will be based on open architecture and will be fully interoperable with current and future systems.

The following are the key expectations on interoperability requirements:

- I. The system should be designed for interoperability using industry standard protocols.
- II. System must expose data by Advanced Message Queuing Protocol and REST via TLS
- III. All imported data must undergo data validation to ensure full integrity.
- IV. Data exchange within the system at different levels via the internet shall be encrypted.
- V. The system should have functionality to exchange data with other own systems or external institute systems.
- VI. The system shall have functionality to export/import files based on the standard template defined through web services and/or API

Full API documentation must be provided so that third party integrators can integrate their system with this system.

### 3.8 Training Plan

In case of system’s successful implementation, user training plays one of the most vital roles in the entire implementation cycle. Vendor must consider Country culture, convenience of a2i and proposed system officials & staff and ICT literacy & expertise at the time of designing user training plan for the system’s implementation. Based on the requirements, target prospective participants and implementation scope, vendor may plan for user training in 4 different modalities i.e.,

- I. Direct User Training,
- II. TOT,
- III. Refresher Training,
- IV. Online Platform based training.

The vendor is requested here to submit a detailed “Training Plan” in their technical proposal considering the following:

- I. Training Schedule & program details
- II. Methods & modalities of user training
- III. No. of targeted user groups and participants

- IV. Strategy of ensuring training standards
- V. Methodology for evaluating performance
- VI. Ensuring smart training with latest tools & technologies
- VII. Innovative, user friendly, & multimedia training materials
- VIII. Team composition, skill and expertise as training provider

Please note that, the training infrastructure like venue will be provided by the implementation organization.

### 3.9 Risk Management

Software development is an activity that uses a variety of technological advancements and requires high levels of knowledge because every software development project contains elements of uncertainty. This is known as project risk. The success of a software development project depends quite heavily on the amount of risk that corresponds to each project activity. As a project manager, it's not enough to merely be aware of the risks. To achieve a successful outcome, they must identify, assess, prioritize, and manage all of the major risks. A standard risk management process includes the following steps:

- I. Identify risks and their triggers
- II. Classify and prioritize all risks
- III. Craft a plan that links each risk to a mitigation
- IV. Monitor for risk triggered during the project
- V. Implement the mitigating action if any risk materializes
- VI. Communicate risk status throughout project

The vendor should submit a "Risk Management Plan" addressing all types of risks including above mentioned steps following standard risk management principles and their mitigation plan

### 4. Technology Requirements

PHP- Latest Stable Version

MySQL- Latest Stable Version

Content Management System: Custom-built

### 5. Institutional Arrangement

The work will be closely overseen by EM Solution Architectural & Specialist (ekShop), a2i.

### 6. Duration of the Work

Total Duration of the assignment is 3 months

### 7. Expected Deliverables

Deliverables	Timeline
<ul style="list-style-type: none"> <li>Project inception report containing authority approved action plan and timeline.</li> <li>Submission of project management plan documents and presentation.</li> <li>Complete report on System requirement specification (SRS) for the development the platform.</li> <li>System design document approved by the authority based on High Level Design (HLD) and Low-Level Design.</li> </ul>	At the end of month 1
<ul style="list-style-type: none"> <li>Fully operational, stable, and secured Web application.</li> <li>Transfer of complete source code and it copyrights with standard documentation.</li> </ul>	At the end of month 2



<ul style="list-style-type: none"> <li>• Submission of test reports of standard test with positive report reflecting platform's stability and security.</li> <li>• Standard Integration plan which allow easily accessible integration support and a complete integration report.</li> </ul>	
<ul style="list-style-type: none"> <li>• Maintenance support</li> </ul>	At the end of month 3

#### 8. Supervision and Performance Evaluation:

The vendor will be working closely with ek-Shop Team of Aspire to Innovate Project. The Team Leader of ekShop Team will be responsible to review and approve the performance/activities.

#### 9. Location of Work: Bangladesh.

#### 10. Minimum Eligibility Criteria

1. Minimum 08 (Eight) years of experiences, having valid trade license, TIN Certificate, VAT Registration Certificate, Certificate of Incorporation (if applicable) and latest income tax return certificate.
2. The vendor must be member of BASIS and eCab.
3. Must have experience in design, development, and implementation of 02 (two) software projects in the field of web-based application software.
4. Minimum 1 (One) projects must be in digitalization/ automation of a service function where all the design, development, implementation, and maintenance support (covers SDLC full cycle) services were provided
5. Working experience minimum 1 (one) in working with international clients in software development projects.
6. The company should submit audit report of the last 02 years. Yearly average turnover of the firm should be minimum 30 Lac in last 2 years.

#### 11. Team Composition:

For proper execution of the project i.e. system development, the vendor shall include at least the following HR positions as minimum project team requirements:

Position	No. of Person
Project Manager	1
Business Analyst	1
System Analyst	1
Software Architect	1
Database Administrator (DBA)	1
Sr. Developer/Programmer	1
Developer/Programmer	2
QA Expert (Test Engineer)	1
System Administrator	1
Technical Document Expert	1

UI/UX Designer	1
<b>Totals</b>	<b>12</b>

**Qualification of the Resource Personnel:**

The minimum required qualification and experience of professional staff are as follows:

SL#	Person	QTY	Job Description	Qualification & Experience
1	Project Manager	1	<ul style="list-style-type: none"> <li>I. Manage project execution to ensure adherence to budget, schedule, and scope.</li> <li>II. Monitor or track project milestones and deliverables.</li> <li>III. Confer with project personnel to identify and resolve problems.</li> <li>IV. Develop and manage work breakdown structure (WBS) of information technology projects.</li> <li>V. Submit project deliverables, ensuring adherence to quality standards.</li> </ul>	As per RFP document
2	Business Analyst	1	<ul style="list-style-type: none"> <li>I. Acting as an information source and communicator between commercial team.</li> <li>II. Understanding strategic business needs and plans for growth.</li> <li>III. Enhancing the quality of IT products and services.</li> <li>IV. Analyzing the design of technical systems and business models.</li> <li>V. Utilizing IT data for business insights.</li> </ul>	As per RFP document
3	System Analyst	1	<ul style="list-style-type: none"> <li>I. Maintaining and upgrading existing systems as required.</li> <li>II. Collaborating with Business Analysts, Project Leads and Tech team to resolve issues and ensuring solutions are viable and consistent.</li> <li>III. Running training sessions and workshops on system processes</li> <li>IV. Structuring and prioritizing business requirements and communicating plans with stakeholders for review and approval</li> <li>V. Creating system guidelines and manuals for the organization.</li> </ul>	As per RFP document

			VI. Running training sessions and workshops on system processes	
4	Software Architect	1	I. Collaborate with team members to determine best practices and requirements for software. II. Oversight and approval of all final programs and products before formal launch. III. Actively seek ways to improve business software processes and interactions. IV. Prepare an easy to understand report for supervisors detailing achieved milestones and short-term project goals.	As per RFP document
5	Database Administrator (DBA)	1	I. Install and maintain the performance of database servers. II. Develop processes for optimizing database security. III. Set and maintain database standards. IV. Manage database access. V. Performance tuning of database systems. VI. Install, upgrade, and manage database applications. VII. Diagnose and troubleshoot database errors.	As per RFP document
6	Senior Developer/ Programmer	1	I. Identify user and system requirements for new websites and applications. II. Prioritize software development projects, set timelines and assign tasks to team members. III. Create wireframes to decide on layout. IV. Write or review code for various applications. V. Run functionality testings' and debug code. VI. Oversee junior web developers and evaluate their performance.	As per RFP document
7	Senior Software Engineer	2	I. Develop high-quality software design and architecture. II. Identify, prioritize and execute tasks in the software development life cycle.	As per RFP document

			III. Develop tools and applications by producing clean, efficient code. IV. Automate tasks through appropriate tools and scripting. V. Review and debug code. VI. Perform validation and verification testing.	
8	Developer/ Programmer	1	I. Coding and debugging. II. Designing and testing computer structures. III. Troubleshooting system errors. IV. Writing computer instructions. V. Managing database systems. VI. Maintaining operating systems. VII. Editing source-code. VIII. Profiling and analyzing algorithms.	As per RFP document
9.	QA Expert	1	I. Outline quality assurance policies and procedures II. Interpret and comply with quality assurance standards. III. Make sure that quality assurance standards are adequate. IV. Elaborate the procedures of sampling and guidelines for collection and reporting quality data.	As per RFP document
10	System Administrator	1	I. Install and configure software and hardware. II. Manage network servers and technology tools. III. Set up accounts and workstations IV. Monitor performance and maintain systems according to requirements. V. Troubleshoot issues and outages.	As per RFP document
11.	Technical Document Expert	1	I. Maintain a record of all corrections and revisions to documentation. II. Collaborate and confer with stakeholders to document subject material and technical specifications. III. Edit documentation immediately preceding delivery. IV. Research, propose and implement customer-specific documentation solutions. VI. Initiate improvements in documentation.	As per RFP document

## 12. Evaluation Criteria:

The evaluation process of selecting a firm will be based on technical (70) and financial (30) points. The technical criteria are as follows.

Criteria	Weight	Max. Points
<b><u>Technical</u></b>	70	
<b>1. Overall experience and Expertise of the organization/Firm</b>		<b>15</b>
<b>1.1: Experience of design, development and implementation experience of web portal in public/private sector.</b>		<b>8</b>
1.2: Organization Profile, administrative and financial management structure, and strength		<b>7</b>
<b>2. Expertise of Key personnel</b>		<b>20</b>
2.1: Relevant experience of Project Manager, Business Analyst, System Analyst, Software Architect		<b>10</b>
2.2: Relevant experience of Database Administrator, Sr. Developer/Programmer, Software Engineer, System Administrator		<b>6</b>
2.3: Relevant experience of QA Expert (Test Engineer), Technical Document Expert		<b>4</b>
<b>3. Methodology proposed in the technical proposal</b>		<b>35</b>
3.1: Demonstration of the understanding of the assignment & proposed solution design for the technical development		<b>12</b>
3.2: Technical approach and methodology of the development and maintenance support work		<b>10</b>
3.3: Proposed staffing and work plan with detailed staff engagement schedule		<b>6</b>
3.4: Change request/quality control (SDLC) mechanism		<b>4</b>
3.5: Risk Management & Overall flexibility		<b>3</b>

### **Financial Proposal (30%)**

To Be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.

## 13. Payment Schedule:

Deliverables	Timeline	% of payment
Upon submission of fully developed web portal which includes all these deliverables:		

<ul style="list-style-type: none"> <li>• Project inception report containing authority approved action plan and timeline.</li> <li>• Submission of project management plan documents and presentation.</li> <li>• Complete report on System requirement specification (SRS) for the development the platform.</li> <li>• System design document approved by the authority based on High Level Design (HLD) and Low-Level Design.</li> </ul>	At the end of month 1	30%
<ul style="list-style-type: none"> <li>• Fully operational, stable, and secured Web application.</li> <li>• Transfer of complete source code and it copyrights with standard documentation.</li> <li>• Submission of test reports of standard test with positive report reflecting platform's stability and security.</li> <li>• Standard Integration plan which allow easily accessible integration support and a complete integration report.</li> </ul>	At the end of month 2	50%
<ul style="list-style-type: none"> <li>• Maintenance support report</li> </ul>	At the end of month 3	20%

**Annex-4**

**Declaration**

Date:

**United Nations Development Programme**

UNDP Registry, IDB Bhaban, Agargaon  
Sher-E-Bangla Nagar, Dhaka, Bangladesh

Assignment \_\_\_\_\_

**Reference:** RFP-BD-2020-026

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,