



REQUEST FOR PROPOSAL (RFP)

(For Low-Valued Services)

NAME & ADDRESS OF FIRM	DATE: September 24, 2020
	REFERENCE: RFP-BD-2020-030

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Hiring Firm for technical firm to support development and maintenance of System Tools of কিশোর বাতায়ন (Konnect) for Chittagong Hill Tracts (CHT) learners and adolescents.**

Proposals shall be submitted on or before 4.30 p.m. (local time) on Sunday, October 11, 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.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

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.

ETC

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/procurement.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/unscc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



*Deputy Resident Representative, UNDP
Bangladesh
9/24/2020*



Description of Requirements

Context of the Requirement	The Term of Reference (ToR) has been designed to engage the firm/organisation/ to provide high-level technical support for development and maintenance of System Tools of কিশোর বাতায়ন (Konnect) for CHT learners and adolescents. UNDP Bangladesh pool of IT firms/ which have been vetted for their track record in implementing projects on design, development and maintenance of system tools for online and offline based educational content webpage and websites, financial transparency, strength of human resource, innovative, sensitive to the indigenous culture of the CHT, influencing capacity and strong networking ability with government and other development sectors, are therefore sought to apply.
Implementing Partner of UNDP	SID CHT Project, UNDP, Bangladesh
Brief Description of the Required Services	<p>The project will develop system tools for Konnect (www.konnect.edu.bd) to engage and enrich CHT adolescent's soft skills, career skills and academic solution through online and offline. To conduct this development, UNDP, implementing partners and selected firm will work together.</p> <p>At the start consulting firm is expected to document the concerns of various stakeholders and prepare system requirements, system design and implementation strategy with timeline. Upon receiving the approval from the concerned authorities, consulting firm will start its service development.</p> <p>After approval of implementation strategy, consulting firm will accomplish the following activities:</p> <ul style="list-style-type: none"> • Develop a dynamic online profile for Konnect users integrating behavior and cultural analysis of CHT based adolescent. The objective of the member profile will be to track log of their creative activity, engagement of academic activities, progress of skills development, social interaction and participation within community and society, online visibility, certification and reward redemption through portal. • Develop life-skills development Module for CHT Students. This module will incorporate all the partners content and program related soft skill and trade skill. The system will be able to occupy online and offline training, showcase content, create and launch competition, take assessment by quiz/exam, user dynamic interaction through text, audio, video, image, docx, pdf, xml, etc format. Create certificate for courses, campaign design by members, chat/discussion for event or content etc. • The system must be able to handle 20K concurrent hit and will have back up option in case of any sudden load or failure.. • System and service for social media plugin and promotion for maximum reach to the remote area to cover maximum population through various platforms including Facebook, youtube, whatsapp, imo+. Viber, skype, zoom, sms, community radio, TV, advertisement, billboard etc with konnect platform. • Selected firm will also monitor and evaluate the functionality of their systems periodically and reach of the program according to the projected number and region. • Finally, firm will prepare a full report with major findings, lessons learned and recommendations. Submit development software source code, license etc. • System will have the functionality of account settings, activity log, gamifying activities like redeeming points, profile management, content management, basic and advanced search modules for CHT languages, learning module management, quiz management module, dynamic dashboard management for CHT and notification management modules.
List and Description of Expected Outputs to be Delivered	<p>Under this assignment, the firm/organization will deploy necessary staffs (indicated in section H) to implement the activities within stipulated time. The deliverables are:</p> <p>Activity Result 2.2: Development of system Tools, modules and service for national student portal www.konnect.edu.bd to reach CHT adolescents</p> <p>The consulting firm is expected to conduct the following activities:</p> <ul style="list-style-type: none"> • Understand the user profile of CHT

- Develop inception report with detail work plan with timeframe and responsibility matrix for the service and will share with CHT and get approval.
- Develop a dynamic online profile for Konnect users integrating behavior and cultural analysis of CHT based adolescent including i.e. a) track log of their creative activity, b) engagement of academic activities, c) progress of skill development, d) social interaction and participation within community and society, e) online visibility, f) certification and reward redemption through portal.
- Develop life-skill development Module for soft skill and trade skill including but not limited to a) online and offline training, b) showcase content, c) create and launch competition, d) take assessment by quiz/exam, e) user dynamic interaction through text, audio, video, image, docx, pdf, xml, etc format. f) Create certificate for courses, campaign design by members, g) chat/discussion for event or content etc.
- System development and service for social media plugin and promotion for maximum reach to the remote area to cover maximum population through various online platforms Ex: Facebook, youtube, whatsapp, imo+. Viber, skype, zoom, sms, community radio, TV, advertisement, b) offline: bill board, poster, leaflet, brochure, etc with konnect platform.
- To support school and community based club activities develop infrastructure and access point within school, hostels or community centers. This includes Computers with internet connection, TV monitor for remote class/ online class, Hard drive per unit/club for data storage, Trainer/facilitator engagement, remuneration for participants and organizer.
- Closely with the a2i programme, ICT Division and incorporating the feedbacks from SID-CHT project.
- Incorporate a gender lens throughout the service process;
- Report finalization and delivery: report with major findings, lessons learned and recommendations. Submit development software source code, license, raw files of promotional contents, all developed contents etc.

A. Institutional Arrangement

The contracted firm/organization will work under overall guidance project manager and will get technical supervision by Chief, Gender & Community Cohesion of SID-CHT, UNDP. All costs related to this assignment including logistics, office arrangements, accommodation etc. shall be borne by the contractor. UNDP shall pay the lumpsum amount quoted in the financial proposal and shall be paid as achievement of milestones as the TOR. Achieving the deliverables shall be the sole responsibility of the contractor. Any delay shall be communicated to the UNDP/project team along with a plan to remedy the delay. The contractor is expected to work largely from their own office and attend meetings at UNDP/Project Office as required. Day to day liaison and coordination, reporting will be maintained directly through the assigned focal person of SID-CHT project in the district and the firm/ Organization will maintain close coordination with other implementing partners and field teams. The firm/ Organization will organize regular coordination meetings where SID-CHT, and A2I representatives may participate. Monthly and quarterly progress reports submission to UNDP are mandatory for them. The firm/ Organization will complete all activities and submit final report at least one month before the last date of contract.

B. Duration of the work:

Duration of the assignment will be 12 months from signing of the contract (November 2020-October 2021)

C. Final Deliverables / Services from the Firm/Organisation

The firm is expected to comply with the approved Project Document and the different compliance tools given as part of the Project Document. Based on the "scope of work" outlined above, the firm will deliver the following deliverables:

Deliverables	Time lime
1. Inception report: Describing the firms understanding of the ToR, detailing the action approach strategy, work plan, list of possible stakeholders to be consulted, methodology.	Within 1 month from signing of contract
2. Action plan: Complimentary to the work plan embedded within the inception report, the action plan will breakdown in	

	<p>detail and a comprehensive schedule of activities to be undertaken and deliverables.</p> <p>3. Online profile for Konnect users: Develop a dynamic online profile for Konnect users integrating behavior and cultural analysis of CHT based adolescent. The objective of the member profile will be to track log of their creative activity, engagement of academic activities, progress of skills development, social interaction and participation within community and society, online visibility, certification and reward redemption through portal.</p> <p>4. 2 Workshops with relevant stakeholders to understand effectiveness of designed feature and activities.</p>	
	<p>5. Life-skills development Module: Develop life-skills development Module for CHT Students. This module will incorporate all the partners content and program related soft skill and trade skill. The system will be able to occupy online and offline training, showcase content, create and launch competition, take assessment by quiz/exam, user dynamic interaction through text, audio, video, image, docx, pdf, xml, etc format. Create certificate for courses, campaign design by members, chat/discussion for event or content etc.</p> <p>6. System and service for social media plugin and promotion: System and service for social media plugin and promotion for maximum reach to the remote area to cover maximum population through various platforms including Facebook, youtube, whatsapp, imo+. Viber, skype, zoom, sms, community radio, TV, advertisement, billboard etc with konnect platform.</p> <p>7. Support setting up infrastructure and access points for the system tool: To support school and community-based clubs setting up infrastructure and access points within school or hostels. This includes computers with internet connection, TV monitor for remote class/ online class, hard drive per unit/club for data storage, trainer/facilitator engagement, remuneration for participants and organizer.</p> <p>8. 2 Workshops with relevant stakeholders to understand effectiveness of designed feature and activities.</p>	<p>Within 6 months from signing of contract</p>
	<p>9. Monitoring & Evaluation of the system: Selected firm will also monitor and evaluate the functionality of their systems periodically and reach of the program according to the projected number and region.</p> <p>10. Assignment completion report: Finally, firm will prepare a full report with major findings, lessons learned and recommendations. Submit development software source code, license etc.</p> <p>During this implementation period, UNDP will supervise, support and monitor the technical firm to carry out their assignment.</p>	<p>Within 12 months from signing of contract</p>
	<p>D. Schedule of Payments:</p> <p>The cost of the contract will be fixed for the successful contractor. No adjustment will be made on the assignment period and price determined by the signed contract. The price should take into account all HR, operations, fees, travel, logistics, workshops, trainings etc. for all activities mentioned under outputs and deliverables.</p> <p>For each phase, UNDP will make payments, by bank transfer to the contractor's bank account, upon acceptance of the deliverables achieved by the contractor. Payment will be made in tranches</p>	

	based on milestone deliverables upon submission of invoices and upon certification of the work completed.																
	<table border="1"> <thead> <tr> <th></th><th>Payment schedule</th><th>Deliverables</th><th>Timeline of deliverables</th></tr> </thead> <tbody> <tr> <td></td><td>1st Installment: 30% of the total contract value</td><td>Upon Achieving deliverables 1,2 and 3.</td><td><u>5 December 2020</u></td></tr> <tr> <td></td><td>2nd Installment: 40 % of the total contract value</td><td>Upon Achieving deliverables 4,5 and 6.</td><td><u>30 April 2021</u></td></tr> <tr> <td></td><td>3rd and final payment: 30% of the total contract value</td><td>Upon Achieving deliverables 7, 8, 9 and 10</td><td><u>31st October 2021</u></td></tr> </tbody> </table>		Payment schedule	Deliverables	Timeline of deliverables		1 st Installment: 30% of the total contract value	Upon Achieving deliverables 1,2 and 3.	<u>5 December 2020</u>		2 nd Installment: 40 % of the total contract value	Upon Achieving deliverables 4,5 and 6.	<u>30 April 2021</u>		3 rd and final payment: 30% of the total contract value	Upon Achieving deliverables 7, 8, 9 and 10	<u>31st October 2021</u>
	Payment schedule	Deliverables	Timeline of deliverables														
	1 st Installment: 30% of the total contract value	Upon Achieving deliverables 1,2 and 3.	<u>5 December 2020</u>														
	2 nd Installment: 40 % of the total contract value	Upon Achieving deliverables 4,5 and 6.	<u>30 April 2021</u>														
	3 rd and final payment: 30% of the total contract value	Upon Achieving deliverables 7, 8, 9 and 10	<u>31st October 2021</u>														
Person to Supervise the Work/Performance of the Service Provider	National Project Manager,/Chief -Gender and Community Cohesion, SID CHT Project																
Frequency of Reporting	<i>As indicated in the ToR</i>																
Progress Reporting Requirements	<i>As indicated in the ToR</i>																
Location of work	<input type="checkbox"/> Exact Address/es <i>As indicated in the ToR</i>																
Expected duration of work	Duration of the assignment will be 1 (one) year consisting of ??? working days																
Target start date	01 Nov 2020																
Latest completion date	31 October 2021																
Travels Expected	<i>As indicated in the ToR</i>																
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 checked="" type="checkbox"/> Not applicable <input type="checkbox"/> Others <i>[pls. specify]</i>																
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input checked="" type="checkbox"/> Others As per ToR																
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 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 Please note UNDP is exempted from taxes, however, bidders are requested specify the VAT and % separately in their financial proposal																

Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 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	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted																		
Payment Terms	<table border="1"> <thead> <tr> <th></th> <th>Payment schedule</th> <th>Deliverables</th> <th>Timeline of deliverables</th> </tr> </thead> <tbody> <tr> <td></td> <td>1st Installment: 30% of the total contract value</td> <td>Upon Achieving deliverables 1,2 and 3.</td> <td><u>5 Dec 2020</u></td> </tr> <tr> <td></td> <td>2nd Installment: 40 % of the total contract value</td> <td>Upon Achieving deliverables 4,5 and 6.</td> <td><u>30 April 2021</u></td> </tr> <tr> <td></td> <td>3rd and final payment: 30% of the total contract value</td> <td>Upon Achieving deliverables 7, 8, 9 and 10.</td> <td><u>31 Oct 2021</u></td> </tr> </tbody> </table>		Payment schedule	Deliverables	Timeline of deliverables		1 st Installment: 30% of the total contract value	Upon Achieving deliverables 1,2 and 3.	<u>5 Dec 2020</u>		2 nd Installment: 40 % of the total contract value	Upon Achieving deliverables 4,5 and 6.	<u>30 April 2021</u>		3 rd and final payment: 30% of the total contract value	Upon Achieving deliverables 7, 8, 9 and 10.	<u>31 Oct 2021</u>		
	Payment schedule	Deliverables	Timeline of deliverables																
	1 st Installment: 30% of the total contract value	Upon Achieving deliverables 1,2 and 3.	<u>5 Dec 2020</u>																
	2 nd Installment: 40 % of the total contract value	Upon Achieving deliverables 4,5 and 6.	<u>30 April 2021</u>																
	3 rd and final payment: 30% of the total contract value	Upon Achieving deliverables 7, 8, 9 and 10.	<u>31 Oct 2021</u>																
Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment	National Project Manager, SID CHT Project																		
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement <input type="checkbox"/> Other Type of Contract																		
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <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	Evaluation and comparison of proposals: Prior to the technical evaluation all proposals will be screened based on the minimum eligibility criteria mentioned below: Eligible criteria of the firm: Eligible criteria of the firm: <ul style="list-style-type: none"> • The Firm must have minimum 5 years of experience in website/webpage/system development especially related to education, learning management system or similar service • In depth knowledge of cultural, social, political and gender perspectives of the Chittagong Hill Tracts; • Written self-declaration that the company is not in the UN security council 1267/1989 list, UN procurement division list or other ineligibility list; • Valid registration or license, TIN and Vat registration (if applicable) • Last 2 years audited financial statement to be attached with the proposal. (English translation is required for documents if it is in other languages). UNDP reserves the right to confirm the validity of the registrations; • Minimum financial turnover 47,000 USD/year <p>The research firm must have demonstrated three certifications from the donor's or national institutes mentioning experience of implementing similar kind of study.</p>																		

	<p>Curricula vitae and commitment letter of key professionals to be submitted with the proposal. The curricula vitae shall be signed by the individual professional and dated. Roles and responsibilities of key professional staff during the study, an indication of the timing proposed to carry out the work should be included in the proposal</p> <p>The proposal should include information with respect to all contracts, grants, and cooperative agreements involving the provision of similar or related services over the past three years. The information supplied must include the name and address of the organization for which the work was performed; the current telephone number of a responsible technical representative of that organization; the number, if any, of each contract, grant, or cooperative agreement; and a brief description of the services provided, including the period for which the services were performed.</p> <p>Minimum eligibility criteria of the key personnel:</p> <p>Expected qualification of team:</p> <p>Minimum Eligibility and qualifications of Key personnel</p> <p>Team leader:</p> <ul style="list-style-type: none"> • Team Leader must have at least an Advanced University degree (Masters) in computer science and IT or in the relevant field. • Minimum ten (10) years' experience in development of system tools, webpage, website - coding, programming, graphic design, design and layout of a website. • He/she must have sound knowledge on JavaScript, JQuery, HTML, HTML5, CSS, CSS3, Web Programming Skills, E-Commerce, Teamwork, Verbal Communication, cross-browser compatibility, Web User Interface Design (UI), Security Principles, Object-Oriented Design, Web Services (REST/SOAP), Multimedia Content Development, API's • He/she must have sound knowledge on cultural, social, political and gender perspectives of CHT region. • Fluency in English is mandatory, interpersonal and communication skills, particularly writing skills, facilitation skills. <p>System Tools Development Expert:</p> <ul style="list-style-type: none"> • At least an Advanced University degree (Masters) in computer science and IT or in the relevant field. • Minimum five (5) years' experience in development of system tools, webpage, website. • Proven experience to develop and maintenance of webpage, content, including data collection methodologies; <p>Note:</p> <ol style="list-style-type: none"> a. Proposers must submit necessary documents to substantiate above eligible criteria. Proposals which shall not submit/meet above mentioned eligible criteria will not be considered to further evaluation. b. CVs should not be more than 5 Pages <p><i>Consultancy firm that do not meet the above eligibility criteria shall not be considered for further evaluation.</i></p> <p><i>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.</i></p> <p><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> Background experience/ Expertise of Firm</p> <p><input checked="" type="checkbox"/> Adequacy and comprehensiveness of the proposal (concept, approach, work plan)</p> <p><input checked="" type="checkbox"/> Qualifications and competence of the key staff for the Assignment</p> <p>BASIS OF TECHNICAL EVALUATION</p> <p>Financial Proposal (30%)</p> <p>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:</p>
--	---

	<p>Rating the Technical Proposal (TP): TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p>Rating the Financial Proposal (FP): FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p>Total Combined Score:</p> <p>(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</p> <p>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</p> <table><tr><td>1</td><td>Organizational strength and relevant expertise</td><td>20.00</td></tr><tr><td>1.1</td><td>Track record of earlier similar studies (title of study and few lines to nature of the study, date when study was done, name of the client).</td><td>10.00</td></tr><tr><td>1.2</td><td>Firm or team leader’s experience of working in CHT</td><td>5.00</td></tr><tr><td>1.3</td><td>Experience in working with UN agencies and/or other development partners on similar assignment's experience to work with donor/UN agency</td><td>5.00</td></tr><tr><td>2</td><td>Understanding of the assignment, proposed approach and methodology</td><td>35.00</td></tr><tr><td>2.1</td><td><i>Description of understanding of the task at hand</i></td><td>5.00</td></tr><tr><td>2.2</td><td>Technical quality and relevance of proposed approach and methodology, including selection of sampling framework and roles of personnel(s) will undertake</td><td>25.00</td></tr><tr><td>2.3</td><td>Appropriateness of proposed implementation timelines</td><td>5.00</td></tr><tr><td>3</td><td>Team composition, including CVs of each team member</td><td>15.00</td></tr><tr><td>3.1</td><td><i>Team Leader related working experience in conducting high level surveys/evaluations /reviews on national strategies, action plans, or similar outputs</i></td><td>5.00</td></tr><tr><td>3.2</td><td>Team member: relevant background</td><td>10.00</td></tr></table>			1	Organizational strength and relevant expertise	20.00	1.1	Track record of earlier similar studies (title of study and few lines to nature of the study, date when study was done, name of the client).	10.00	1.2	Firm or team leader’s experience of working in CHT	5.00	1.3	Experience in working with UN agencies and/or other development partners on similar assignment's experience to work with donor/UN agency	5.00	2	Understanding of the assignment, proposed approach and methodology	35.00	2.1	<i>Description of understanding of the task at hand</i>	5.00	2.2	Technical quality and relevance of proposed approach and methodology, including selection of sampling framework and roles of personnel(s) will undertake	25.00	2.3	Appropriateness of proposed implementation timelines	5.00	3	Team composition, including CVs of each team member	15.00	3.1	<i>Team Leader related working experience in conducting high level surveys/evaluations /reviews on national strategies, action plans, or similar outputs</i>	5.00	3.2	Team member: relevant background	10.00
1	Organizational strength and relevant expertise	20.00																																		
1.1	Track record of earlier similar studies (title of study and few lines to nature of the study, date when study was done, name of the client).	10.00																																		
1.2	Firm or team leader’s experience of working in CHT	5.00																																		
1.3	Experience in working with UN agencies and/or other development partners on similar assignment's experience to work with donor/UN agency	5.00																																		
2	Understanding of the assignment, proposed approach and methodology	35.00																																		
2.1	<i>Description of understanding of the task at hand</i>	5.00																																		
2.2	Technical quality and relevance of proposed approach and methodology, including selection of sampling framework and roles of personnel(s) will undertake	25.00																																		
2.3	Appropriateness of proposed implementation timelines	5.00																																		
3	Team composition, including CVs of each team member	15.00																																		
3.1	<i>Team Leader related working experience in conducting high level surveys/evaluations /reviews on national strategies, action plans, or similar outputs</i>	5.00																																		
3.2	Team member: relevant background	10.00																																		
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider																																			
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) <input checked="" type="checkbox"/> Detailed TOR (Annex 4) <input checked="" type="checkbox"/> 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 regarding this RFP on or before 30 September, 2020. “Queries on RFP-BD-2020-030” 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 on 30 September 2020, 11.00 AM (Bangladesh Local Time) Through Zoom Meeting ID: https://undp.zoom.us/j/95140865612																																			

E k l

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:

- Firms must have minimum 5 years of experience in website/webpage development;
- In depth knowledge of cultural, social, political and gender perspectives of the Chittagong Hill Tracts;
- Written self-declaration that the company is not in the UN security council 1267/1989 list, UN procurement division list or other ineligibility list;
- Valid registration or license, TIN and Vat registration (if applicable)
- Last 2 years audited financial statement to be attached with the proposal. (English translation is required for documents if it is in other languages). UNDP reserves the right to confirm the validity of the registrations

The research firm must have demonstrated three certifications from the donor's or national institutes mentioning experience of implementing similar kind of study.

Curricula vitae and commitment letter of key professionals to be submitted with the proposal. The curricula vitae shall be signed by the individual professional and dated. Roles and responsibilities of key professional staff during the study, an indication of the timing proposed to carry out the work should be included in the proposal

The proposal should include information with respect to all contracts, grants, and cooperative agreements involving the provision of similar or related services over the past three years. The information supplied must include the name and address of the organization for which the work was performed; the current telephone number of a responsible technical representative of that organization; the number, if any, of each contract, grant, or cooperative agreement; and a brief description of the services provided, including the period for which the services were performed.

Minimum Eligibility and qualifications of Key personnel**Team leader:**

- Team Leader must have at least an Advanced University degree (**Masters**) in computer science and IT or in the relevant field.
- Minimum ten (10) years' experience in development of system tools, webpage, website - coding, programming, graphic design, design and layout of a **website**.
- He/she must have sound knowledge on JavaScript, JQuery, HTML, HTML5, CSS, CSS3, Web Programming Skills, E-Commerce, Teamwork, Verbal Communication, cross-browser compatibility, Web User Interface Design (UI), Security Principles, Object-Oriented Design, Web Services (REST/SOAP), Multimedia Content Development, API's
- He/she must have sound knowledge on cultural, social, political and gender perspectives of CHT region.
- Fluency in English is mandatory, interpersonal and communication skills, particularly writing skills, facilitation skills.

System Tools Development Expert:

- At least an Advanced University degree (**Masters**) in computer science and IT or in the relevant field.
- Minimum five (5) years' experience in development of system tools, webpage, website.
- Proven experience to develop and maintenance of webpage, content, including data collection methodologies;

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

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* (The file with the “FINANCIAL PROPOSAL” must be encrypted with a password and Separate)

D.

	Payment schedule	Deliverables	Timeline of deliverables
	1 st Installment: 30% of the total contract value	Upon Achieving deliverables 1,2 and 3.	5 December 2020
	2 nd Installment: 40 % of the total contract value	Upon Achieving deliverables 4,5 and 6.	30 April 2021
	3 rd and final payment: 30% of the total contract value	Upon Achieving deliverables 7, 8, 9 and 10	31th October 2021

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

D. Cost Breakdown by Cost Component to be followed duly: The following should be SEPARATELY SUBMITTED AND SHOULD BE PASSWORD PROTECTED

Project Cost Estimation for "Nationwide Student Profiling, Evaluation and Performance Monitoring Platform"											
Sl.N.	Deliverable Type	Deliverables/Task	Resource Involve (Man-day)								
			Project Manager/Team Leader	Technical Documentation Expert	Senior Software Engineer	Software Engineer	Software Engineer	UI/UX Expert	QA Expert	Tester	Infrastructure Expert
1	Inception Report	Inception Report	7	11	4						
		System Requirement Specification	7	18	4			6	5		7
2	Platform & Solution development	Profile Management									
		Content Management									
		Academic Program Management									
		Content Management									
		User Management									
		Student IDP	7	4	7	22	22	6	6	6	
		Skill Development Program Management									
		Multimedia Skill Management									
		Health and Psycho-social Support Management									
		News/ Publication Management									
		Idea Box Management									
		Quiz Management									
		Student Management									
		Institute Management									
		Teachers Management									
		Geo Information Management									
		Notification Management	7	4	7	22	22	6	6	6	
		KONNECT Institution/Community									
		Dynamic Dashboard									
		Performance Management									
		Report Management									
		Assessment Management Tool									
		Mobile App Development									
		Online Payment									
		Search Module	7	4	11	22	22	11	11	11	
3	Integration	Teachers portal									
		BEDU									
		DSHE									
		Muktopath									
		Secondary and Higher Secondary Education Board	7	4	7	22	22		6	11	

		BTEB									
		BMEB and others									
4	Capacity Development & others	Training to Client/concerned stake holders									
4		knowledge sharing & assistance in integration									
5		User Manual									
6		Test (UAT, load, Security)									
7		Deployment	7	4	7	22	22				11
8	Support & Maintenance										
		Total Man-day	49	71	57	110	110	39	34	34	18
		Per Man-day Cost									
		Cost of Individual Resource	0	0	0	0	0	0	0	0	0
		Total Resource Cost	-								
9	Programme Cost	3 Workshop on Education and Life skills Programme through Konnect Platform at District Level (3 x 166564=499692)	-								
10		1 Workshop on Education and Life skills Programme through Konnect Platform at Central (Regional) level.	-								
11		Reimbursable Cost (5%)	-								
Total Cost			-								
Total VAT (5%)			-								
Total Including VAT (5%)			-								
* The project estimation is excluding of VAT											

*Reimbursable costs quoted will be subject to verification by UNDP during the financial evaluation.

***The company should quote for any other reimbursable costs if required and as applicable.

[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 (TOR) for technical firm to support development and maintenance of System Tools of কিশোর বাতায়ন (Konnect) for Chittagong Hill Tracts (CHT) learners and adolescents.

E. Project Title:

To support development and maintenance of System Tools of কিশোর বাতায়ন (Konnect) for Chittagong Hill Tracts (CHT) learners and adolescents.

F. Description of the Assignment

The Term of Reference (ToR) has been designed to engage the firm/organisation to provide high-level technical support for development and maintenance of System Tools of কিশোর বাতায়ন (Konnect) for CHT learners and adolescents. UNDP Bangladesh pool of IT firms/ which have been vetted for their track record in implementing projects on design, development and maintenance of system tools for online and offline based educational content webpage and websites, financial transparency, strength of human resource, innovative, sensitive to the indigenous culture of the CHT, influencing capacity and strong networking ability with government and other development sectors, are therefore sought to apply.

G. Project Description:

The Ministry of Chittagong Hill Tracts Affairs (MOCHTA), in collaboration with UNDP and other Development Partners has implemented several projects aiming to protecting the diversity of the Chittagong Hill Tracts (CHT) and its distinct characteristics by supporting the increased implementation of Peace Accord objectives, building capacity of devolved Regional and Hill District Councils to deliver the subjects transferred from national level and supporting confidence building and social capital strengthening in communities.

Even after one and half decade of signing the CHT Peace Accord 1997, in the Seventh Five Year Plan (FY 2016-20), it has been stated that “CHT is one of the most disadvantaged and vulnerable regions in the country in terms of almost all major development indicators, such as income, employment, poverty, health, water, sanitation, education, women employment, access to infrastructure and national building institutions, inter-community confidence, etc.” (The Seventh five-year plan FY2016-FY2020. Accelerating growth, empowering citizens, pg. 637-638. Government of Bangladesh. 2015). In virtually all social and economic indicators the region is disadvantaged with limited access to education, an absence of clear linkages between the capabilities and needs of communities and state institutions as well as a lack of understanding of key challenges (7th FYP page 680).

Indicative Output(s):

UNDP in collaboration with MoCHTA is implementing Strengthening Inclusive Development in the Chittagong Hill Tracts (SID-CHT) to keep up the momentum of development process of the CHT. It aims at strengthening community land, resource and livelihood management; increase participation and influence to shape decision-making; and strengthen democratic governance with responsive institutions and effective services. The expected outcome and outputs are:

Outcome: Citizen expectations for voice, development and accountability are met by strengthened institutions to progressively deliver universal access to basic services.

Output 1: Strengthened community land, resource and livelihood management.

Output 2: Increased participation and influence to shape decision-making.

Output 3: Democratic governance strengthened with responsive institutions and effective services.

As integrated and integral endeavor of inclusive development of the CHT, UNDP with support from Global Affairs Canada is implementing the project entitled, *“Strengthening Women’s and Girls’ Empowerment through*

Education and Skill in the Chittagong Hill Tracts” commendable for having impact on empowerment of women and girls in the region. Social development indicators in CHT are consistently below the national average. While Bangladesh has made steady gains in social development in recent years, the results are not evenly distributed. All three districts of CHT fall in the 20 underperforming and deprived districts identified for United Nations Development Assistance Framework (UNDAF 2012-2016) in Bangladesh. Even among these 20 districts, the CHT districts are at the bottom for most of the indicators. Lack of adequate infrastructure and human resource for health care, education and other services has been identified as one of the major bottlenecks affecting effective coverage of basic services. Some of the Millennium Development Goals (MDGs), such as hunger and poverty reduction – while they may have been achieved for the region as a whole – have not reached equally to the whole community of CHT.

The political unrest and instability in the region left most of its population especially local women stranded in poverty and in dire need of development opportunities. In case of actual control over productive resources CHT women always remain marginalized in terms of their socio-economic status and face multiple forms of discriminations. The rate of literacy is far lower among the ethnic minorities than that of the national average. More than half of all household members surveyed in CHT (55.2 percent) have no formal schooling, and for those who start schooling, fewer than 8 percent complete primary education while 2 percent complete secondary education, according to socioeconomic baseline study of CHTDF conducted by HDRC. According to the Factsheet Bangladesh published by Kapaeeng Foundation, Indigenous children, particularly girls, continue to face one of the highest dropout rates at primary level and the situation is even more dismal at high school and tertiary levels. The girls in CHT has lower access to education as compared to the rest of the country due to facing multiple level of barriers. Communication is a matter of concern for high dropout as the children from ethnic minorities cannot communicate with teachers or understand lessons delivered in Bangla. Extreme poverty is one of the most crucial factors as indigenous women and girls are one of the most disadvantaged and socio-economically vulnerable sections and they face multiple discrimination due to their status as a religious minority, indigenous identity, and gender.

Despite the commitment of the Government of Bangladesh to the World Declaration of Education for All (1990) and the Dakar Declaration (2000) to achieve universal enrolment in primary education by 2015, the national primary net enrolment rate is estimated at 80 percent and the quality of primary education is unsatisfactory. To begin to address this situation the Government has launched the ambitious and comprehensive national Primary Education Development Programme (PEDP) 4. In rest of the Bangladesh where girls drop-out rate in secondary schools are high due to social barriers, for CHT education is almost out-of-reach due to remote access to schools and escalated violence in the hill tracts (The Daily Star, April 4, 2019). Nevertheless, due to the special status of the CHT in terms of topography, diversity and recurring socio-political conflict, the level of both primary and secondary education in terms of quality and access has been far below the national average. National PEDP 4 and Secondary Education Programmes will have some impact on the CHT and bring some improvement, but unless the programmes adapt their interventions to the realities of the CHT and its peoples, the region will still remain behind in terms of quality of and access to education especially for the girls, ethnic girls and women in conflict-affected situations.

The CHARLEVOIX DECLARATION states that inclusive, equitable quality education is fundamental to achieving the empowerment and economic equality of girls and women, especially in developing contexts and countries struggling with conflict. Guided by this the proposed project will support dismantling the major barriers to education for girls and women, aim to improve quality of education and contribute to enhanced social advancement and economic opportunities for them through the following objectives:

- Improved equitable access to safe and inclusive education, with better retention of girls and adolescent girls, particularly those from ethnic minorities and with disabilities
- Improved quality of gender-responsive teaching in schools for girls, adolescent girls and women
- Increased employability and business opportunities for adolescent girls and women, particularly those from ethnic minorities and with disabilities

UNDP plan for development and maintenance of System Tools of **কিশোর বাতায়ন** (Konnect) for CHT learners

and adolescents. 'Konnect' the national level platform (initial version) already exists but there is no system tools, modules and services designed and customized specifically for CHT learners and teachers. The overall objective of the **কিশোর বাতায়ন** (Konnect) CHT version is to create an online space/platform for the CHT youth and adolescents to engage learners, share and enrich CHT adolescent soft skills, career skills and academic solution through online and offline solution.

The Target beneficiaries of the assignment are Students, youths and teachers in 3 Hill Districts (Rangamati, Khagrachari and Bandarban) of Chittagong Hill Tracts. Special attention to be given on the gender perspective and context (Social, political, cultural and economic) of the Chittagong Hill Tracts. Incorporate a gender lens throughout the content and service process.

H. Scope of Work:

The project will develop system tools for Konnect (www.konnect.edu.bd) to engage and enrich CHT adolescent's soft skills, career skills and academic solution through online and offline. To conduct this development, UNDP, implementing partners and selected firm will work together.

At the start consulting firm is expected to document the concerns of various stakeholders and prepare system requirements, system design and implementation strategy with timeline. Upon receiving the approval from the concerned authorities, consulting firm will start its service development.

After approval of implementation strategy by SID-CHT, UNDP the consulting firm will accomplish the following activities:

- Develop a dynamic online profile for Konnect users integrating behavior and cultural analysis of CHT based adolescent. The objective of the member profile will be to track log of their creative activity, engagement of academic activities, progress of skills development, social interaction and participation within community and society, online visibility, certification and reward redemption through portal.
- Develop life-skills development Module for CHT Students. This module will incorporate all the partners content and program related soft skill and trade skill. The system will be able to occupy online and offline training, showcase content, create and launch competition, take assessment by quiz/exam, user dynamic interaction through text, audio, video, image, docx, pdf, xml, etc format. Create certificate for courses, campaign design by members, chat/discussion for event or content etc.
- The system must be able to handle 20K concurrent hit and will have back up option in case of any sudden load or failure.
- System and service for social media plugin and promotion for maximum reach to the remote area to cover maximum population through various platforms including Facebook, youtube, whatsapp, imo+. Viber, skype, zoom, sms, community radio, TV, advertisement, billboard etc with konnect platform.
- To support school and community-based clubs setting up infrastructure and access points within school or hostels. This includes computers with internet connection, TV monitor for remote class/online class, hard drive per unit/club for data storage, trainer/facilitator engagement, remuneration for participants and organizer.
- Selected firm will also monitor and evaluate the functionality of their systems monthly and reach of the program according to the projected number and region.
- Finally, firm will prepare a full report with major findings, lessons learned and recommendations. Submit development software source code, license etc.

Profile Management for CHT education activities

- Account Settings: The proposed system should have provision for users' profile management with account information. Also have the facility to account settings, account security settings with proper authentication and credential management.
- Activity log: The system should have Activity log by which user's activity will be tracked (reading,

watch, upload, competition, club etc.), Image/video library (album, tags, location, search).

- Redeem Points: In the proposed system there will be a redemption module by which users can redeem Points which will facilitate gamification based on performance, certificate, Behavior insight, Achievements (Academic, Extracurricular, star)
- Download Konnect Profile: Should have the functionality to download Konnect profile (EX: Bdjobs/LinkedIn), 6CAP meter (Creativity, Critical thinking, Collaboration, Communication, Change maker, Citizenship (Social commitment), Adaptability, Productivity).
- Soft Skills mapping: The system will have options for soft Skills mapping or listing by students like LinkedIn, Behavioral data analysis by system from CA affective domain data.

Content Management:

- Content Info: The system will have Books, Comics and any other reading materials that are freely accessible or under Open Education Resource (OER) guideline. Also, government own supplementary reading materials (SRM) and private own free resource will be linked or uploaded with prior permission. User can individually upload any customized content with their own liability of copywrites or intellectual platform.
- Will have the facility to post News/ media, blog, article by particular agencies (ex: bdnews, 10min school etc.)
- Content based gamification: The proposed system will have functionality of Content based gamification (quiz board, review, bookmark, crop section & share, ask question to author, book reading challenge, invite friends/classmate, content rating)
- Buy & Sell Books: The system will have functionality to buy & sell books online (Rokomari, and other online book stores), create profile for agencies, publishers and so on.
- Exchange Books: Should have the facility to exchange e-books or links within users community.
- Attend Competition: The proposed system will have a competition module (registration, submission of content, results, leaderboard, points, promotion)

Search Module

- The should be a robust dynamic searching option, which will be available in all the modules for searching, student, different content, courses, books, teachers, etc.

Academic Program Management:

- Video Content: The system will have the facility to provide all academic content/ solutions, which will be available as video content.
- Content Category: The system will have the content category based on class and subject.
- Profile: The proposed system should allow teachers and students to create a profile as a mentor with their academic strength and convey mentorship programs.
- Online exam: The system should have a dynamic and online exam module based on course, chapter, subject and so on. The system should have the facility to upload written script and have examiner choice. Also have the functionality to pay for exam through online system like using the EkPay payment system developed by Bangladesh government or any other foreign system like paypal or etc. if available.
- STEM Access: The proposed system should have online functionality to have access and engagement to STEM based program, Olympiad, Hackathon, innovation, competition, practice corner.
- Online Communication: There should have online communication tool for students and teachers for communicating among themselves and transfer data, feedback and knowledge (Online Sohopathi model)
- Project Based Learning (PBL) accreditation: The system will have the functionality to provide PBL accreditation with points and certification

Multimedia Skill Management:

- Share Content: Users will be able to watch and share content with their friends, classmates as well as

social media.

- Yearlong Competition: The system should allow to arrange yearlong competitions for specific assignment through online.
- Content based gamification: The system should have provision to manage Content based gamification (evaluation/ assessment, quiz board, review, share with social media, ask question to provider, watch challenge, invite friends/classmate, content rating, Leader board, points)

Health and Psycho-social Support Management:

Content Management:

- The proposed system will provide a content management system for Blog, video, case study, story, FAQ etc. on physical health & social issues (physical change, hygiene, eve teasing, child marriage, sexual violence, parental dispute, relationship, societal awareness issue). Should have the facility to integrate Hot line/ help line/ call center for expert consultation (333, 109 integration, SMS, email, Q/A). And also chatbot and AI based solution for quick communication, navigation and information service.
- AOSK, Maya apa, MoWCA and relevant partners will be integrated with the portal.

News/ Publication Management:

- Upload News: The proposed system will allow user to upload news
- Dynamic Dashboard: There should have a dynamic dashboard for publisher
- Content Verification: The system will have the functionality for Content verification/ filtering mechanism
- Content Setting: There will be a content setting feature for displaying news with facility of scrolling, highlighting, mostly read etc.
- Integration: The system should have the integration option to share content to different social media like facebook, linked-in etc.

Idea Box Management:

Question Box:

- The system will have functionality where anyone can ask question about anything
- Will facilitate student, teacher and moderator to answer
- All question will be categorized based on topic
- The system will facilitate users to get notification if question answered or reacted by another user

Idea Management:

- The system will allow user to submit / share any innovative idea/solution
- Should have admin functionality who will ask for new innovative idea for specific problem
- The system will identify top solution and will be rewarded for implementation
- There should have an Innovation story share platform
- The system will allow user to get notification if question answered or reacted by another user

Quiz Management:

- Online Competition: The system will have Dynamic Quiz module for online competition (MCQ/CQ/Image/Video/ Listening/ spelling/ writing etc.)
- Question bank: There should have a Configurable Question bank where different type of questions will be archived and managed as per requirement
- Arrange and Access: The system will allow teachers/students/ institutions to arrange and access open quiz modules.
- Set marks: Should have the functionality to set time and configure marks
- Result management: The system will have Result management module based on institution, Upazila, Zila, Division and Country
- Leaderboard: The proposed system will have Leaderboard, manage points, issue certificate, provide

new challenge for students

Student Management

- CHT Student Registration: Students will sign up with a few basic information like name, school, class, role, parents name and mobile, cell phone or telephone, email id, interest, career plan, profile photo, student id or other required information. The registration ID will be unique. The system will notify user to complete his or her profile with a progress meter.
- Profile update: Profile update-The system shall have the capacity to create and update profile of students
- Student Activity: The system will have the functionality to record all types of student info and activity like student profile, addition and promotion of new students, lecture sheet download and advising process. All this information will be recorded in change history.
- Student Dashboard: Students will have access to dashboard having all activities
- Data Migration: The system should have integration facility to collect student data from institutes (Primary, Secondary and Higher Secondary Education Board or BTTB or BMEB) or through KONNECT

Institute Management:

- CHT education Institute Registration: Mainly integration with National Education management system of MoE and MoPME. Institute can sign up in the system by some basic information and get user credential
- Institute Update: The system will have the feature to add basic institute profile like institute background, class/section/shift management, location of institute, addition of subject and teacher's designation and so on.
- Data Migration: The system should have integration facility to collect institute data from Primary, Secondary and Higher Secondary Education Board or BTTB
- Institute Dashboard: There will be institute wise individual dashboard
- Activity Management: The proposed system will have an institute based Activity Management System, that will track and maintain detail information and activity of institute, students, teachers and management such as (not limiting to) student info, student's daily attendance, student admission and promotion, teacher's profile, class and exam management, exam mark sheet with result, routine, lecture sheet upload and so on.

Teachers Management:

- CHT Teachers Registration: Mainly integration with Teachers Portal system and database.
- Profile Update: In this system teachers' profile will be created with detailed information and will be able to update their information.
- Activity Management: The system will have the feature to manage teacher, create exam, exam marks, lecture sheet upload and so on.

Dynamic Dashboard:

Manage Dashboard:

- The system should have a dynamic Dashboard for admin, teachers and institutes. Dashboard is a very interactive and popular feature, which helps as prompt decision-making tool. The dashboard will contain statistical data of different features of the system in different interactive format like indicator based graphical chart, table with figure/summary data etc., which are easy to understand at a glance.
- The dashboard should be 100% dynamic, configurable, robust, and customizable as per clients requirements
- Dashboard need to enhance for different users level so that defined level of users will be able to create and view live, visualized dashboards and reports with just a few clicks
- The dashboard should have functionality to generate dynamic report

Notification Management:

The Notification Management needs to be developed in modular based using micro service architecture so

that it can be reused by other systems and platform. There will be a separate backend for the Notification Management it will be an independent component. Different system admin will have separate access to the Notification management and enhance/add system specific Notification. Konnect will use the Notification Management as a client. Need to develop integration standard and guideline for the Notification Management to be integrated to all the other systems and platform.

- Notification Center: There will be dynamic Notification Center.
- System Notification: The system should have provision for Notification through SMS, E-mail and System Notification.
- Configure Notification: Admin users will be able to configure notification media/template
- Notification Log: The proposed system should have provision to keep log of every notification generated or sent through notification media
- Push Notification: Should have Configurable Push Notification
- Manage Notification: The system should have the functionality to manage all kind of notification service like in-built messaging system, single SMS to individual user, group SMS to group user, effective communication among administration, teachers, students and parents.
- Notification Template: There will be Notification Template management for SMS, E-Mail, and System Notification.

Report Management:

- Generate Detailed Reports:
 - The system will allow system user to generate detailed reports based on students, institutes, class or section
 - The proposed system must have capacity to generate quarterly reports and send to higher authority.
 - Should have Student Wise/Subject Wise/Institute Wise Report Generation facility.
- Approval Reports: The approval of reports from authority will be managed through system.
- Custom Reporting: Provision for custom reporting, trending, data searching, comparative analysis

I. Eligibility Criteria

Requirement
<ul style="list-style-type: none"> • The Firm must have minimum 5 years of experience in website/webpage/system development especially related to education, learning management system or similar service • In depth knowledge of cultural, social, political and gender perspectives of the Chittagong Hill Tracts; • Written self-declaration that the company is not in the UN security council 1267/1989 list, UN procurement division list or other ineligibility list; • Valid registration or license, TIN and Vat registration (if applicable) • Last 2 years audited financial statement to be attached with the proposal. (English translation is required for documents if it is in other languages). UNDP reserves the right to confirm the validity of the registrations; • Minimum financial turnover 47,000 USD/year

J. Expected Outputs:

Under this assignment, the firm/organization will deploy necessary staffs (**indicated in section H**) to implement the activities within stipulated time. The activities are:

Activity Result 2.2: Development of system Tools, modules and service for national student portal www.konnect.edu.bd to reach CHT adolescents

The consulting firm is expected to conduct the following activities:

- Understand the user profile of CHT
- Develop inception report with detail work plan with timeframe and responsibility matrix for the service and will share with CHT and get approval.
- Develop a dynamic online profile for Konnect users integrating behavior and cultural analysis of CHT based adolescent including i.e. a) track log of their creative activity, b) engagement of academic activities, c) progress of skill development, d) social interaction and participation within community and society, e) online visibility, f) certification and reward redemption through portal.
- Develop life-skill development Module for soft skill and trade skill including but not limited to a) online and offline training, b) showcase content, c) create and launch competition, d) take assessment by quiz/exam, e) user dynamic interaction through text, audio, video, image, docx, pdf, xml, etc format. f) Create certificate for courses, campaign design by members, g) chat/discussion for event or content etc.
- System development and service for social media plugin and promotion for maximum reach to the remote area to cover maximum population through various online platforms Ex: Facebook, YouTube, WhatsApp, imo+. Viber, skype, zoom, SMS, community radio, TV, advertisement, b) offline: bill board, poster, leaflet, brochure, etc with konnect platform.
- To support school and community-based club activities develop infrastructure and access point within school, hostels or community centers. This includes Computers with internet connection, TV monitor for remote class/ online class, Hard drive per unit/club for data storage, Trainer/facilitator engagement, remuneration for participants and organizer.
- Closely work with the SID-CHT and a2i programme, UNDP and incorporate necessary feedbacks.
- Incorporate a gender lens throughout the service process;
- Report finalization and delivery: report with major findings, lessons learned and recommendations. Submit development software source code, license, raw files of promotional contents, all developed contents etc.

K. Institutional Arrangement

The contracted firm/organization will work under overall guidance project manager and will get technical supervision by Chief, Gender & Community Cohesion of SID-CHT, UNDP.

All costs related to this assignment including logistics, office arrangements, accommodation etc. shall be borne by the contractor. UNDP shall pay the lumpsum amount quoted in the financial proposal and shall be paid as achievement of milestones as the TOR. Achieving the deliverables shall be the sole responsibility of the contractor. Any delay shall be communicated to the UNDP/project team along with a plan to remedy the delay.

The contractor is expected to work largely from their own office and attend meetings at UNDP/Project Office as required. Day to day liaison and coordination, reporting will be maintained directly through the assigned focal person of SID-CHT project in the district and the firm will maintain close coordination with other implementing partners and field teams. The firm will organize regular coordination meetings where SID-CHT, and A2I representatives may participate. Monthly and quarterly progress reports submission to UNDP are mandatory for them. The firm will complete all activities and submit final report at least one month before the last date of contract.

L. Duration of the work:

Duration of the assignment will be 12 months from signing of the contract (November 2020-October 2021)

M. Final Deliverables / Services from the Firm/Organisation

The firm is expected to comply with the approved Project Document and the different compliance tools given as part of the Project Document. Based on the “scope of work” outlined above, the firm will deliver the following deliverables:

Deliverables	Time lime
<p>11. Inception report: Describing the firms understanding of the ToR, detailing the action approach strategy, work plan, list of possible stakeholders to be consulted, methodology.</p> <p>12. Action plan: Complimentary to the work plan embedded within the inception report, the action plan will breakdown in detail and a comprehensive schedule of activities to be undertaken and deliverables.</p> <p>13. Online profile for Konnect users: Develop a dynamic online profile for Konnect users integrating behavior and cultural analysis of CHT based adolescent. The objective of the member profile will be to track log of their creative activity, engagement of academic activities, progress of skills development, social interaction and participation within community and society, online visibility, certification and reward redemption through portal.</p> <p>14. 2 Workshops with relevant stakeholders to understand effectiveness of designed feature and activities.</p>	Within 1 month from signing of contract
<p>15. Life-skills development Module: Develop life-skills development Module for CHT Students. This module will incorporate all the partners content and program related soft skill and trade skill. The system will be able to occupy online and offline training, showcase content, create and launch competition, take assessment by quiz/exam, user dynamic interaction through text, audio, video, image, docx, pdf, xml, etc format. Create certificate for courses, campaign design by members, chat/discussion for event or content etc.</p> <p>16. System and service for social media plugin and promotion: System and service for social media plugin and promotion for maximum reach to the remote area to cover maximum population through various platforms including Facebook, YouTube, WhatsApp, imo+. Viber, skype, zoom, SMS, community radio, TV, advertisement, billboard etc. with konnect platform.</p> <p>17. Support setting up infrastructure and access points for the system tool: To support school and community-based clubs setting up infrastructure and access points within school or hostels. This includes computers with internet connection, TV monitor for remote class/ online class, hard drive per unit/club for data storage, trainer/facilitator engagement, remuneration for participants and organizer.</p> <p>18. 2 Workshops with relevant stakeholders to understand effectiveness of designed feature and activities.</p>	Within 6 months from signing of contract
<p>19. Monitoring & Evaluation of the system: Selected firm will also monitor and evaluate the functionality of their systems periodically and reach of the program according to the projected number and region.</p> <p>20. Assignment completion report: Finally, firm will prepare a full report with major findings, lessons learned and recommendations. Submit development software source code, license etc.</p> <p>During this implementation period, UNDP will supervise, support and monitor the technical firm to carry out their assignment.</p>	October 2021

N. Schedule of Payments:

The cost of the contract will be fixed for the successful contractor. No adjustment will be made on the assignment period and price determined by the signed contract. The price should take into account all HR, operations, fees, travel, logistics, workshops, trainings etc. for all activities mentioned under outputs and deliverables.

For each phase, UNDP will make payments, by bank transfer to the contractor's bank account, upon acceptance of the deliverables achieved by the contractor. Payment will be made in tranches based on milestone deliverables upon submission of invoices and upon certification of the work completed.

	Payment schedule	Deliverables	Timeline of deliverables
	1 st Installment: 30% of the total contract value	Upon Achieving deliverables 1,2 and 3.	<u>5 Dec 2020</u>
	2 nd Installment: 40 % of the total contract value	Upon Achieving deliverables 4,5 and 6.	<u>30 April 2021</u>
	3 rd and final payment: 30% of the total contract value	Upon Achieving deliverables 7, 8 , 9 and 10.	<u>31 October 2021</u>

O. Qualifications of the Successful Contractor:

As per RFP Documents

J3. Technical Proposal Design – NO MORE THAN 10 Pages.

Technical Proposals not submitted in this format may be rejected. The financial proposal should be included in separate envelope/format.

INSERT TITLE OF THE SERVICES Name of Proposing Organization / Firm: Country of Registration: Name of Contact Person for this Proposal: Address: Phone / Fax: Email:						
SECTION 1: EXPERTISE OF FIRM/ ORGANISATION <i>This section should fully explain the Proposer's resources in terms of personnel and facilities necessary for the performance of this requirement. All contents of this section may be modified or expanded depending on the evaluation criteria stated in the RFP.</i> Brief Description of Proposer as an Entity: <i>Provide a brief description of the organization / firm submitting the proposal, its legal mandates/authorized business activities, the year and country of incorporation, types of activities undertaken, and approximate annual budget, etc. Include reference to reputation, or any history of litigation and arbitration in which the organization / firm has been involved that could adversely affect or impact the performance of services, indicating the status/result of such litigation/arbitration.</i> Track Record and Experiences: <i>Provide the following information regarding corporate experience within the last five (5) years which are related or relevant to those required for this Contract.</i>						
Name of project	Client	Contract Value	Period of Activity	Types of activities undertaken	Status or Date Completed	References Contact Details (Name, Phone, Email)

SECTION 2 - APPROACH AND IMPLEMENTATION PLAN

This section should demonstrate the Proposer's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; and demonstrating how the proposed methodology meets or exceeds the requirements.

2.1. Approach to the Service/Work Required:

Please provide a detailed description of the strategy for how the organization/ firm will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment.

2.2. Technical Quality Assurance Review Mechanisms:

The implementation strategy shall also include details of the Proposer's internal technical and quality assurance review mechanisms.

2.3 Implementation Timelines:

The Proposer shall submit a Gantt Chart indicating the detailed sequence of activities that will be undertaken and their corresponding timing.

2.4. Sub-contracting:

Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team.

2.5. Risks / Mitigation Measures:

Please describe the potential risks for the implementation of this project that may impact achievement and timely completion of expected results as well as their quality. Describe measures that will be put in place to mitigate the risks.

2.6. Anti-Corruption Strategy:

Define the anti-corruption strategy that will be applied in this project to prevent the misuse of funds. Describe the financial controls that will be put in place.

2.7. Partnerships:

Explain any partnerships with local, international or other organizations that are planned for the implementation of the project. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team. Letters of commitment from partners and an indication of whether some or all have successfully worked together on other previous projects is encouraged.

2.8. Other:

Any other comments or information regarding the project approach and methodology that will be adopted.

SECTION 3: PERSONNEL**3.1 Management Structure:**

Describe the overall management approach toward planning and implementing this activity. Include an organization chart for the management of the project describing the relationship of key positions and designations.

3.2 Staff Time Allocation:

Provide a spreadsheet to show the activities of each staff member and the time allocated for his/her involvement. (Note: This spreadsheet is crucial and no substitution of personnel will be tolerated once the contract has been awarded except in extreme circumstances and with the written approval of the UNDP. If substitution is unavoidable it will be with a person who, in the opinion of the Chief, Gender & Community Cohesion of SID-CHT, UNDP, is at least as experienced as the person being replaced, and subject to the approval of UNDP. No increase in costs will be considered as a result of any substitution.)

3.3 Qualifications of Key Personnel:

Provide the CVs for key personnel (Team leader, System Tools Development Expert etc.) that will be provided to support the implementation of this assignment. CVs should demonstrate qualifications in areas relevant to the Scope of Services and include signed declaration.

Expected qualification of team:

Minimum Eligibility and qualifications of Key personnel

Team leader:

- Team Leader must have at least an Master's in computer or IT science or in the relevant field.
- Minimum ten (10) years' experience in development of system tools, webpage, website - coding, programming, graphic design, design and layout of a **website**.
- He/she must have sound knowledge on JavaScript, JQuery, HTML, HTML5, CSS, CSS3, Web Programming Skills, E-Commerce, Teamwork, Verbal Communication, cross-browser compatibility, Web User Interface Design (UI), Security Principles, Object-Oriented Design, Web Services (REST/SOAP), Multimedia Content Development, API's
- He/she must have sound knowledge on cultural, social, political and gender perspectives of CHT region.
- Fluency in English is mandatory, interpersonal and communication skills, particularly writing skills, facilitation skills.

System Tools Development Expert:

- At least an Advanced University degree (Masters) in computer science and engineering, Electric and Electronics Engineering, IT, Statistics or Data Science, Networking and Communication or in the relevant field.
- Minimum five (5) years' experience in development of system tools, webpage, website.
- Proven experience to develop and maintenance of webpage, content, including data collection methodologies;

Note: Proposers must submit necessary documents to substantiate above eligible criteria. Proposals which shall not submit/meet above mentioned eligible criteria will not be considered to further evaluation.

The bidder will propose the rest of the personnel required to develop and maintain the system tools of কিশোর বাতায়ন (Konnect) for CHT learners and adolescents.

K.4. Financial Proposal in a separate Password Protected Document (including fee, travel cost, DSA, and other relevant expenses)

- (i) The financial proposal shall specify a total delivery amount (in BDT) including consultancy fees and all associated costs, i.e. travel cost, subsistence per diems and overhead charges.
- (ii) In order to assist UNDP in the comparison of financial proposals, the financial proposal will include a breakdown of this amount, disclosing the key assumption employed in costing the working. This must at least specify: the daily rates and number of anticipated working days (for each professional team member), any travel costs and overhead charges. Payments will be based upon output, i.e. upon delivery of the services specified in the ToR.

The cost of preparing a proposal and of negotiating a contract, including any related travel, is not reimbursable as a direct cost of the assignment.

P. Evaluation

The CVs must be tailored to the demonstrate competence/ against these requirements. Failure to demonstrate the competence of the firm/organisation and individual team members against these eligibility criteria will result in proposals being discarded. In response to the invitation of tender, the contractor will have to submit a Technical Proposal as per the Terms of Reference of the scheme and a Financial Proposal separately (in 2 separate sealed envelopes). The tender selection committee will first evaluate the technical proposal of the

firms/organization. Any firms/institutions getting at least 70% of the maximum achievable points in the technical proposal, will be considered responsive for financial appraisal, and ultimately therefore, for contracting. The financial proposal will be evaluated based on lowest price.

A cumulative analysis weighted-score method will be applied to evaluate the firm. The award of the contract will be made to the tenderer whose offer has been evaluated and determined as:

- Responsive/compliant/acceptable with reference to this ToR, and;

Having received the highest score out of a pre-determined set of weighted technical and financial criteria to this solicitation, with the ratio at 70:30 respectively.