



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: September 27, 2020
	REFERENCE: RFP-BD-2020-031

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Hiring a firm for Designing and Developing Integrated Digital Office Management Systems for the National Human Rights Commission-a2i.**

Proposals shall be submitted on or before 4.30 p.m. (local time) on Monday, October 12, 2020

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

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

Username: event.guest

Password: why2change

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

Your Proposal must be expressed in the English, and valid for a minimum period of 90 days.

You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on "Accept Invitation" in the system.

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

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

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

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

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

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

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

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

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

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

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

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscoc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



Krishna Raj Adhikari
Senior Operations Manager
27 September 2020



Description of Requirements

Context of the Requirement	<p>Aspire to Innovate (a2i) in collaboration with the Human Rights Programme (HRP) is building the capacity of existing human rights architectures in Bangladesh. HRP and a2i will jointly collaborate with NHRC to create an integrated citizen service delivery platform by combining existing available service delivery technologies and custom solutions when necessary. Together they support State based institutions, with a special focus on the National Human Rights Commission (NHRC), as well as undertaken key civil society interventions to improve human rights coalitions across the country. The HRP Programme has a particular focus on working with vulnerable and marginalised groups, including women and girls, children and young people, ethnic and religious minorities, people with disabilities, Dalits and other minorities. It is also strengthening the gender equality initiatives, supporting activities and initiatives of the civil society organizations for women and girls and build the position of the NHRC as an important partner for gender equality in Bangladesh. The Programme seeks to expand on rights-based advocacy, in particular looking at developing the NHRC's role in engaging with Government on human rights issues. The Programme focus on the following outputs:</p> <ul style="list-style-type: none"> ○ Strengthened capacity of the National Human Rights Commission to deliver on its mandate ○ Enhanced capacity of civil society and community-based organizations to engage in human rights advocacy and awareness raising ○ Enhanced capacity of law enforcement agencies, in particular police, on human rights issues ○ Strengthened capacity of national stakeholders to better protect and promote women's rights ○ Strengthened capacity of national stakeholders to better protect and promote the rights of ethnic minorities. <p>The National Human Rights Commission Bangladesh is a statutory body re-constituted in 2009 under the Act No 53 of 2009, The National Human Rights Commission Act. The National Human Rights Commission in January 2020 has introduced the <i>E-Nothi</i> system for file management and operations. The Commission further seeks to develop an Integrated Digital Office Management and Database System.</p>
Implementing Partner of UNDP	Aspire to Innovate Programme, ICT Division
Brief Description of the Required Services	<p>The proposed Digitization of NHRC will follow the rapid digitization approach of myGov, an integrated service delivery approach introduced by Aspire to Innovate (a2i), ICT division. myGov rapid digitization will allow NHRC to quickly digitize most of their citizen centric services along with core data and service integration like Government SSO, Citizen SSO, decision support system, Office</p>

	<p>Organogram etc. Highest utilization of existing technology building blocks of myGov to digitize citizen services and development of technology when necessary will digitize NHCR within quickest possible time and in most efficient manner.</p> <p>The target digitization proposed for NHRC and will follow the myGov rapid digitization approach and will be implemented in such a way so that future technology deliverables will be pluggable to the proposed solution.</p> <p>- This NHRC service digitization assignment will cover:</p> <ul style="list-style-type: none"> Complaint Management System (Module-1) News & Media Monitoring Module (module 2) Activity Management of the Thematic Committees of the National Human Rights Commission (Module-3) Prison Monitoring Module (Module-4)) and Integration & MIS (Module-5). 	
List and Description of Expected Outputs to be Delivered	Deliverables	No of days
	Conduct background scoping and research work and finalizing the service specification. <ul style="list-style-type: none"> Service Identification & Classification Service Analysis and Profiling 	10 calendar Days
	Module specification – Identify modules with Off the shelf customizable solutions & Modules with Build from Scratch solutions. <ul style="list-style-type: none"> Technology analysis, development, integration and implementation 	10 calendar Days
	Quick Digitization Campaign with off the shelf customizable modules of myGov <ul style="list-style-type: none"> Complainant & office access points – web & mobile – using myGov, ekSheba and NHRC website with mobile app Complaint management for complainant Complainant identity verification Management workflow with e-Nothi Necessary Development of MIS Central Dashboard UAT and Release the first version of the Digital Complaint management with MIS and Central Dashboard	30 calendar Days
	Piloting the Digital Complaint Management System with MIS and Central Dashboard	10 calendar Days

	Accommodate Feedback and Release Final Version of Digital Complaint Management System with Training Manual.	10 calendar Days
	“ News & Media Monitoring Module ” implementation with functional attributes and functional & usable prototype and integrate with Central Dashboard	20 calendar days
	“ Activity Management of the Thematic Committees of the National Human Rights Commission Module ” implementation with functional attributes and functional & usable prototype and integrate with Central Dashboard	20 calendar days
	“ Field Monitoring Module ” implementation with functional attributes and functional & usable prototype and integrate with Central Dashboard	20 calendar days
	UAT, System Configuration, Hosting and Deploy the Integrated System	10 calendar days
	Model implementation as Pilot	15 calendar Days
	Further building/customization/development based on feedback from user during pilot implementation	15 calendar Days
	Delivery of the final version of the system and user manual and knowledge transfer orientation workshop,	10 calendar days
	Support service for digitized services using myGov and other delivered modules. This support service will start from the third month and will continue throughout the project timeline.	88 calendar days
	180 days	
Person to Supervise the Work/Performance of the Service Provider	The Chief Technical Advisor, Investigation & Human Rights Expert and Data Analysis Expert will control the progress, approval/acceptance of deliverables and get guidance from Solution Architect of A2I and liaise/interact with Assistant Director (IT), NHRC and the National Human Rights Commission (NHRC). CTA will also carry out a performance evaluation at the end of the assignment.	
Frequency of Reporting	As indicated in the TOR	
Progress Reporting Requirements	As indicated in the TOR	
Location of work	<input type="checkbox"/> Exact Address/es <i>[pls. specify]</i> As indicated in the TOR.	
Expected duration of work	06 Months	
Target start date	October 2020	
Latest completion date	April 2021	
Travels Expected	As indicated in the TOR.	
Special Security Requirements	<input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance	

	<input type="checkbox"/> Others <i>[pls. specify]</i> <input checked="" type="checkbox"/> N/A						
Facilities to be Provided by UNDP (i.e., must be 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 checked="" type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (BDT)						
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes						
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.						
Partial Quotes	<input checked="" type="checkbox"/> Not permitted						
Payment Terms	<table border="1"> <thead> <tr> <th>Deliverables</th><th>Percentage of payment</th><th>Duration</th></tr> </thead> <tbody> <tr> <td>After completion of analysis and submission of Software Requirement Specification (SRS) and project plan, project design approval,</td><td>10%</td><td>1 month from the date of contract</td></tr> </tbody> </table>	Deliverables	Percentage of payment	Duration	After completion of analysis and submission of Software Requirement Specification (SRS) and project plan, project design approval,	10%	1 month from the date of contract
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After completion of analysis and submission of Software Requirement Specification (SRS) and project plan, project design approval,	10%	1 month from the date of contract					

	After Release the first version of the Digital Complaint management (myGov rapid digitization)	30%	2 months from the date of contract
	After deployment of Integrated model for pilot implementation	35%	4 months from the date of contract
	After Delivery of final version and handover the system	25%	6 months from the date of contract
Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment	Policy Advisor, a2i		
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services		
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.		
Criteria for the Assessment of Proposal	<p>Bidder must have adequate technical ability, resources, human resources and processes. As such, following are defined as minimum eligibility criteria:</p> <p><u>Minimum Eligibility Criteria for the Firm:</u></p> <ul style="list-style-type: none"> • Business Licenses – valid trade license, TIN Certificate, VAT Registration Certificate, Certificate of Incorporation (if applicable) and latest income tax return certificate; • Company Profile, which should not exceed fifteen (15) pages including any printed brochure relevant to the services being procured; • The Firm must submit last two years (2018, 2019) financial audit report; • Minimum 7 years’ experience in ICT business as a registered company/entity in Bangladesh registered with the Register of joint stock and companies in Bangladesh. • Minimum 5 years’ practical experience in developing web-based enterprise solution and mobile app development. 		

- Minimum 3 three successful local/international project completion in similar Software type.

Minimum Eligibility Criteria for the Key personnel:

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

Management Structure of the Team and Key Personnel: Minimum one (01) Team Leader/Project with ten (11) Senior Expert and two (06) Junior Expert:

Position	Qty	Required Experience
Project Manager	1	<ul style="list-style-type: none"> ▪ Minimum graduate in Computer Science / Engineering / ICT. ▪ Minimum 10 years of progressive experience in Software Development, Database management, System Analysis, Security, Project Management and in Support, with at least five years in managing IT Projects.
Senior Expert		
Software Architect	1	<ul style="list-style-type: none"> ▪ Minimum graduate in Computer Science and Engineering / ICT. ▪ Minimum 5 years of experience in architecting large-scale application.
System Analyst	1	<ul style="list-style-type: none"> ▪ Minimum graduate in Computer Science /Engineering / ICT. ▪ Minimum 7 years of experience in analysing complex requirement and make technical strategy.
Senior Software Engineer	1	<ul style="list-style-type: none"> ▪ Minimum graduate in Computer Science and Engineering or ICT. ▪ Minimum 5 years of experience in designing and developing enterprise application.
Software Engineer	2	<ul style="list-style-type: none"> ▪ Minimum graduate in Computer Science and Engineering or ICT. ▪ Minimum 3 years of experience in designing and developing enterprise application.
App Developer	2	<ul style="list-style-type: none"> ▪ Minimum graduate in Computer Science and Engineering or ICT. ▪ Minimum 3 years of experience in designing mobile app for enterprise solutions.
UI/UX Designer	1	<ul style="list-style-type: none"> ▪ Minimum graduate in any discipline. ▪ Minimum 4 years of experience in software UI/UX design and development.
Database Administrator	1	<ul style="list-style-type: none"> ▪ Minimum graduate in Computer Science and Engineering / ICT. ▪ Minimum 5 years of experience in designing enterprise database and data management.

	Hosting & Infrastructure Expert	2	<ul style="list-style-type: none"> Minimum graduate in any discipline. Minimum 7 years of experience in server administration, database maintenance and security, hosting management.
	Junior Expert		
	Support Engineer	2	<ul style="list-style-type: none"> Minimum graduate in any discipline. Minimum 2 years of experience in software support.
	Implementation Engineer	2	<ul style="list-style-type: none"> Minimum graduate in any discipline. Minimum 3 years of experience in software configuration, deployment management.
	Test Engineer	1	<ul style="list-style-type: none"> Minimum graduate in any discipline. Experience in automated testing tools which will allow to make a bug free application. Minimum 5 years of experience in preparing test case and execute test case within applications
	Technical Writer	1	<ul style="list-style-type: none"> Minimum graduate in any discipline. Minimum 5 years of experience in technical writing, software system documentation.

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

Technical Proposal (70%)

☒ Expertise of the Firm

☒ Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan

☒ Qualification of Key Personnel

Basis of Technical evaluation:

Criteria	Max. Points
Technical	
Background experience/ Expertise of organization/Firm	10
1. Experience in running large-scale citizen access centric solution for the Government of Bangladesh related to public service delivery and office management, public Workflow Management is a must.	5
2. Experiences on the system management with more than 5000+ Users or .5 TB+ Data or 1TB+ Content related to citizen service management is a must.	5

	Adequacy and comprehensiveness of the proposal (concept, approach, work plan)	40
	<ul style="list-style-type: none"> Overall understanding of the assignment, project design & proposed solution- architecture 	15
	<ul style="list-style-type: none"> Proposed project plan, work plan and timeline relevant to the assignment as mentioned at the RFP 	6
	<ul style="list-style-type: none"> Appropriateness and relevance of development tools and methodology 	5
	<ul style="list-style-type: none"> Quality control (SDLC) mechanism 	5
	<ul style="list-style-type: none"> Change Management Methodology 	3
	<ul style="list-style-type: none"> Handover mechanism plan 	3
	<ul style="list-style-type: none"> Risk Management & Overall flexibility 	3
	Management Structure & Skills and experience of Key Personnel	20
	Position	
	Competency of Project Manager	3
	Competency of Software Architect	2
	Competency of System Analyst	2
	Competency of Senior Software Engineer	2
	Software Engineer	2
	App Developer	2
	UI/UX Designer	1
	Database Administrator	1
	Hosting & Infrastructure Expert	2
	Support Engineer/Implementation	1
	Test Engineer	1
	Technical Writer	1
	Financial Proposal (30%)	
	To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.	
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider	
Contract General Terms and Conditions	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html	
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex-3) <input checked="" type="checkbox"/> Written Self Declaration (Annex-4)	

<p>Contact Person for Inquiries (Written inquiries only)</p>	<p>bd.procurement@undp.org <i>Please mention the following in the subject while sending any query to UNDP regarding this RFP on or before 05 October 2020.</i> <i><u>"Queries on RFP-BD-2020-031"</u></i> Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
<p>Other Information <i>[pls. specify]</i></p>	<p>A pre-bid meeting will be held Online for the clarification on the bidding document and ToR <u>on 05 October 2020 at 11:00am using the following link:</u> https://undp.zoom.us/j/93732290987?from=msft Join Zoom Meeting</p>

Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL¹***(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery²)***

[insert: Location]

[insert: Date]

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

Dear Sir/Madam:

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

A. Qualifications of the Service Provider

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

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

B. Proposed Methodology for the Completion of Services

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

¹ This serves as a guide to the Service Provider in preparing the Proposal.

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

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C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide :

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

D. Cost Breakdown per Deliverable*

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

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

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

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a . Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

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

Terms of Reference (ToR)

1. Description of the Assignment

Background Information and Rationale, Project Description:

Aspire to Innovate (a2i) in collaboration with the Human Rights Programme (HRP) is building the capacity of existing human rights architectures in Bangladesh. HRP and a2i will jointly collaborate with NHRC to create an integrated citizen service delivery platform by combining existing available service delivery technologies and custom solutions when necessary. Together they support State based institutions, with a special focus on the National Human Rights Commission (NHRC), as well as undertaken key civil society interventions to improve human rights coalitions across the country. The HRP Programme has a particular focus on working with vulnerable and marginalised groups, including women and girls, children and young people, ethnic and religious minorities, people with disabilities, Dalits and other minorities. It is also strengthening the gender equality initiatives, supporting activities and initiatives of the civil society organizations for women and girls and build the position of the NHRC as an important partner for gender equality in Bangladesh. The Programme seeks to expand on rights-based advocacy, in particular looking at developing the NHRC's role in engaging with Government on human rights issues. The Programme focus on the following outputs:

- Strengthened capacity of the National Human Rights Commission to deliver on its mandate
- Enhanced capacity of civil society and community-based organizations to engage in human rights advocacy and awareness raising
- Enhanced capacity of law enforcement agencies, in particular police, on human rights issues
- Strengthened capacity of national stakeholders to better protect and promote women's rights
- Strengthened capacity of national stakeholders to better protect and promote the rights of ethnic minorities.

The National Human Rights Commission Bangladesh is a statutory body re-constituted in 2009 under the Act No 53 of 2009, The National Human Rights Commission Act. The National Human Rights Commission in January 2020 has introduced the *E-Nothi* system for file management and operations. The Commission further seeks to develop an Integrated Digital Office Management and Database System.

Context of Digital Bangladesh and Rapid Digitization Approach

The government of Bangladesh has been implementing diverse programs to establish 'Digital Bangladesh'. There are various digital systems and solutions already developed, and they are targeting vision 2021, more than 2800+ services will be converted into e-services for serving the citizens of Bangladesh. Focusing on to make public services more prompt, cheaper and hassle-free for both the service recipients (citizen) and service providers (government officials), there are many

different e-service systems introduced but most of them are designed to solve individual problem and often cannot be integrated into the Whole-of-Government (WoG) platform.

Context of NHRC digitization

The proposed Digitization of NHRC will follow the rapid digitization approach of myGov, an integrated service delivery approach introduced by Aspire to Innovate (a2i), ICT division. myGov rapid digitization will allow NHRC to quickly digitize most of their citizen-centric services along with core data and service integration like Government SSO, Citizen SSO, decision support system, Office Organogram etc. Highest utilization of existing technology building blocks of myGov to digitize citizen services and development of technology when necessary will digitize NHRC within the quickest possible time and in the most efficient manner.

The target digitization proposed for NHRC will follow the myGov rapid digitization approach and will be implemented in such a way so that future technology deliverables will be pluggable to the proposed solution.

- This NHRC service digitization assignment will cover:
 - Complaint Management System (Module-1)
 - News & Media Monitoring Module (module 2)
 - Activity Management of the Thematic Committees of the National Human Rights Commission (Module-3)
 - Prison Monitoring Module (Module-4)) and
 - Integration & MIS (Module-5).

Project Timeline And high-level scope

Duration of this assignment is 6 months.

2. Specific Objectives: Business Case & Business Realization

The main purpose of this assignment is to enable complainants and other service recipients of NHRC through mobile apps, websites, call centres, digital centres, NHRC front desk. The NHRC personnel and relevant stakeholders will also perform their back-office activities digitally through corresponding back office digital platforms.

3. Scope of Work & Features of the Proposed NHRC digitization

The main objective of this assignment is to digitize NHRC services by utilizing myGov existing technology building blocks with the approach of rapid digitization. The approach consists of:

Rapid Digitization Activities:

Administrative Arrangement:

The assignment work will cover communication, collaboration and co-ordination with NHRC in order to digitize the services through myGov. Vendor will carry out workshop and brainstorming sessions to know more about the traditional service delivery process and objective of NHRC. Vendor will list

the tangible outcomes and fully understand the chain of service delivery eco-system. At this step, vendor will do the following things but will not be limited to:

- Develop collaboration between myGov core platforms and NHRC, which will be digitized.
- Carry out different workshops/meetings in particular wing/departments of the NHRC and develop detailed documents regarding the requirements and service profiling.
- Take into account the needs of staff and other stakeholders who will be impacted by the changes brought about by the project.
- Provide technology consultancy for NHRC and develop guidelines for them in terms of sustainability, integration, accessibility and so on.
- Make best use of resources in the organization and elsewhere
- Set up Governance arrangements for the duration of the project
- Communicate and keep the stakeholders informed of the developments

Service Identification & Classification:

Vendor's primary concern is to identify the services to be digitized. In order to do that vendor will-

- Collect and go through the citizen charter and digital roadmap if available to expedite the service digitization.
- Brainstorm with concerned official of departments or units.
- Detail analysis the whole service delivery eco-system
- Prepare a Draft Service List (DSL) classifying either likely to be digitized or not.

Service Analysis and Profiling: Based upon the Draft Service List (DSL), vendor will go through the total life cycle of each service sitting with the concerned authority of each department or unit to prepare a Final Service List (FSL) that will include the following and be treated as SOP (Standard Operating Procedure) for the services:

- Summary of business Analysis of a total service delivery life cycle from its inception to execution.
- Service basic information
- Approval authority identification particularly for each service. Ex: Complaint service etc.
- Approval procedure and decision identification at each step of approval
- Necessary documents identification
- Intra or Inter service dependency
- Identifying all necessary integration areas

Technology analysis, development, integration and implementation:

Based on draft service list and NHRC requirements, vendor will prepare a plan to orchestrate development of new solutions, customization of myGov building blocks and implement all technology solutions to achieve features described in modules and features section of this document.

Service Validation Use Case:

Vendor will develop use cases diagrams and flowcharts along with test cases from both service recipient and service provider perspective for service validation. Vendor will also prepare dummy data to simulate and validate the service from both recipient and provider aspect.

Service Build & Integration:

Vendor will build-up the identified services in accordance with the Final Service List (FSL) with the help of myGov. Vendor will follow the following steps to complete the service building and integration approach.

Service Information/e-Citizen Charter: Vendor will put service related all information that will ultimately generate e-citizen charter and work as service specific information corner. All other necessary configurations (Designation mapping, Decision mapping, Office mapping, Notification etc.) will be done at this stage.

Service Building: With the help of Smart Form Builder (SFB) vendor will design the service application form with all necessary validation rules and attachment configuration. Form responsiveness will also be ensured at this stage.

Payment Configuration: Vendor will configure the service fee, number of steps, pre or post payment and gateway along with the service.

On Premise System implementation: On premise systems link NHR call centres, dedicated web access point and mobile app will be developed and integrated.

Simulation: In accordance with the service validation use cases and dummy data vendor will simulate each service from both service recipient and provider aspect to get it finally done.

Service Test and Quality Assurance: Vendor must ensure the following according the finalized service validation test case:

- Field level validation including all necessary documents.
- Provisioning service availability by means of all mediums like: Web, MyGov app having NHRC Own console, Assistive model (333, Eksheba Uddokta, NHRC web and mobile app etc.) from service recipient perspective.
- Validate Notification as per setting.
- Validate office mapping, designated officer mapping, decision mapping as per configuration.
- Ensure service specific all integration.

Deployment:

Vendor will make the all digitized services live and available for the citizen with the concern of due authority.

Reporting: Vendor shall create and provide different kinds of analytical and management reports like followings- log of Complaints,daily/weekly/monthly as per management requirements.

Organizational Capacity Development

A pool consists of 10-15 person from NHRC will be trained to ensure smooth run the myGov based Integrated Office Management System. The pool will consist of both technology and business/operation expert from NHRC and will lead the further scale up of the digitization.

Post Deployment Intensive Care (PDIC):

After the final deployment of the digital service Post Development Intensive Care (PDIC) should be assured by the vendor as follows (but not limited to):

Service security: With increasing volumes of data and services operating in an “always connected” state, platform need to emphasize security compliance and testing for digital vulnerabilities.

Ecosystem integration: Here, vendor need to think beyond the component and system level to verify and validate how the service functions within its connected ecosystem. For example, platform should interconnect public and private databases, which are held in a distributed manner. It is the environment that allows the nation’s various e-services and databases, both in the public and private sector, to link up and operate in harmony - no matter what platform they use.

Uninterruptible service delivery: To ensure smooth and uninterruptible service delivery is much more challenging than digitizing. So, vendor must ensure the following to transcend the challenge.

- On premise support services
- Service recipients’ query collection, analysis and preventive action
- Making a collaborative platform with the involvement of service recipients, service providers and core technology partners to hasten the service support process.
- Providing continuous assistance to service provider for any difficulties regarding service processing

Continuous Maintenance, Support & New Service Integration:

Vendor shall be responsible for system maintenance which includes-

1. Vendor continuously monitor service log and analytics from the implementation partners’ dashboard of myGov and tune accordingly.
2. Ensure uninterruptible service delivery to make the life of citizen smoother and comfortable in terms of accessing and availing services digitally.
3. Taking very prompt preventive action solely or with the help of core technology partners if any misconfiguration or anomaly found in service delivery process.
4. Ensure continuous efforts on Service Process Simplification (SPS).
5. Handling changes in service requirements.
6. Periodically health checking of service delivery life cycle.

7. Collection feedback from both service recipient and provider end and adjusting feedback through the proper communication and coordination with myGov.
8. Deploying a dedicated team to ensure support of daily queries.
9. Regularly training manual upgradation
10. Prepare customized report for the management

Promotional Activity:

To make the all services available online is not sufficient enough. Reaching out to the service recipients is a great step and promotional activities can play a vital role in the field of rapid digitization. So, vendor will promote the available online services along with its service accessing points (UDC, 333, MyGov app, MyGov web, NHRC app, NHRC web, NHRC call centre) through the social media marketing like facebook and youtube etc. by giving post and response user's comment/feedback.

With the combination of existing myGov building blocks and business specific custom solutions (complain web app and NHRC mobile app) and module 1-5 required for NHRC digitization will be orchestrated.

Eventually, NHRC will have a Web-based Integrated Digital Office Management Systems & Mobile Application with features covered below:

1. Software Implementation & development life cycle should be implemented throughout the digitization assignment.
2. Prepare Technical Documents leading to software development/customization/implementation including but not limited to Software Requirement Specification (SRS), Business Process Document, Data Dictionary, Test Cases, Training Manual.
3. Include a SMS gateway, SMTP Email for public in the complaint handling module (this is to notify public about the status of complaint).
4. Each module to have an interactive dashboard.
5. The Mobile Application version of the systems should be for Android.
6. Auto synchronization with the central database in the Mobile App at the availability of the internet connectivity.
7. Test and confirm prototype of the software piloting in a specific module as Technical proof of concept (POC). Prototype to be approved by stakeholders including HRP & NHRC.
8. System Architecture be designed in such a way so that new app can be developed based the future requirements.
9. Web and mobile based access points for complainants complain submission and tracking of applications.
10. Modules for management, back office, front office, and complainants will ensure maximum utilization of available technology solutions.
11. All modules, domains, apps and relevant databases will be managed under complete supervision of designated NHRC personnel.

Features of Digital NHRC

All modules should be integrated and interlinked. Systems interlinkages should facilitate transfer and exchange of notes from one user to another (within module), include approval hierarchy in practice.

Module	Features
Complaint Management System	<ol style="list-style-type: none"> 1. System to be linked with government core and shared service like Identity verification by NID or BRN, Government Office Core data, SSO for citizens and government. 2. Complainants will able to complain through NHRC's own web/mobile access platform or through myGov citizen access platforms. 3. System should be integrated with the Eksheba Govt. platform to access government shared data and services. 4. Systems user access will be integrated with central SSO service for citizen and government. 5. Submit complaint & register. 6. Register Suo motu issues. 7. Provide Auto generated Memo Number. 8. Documents, pictures, video and emails etc. can be attached directly to case files. Each attachment is automatically numbered and categorized (witness statement, interview video, etc). 9. SMS/Email auto notification of acknowledgment of receipt of complaints. SMS/Email notification letter in different purpose or stages. 10. Customization is necessary for complain workflow/lifecycle according to NHCR policy and requirement. Workflow system will be capable to comply with NHCR requirements. Further analysis will be required to specify and customize the complaint management workflow during requirement specification phase. 11. Complaint management module will be developed to better optimize complaint screening, sorting, verification, and other supportive activities through eNothi. 12. Distribute of the complaints to the relevant officer (division wise) and provide instructions. 13. Screening/analysis of complaints on human rights violations. 14. Update with direction/decision from the Management through eNothi 15. Respond to complainant inquiries: updating case status & provide information. 16. Tracking complaint status. 17. Notification module for reminder/re-issue (timeline) the letter to the respondent (relevant ministry/agency). 18. Issue letter with option to draft, edit, and send letter to the respondent (relevant ministry/agency).

	<ol style="list-style-type: none"> 19. Send outcome information to the complainant or the respondent (relevant ministry/agency) using relevant nothi reusable components. 20. Send recommendation letter to complainant or respondent. 21. Interactive dashboard for users not limited to disaggregate by sex, age including child, ethnicity of the complainants, complaints category/issues, number of complaints, respondents, geographical location (divisions and districts), and pending and disposal list by user, quarterly status. 22. Reporting, date between, daily, weekly, monthly, 6 months and annual. 23. Allow report generation by name/date of birth/case number/category of the violation/place of occurrence/name of the accused/phone numbers etc. 24. Referral system in place. 25. Conduct Client satisfaction survey. 26. Any other additional requirement requested. 27. Apps based application processing connected with the eNothi system. 28. Citizen access point can be www.complain.nhrc.org.bd, www.eksheba.gov.bd, myGov app, Digital Centres, NHRC call centre, NHRC mobile app, NHRC front desk. 29. Citizens with special capacity will able to access and submit complain. 30. Back office access point can be www.office.nhrc.gov.bd
News & Media Monitoring Module	<ol style="list-style-type: none"> 1. Develop a system of incidents & human rights violation related data/news/information from print media/online news portal, radio and TV store and trend analysis. Mapping of incidents/human rights violations based on categories, types, geographical locations. A fully customizable system which can be tailored to fitting with the needs in the future. 2. Identify human rights violations issues selected Suo motu by the National Human Rights Commission for next steps. 3. Crosscheck and filter human rights violations collected from the print media/online news with the complaints lodged to the National Human Rights Commission. 4. Produce statistics based on demography/age/ethnic groups /religion/sex/sexual orientation/ monthly/daily report from the data collected from media monitoring. 5. Interactive dashboard on data visualization of violation statistics based on demography/age/ethnic groups /religion/sex/sexual orientation/ monthly/daily report from the data collected. In build data export facility (CSV, Excel, PDF, MS Word).
Activity Management of the Thematic Committees of the	<ol style="list-style-type: none"> 1. Keep track of the strategies/work plan/action plan for the thematic Committees. 2. Keep record of the meetings/decisions of the thematic committees and track the implementation status of the

National Human Rights Commission	<p>decisions/outcomes/recommendations/observations/policy briefings/ findings from any research conducted.</p> <ol style="list-style-type: none"> 3. Keep track of events/seminar/workshop/dialogues performed by each committee. 4. Generate reports. 5. Interactive dashboard based on thematic committees, events and decisions etc.
Field visit & Monitoring	<ol style="list-style-type: none"> 1. Develop database for field (ex: prison, office etc) monitoring system with a visit calendar, checklist for visits, recommendations/letter records and auto popup notification for reminder/re-issue (timeline). 2. Interactive dashboard on data visualization of monthly/daily report. In build data export facility (CSV, Excel, PDF, MS Word).
Integration & MIS	<ol style="list-style-type: none"> 1. All modules will ensure maximum level of existing technology (nothi, ekSheba Sarkar, SSO, Core and Shared Services of) integration for the purpose of rapid digitization of NHRC
Reporting	<ol style="list-style-type: none"> 1. Management Summary Dashboard 2. Office-wise daily/weekly/monthly/yearly complaints receive/resolution report 3. Ageing report of complaint resolution report. 4. Office and designation-wise pending complaints report. 5. Status wise complaint report. 6. Monthly/Quarterly/Yearly report regarding thematic committee's activities 7. Monthly/Quarterly/Yearly complaints addressed from media monitoring. 8. Monthly/Quarterly/Yearly Prison visit and activities report 9. And any other reports identified during system analysis
<p>Integral Part: Vendor should develop aforementioned modules in such a way so that these can be integrated with Inventory Management, Human Resource Management System (Payroll/Leave/Attendance) System, Accounting & Financial Management System, Transport and Travel Management System and Knowledge Management System once these modules will be developed in near future.</p>	

Add on Features of the implemented technology solutions:

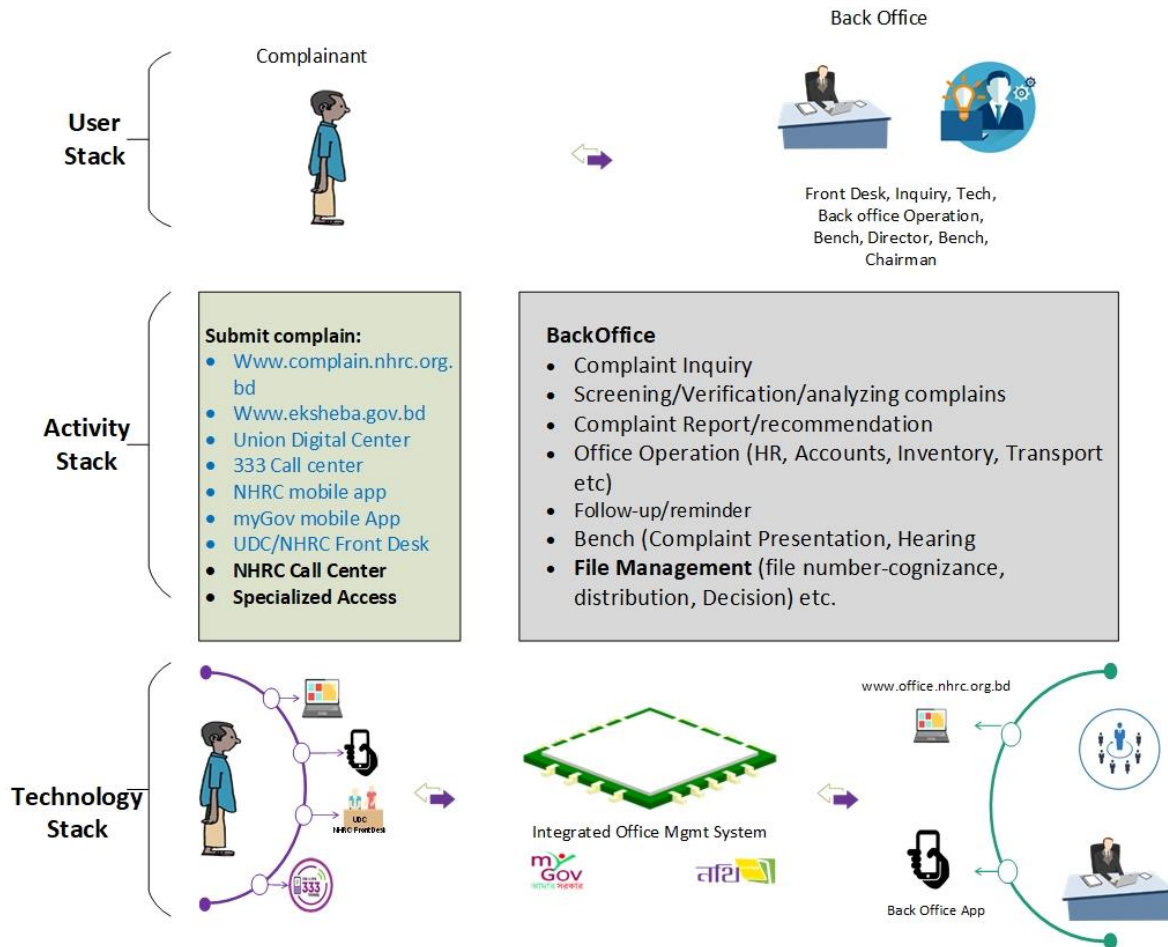
1. Multi-Language Support (Bangla, English).
2. Application should support Model View Controller (MVC) framework.
3. Able to seamless integration with future module/components/applications.
4. Creating necessary API for future integration with other system.
5. Design and develop both operational and monitoring dashboards for different layers of users with configurable presentation and configurable layer definition.
6. Provide Data Import/Export facility by user interface (UI) and ensure data portability.
7. Design and Develop role-based access control system for user.
8. Application should be lightweight and rich client-side scripting.
9. Mobile app be able to operate in low speed internet connection as an option.
10. Ensure full cloud compatibility and international standard (IS) control compliance in the software system to address any acceptable test and audit on the system.
11. Incorporate existing policies on access to data and protection of sensitive information.

12. Ensure application level security creating necessary controls in the software. The system should be completely secure and full proof with incorporation of industry standard proven data encryption techniques and methodologies.
13. The access control security function shall provide a facility for the system administrator to suspend an existing user's access rights for a specified period of time or indefinitely.
14. User Interface Security: No system level file/information should be accessible throughout the web browser. The system should never allow executing direct files.
15. SQL/XML/Code injection, Session hijacking/fixation, Output Escaping, Cross-Site Request Forgery, Cross-Site Scripting, Enforced Same Origin Policy, Parameter Tampering, Directory Traversal, Denial of Service etc. should be prevented, logged, and reported
16. Facility can be provided to lock a user and unlock as and when required.
17. Data Security: No personally identifiable information may be exposed within and outside the system without proper authorization as privacy of the user data must be dealt with utmost priority.
18. Any attempt to breach the security will be recorded with all the relevant data.
19. Reports can be retrieved for all audit logs.
20. Post development support & maintenance service for five (03) months under structured Service Legal Agreement (SLA) and Change Management Architecture.

High Level Design

1. A Back-End Database: This will be used for all sorts of operations. This will be the central repository of the data. But, for reference, to read data, NHRC Head office and all module separate databases, which will act as a slave of the master/central database. These databases will be synced automatically with the master.
2. The API server: This will host the core application with business logics and open up API's request with required features. This will sit in-between Database and any application server.
3. Application Server: A web application or any other smart device app server that plays data commissioning role as a consumer of the API repository.
4. Front-end: A very rich interface using JavaScript is a must to make the system user friendly and cutting edge.
5. A notification Server: This will push notifications to the apps. e.g. when an application creates a notification, an alert will be generated on the dashboard without refreshing or calling by repeating Ajax/Applet Request.
6. Auto save option for any data as draft so that when a user writes something that will not be lost (e.g. Google doc). Browser level storage option like HTML5 is expected.
7. The user interface and functionality of the system should be similar with the government e-file system.

High level Solution Blueprint with technology components in place:



This is a reference design and can be changed based on context and analysis detailed

Technology Specification

There should be 2 versions of access applications:

1. **Web version**
2. **Mobile version**

Technology Platform

- Any new or custom technology solutions will ensure compatibility with myGov
- Strictly follow the Principle of Agile Methodology and iterative prototyping for software development and implementation.
- Need to use open source web & mobile technology including database, programming language, graphical user interface (GUI).
- Future technology Change, iterative prototyping and agile method used in product design are the generic expectation.
- Technology will be open to HRP/NHRC for IT Audit.
- Application Development OS will be platform independent.
- Programming environment- platform independent and scalable to its future versions.

- No proprietary 3rd party tools for reporting other than the backbone technology will be used.

Security

The vendor should follow any of the industry standard secure development methodology such as (but not limited to) Comprehensive Lightweight Application Security Process (CLASP) by Open Web Application Security Project (OWASP) etc. The vendor should consider (but not limited to) common vulnerabilities such as SQL Injection, Cross Site Scripting (XSS) etc. Vendor will undertake responsibility for Input Validation Controls, Authorization/Authentication Control and other security controls in place in both test and production environment of application.

4. Out of the Scope

Following deliverables are out of the scope of this assignment and will be provided/managed by NHRC

1. Hosting and network infrastructure.
2. SMS service for Notification.
3. Dedicated NHRC call center.

5. Deliverables and Schedules/Expected Outputs

The following outputs will have to be delivered within a maximum period of six (06) months after signing the contract requiring the following deliverables:

1. Inception report including action plan & detailed methodology.
2. Final Service List (FSL) that will include the following and be treated as SOP (Standard Operating Procedure) for the services.
3. Digitization Requirement specification DRS, Business Process Document, Business Requirement Document (BRD), Data Dictionary, Use Cases, Test Cases.
4. Quick digitization with reusable components of myGov.
5. Gap analysis to identify features which quick digitization did not fulfil.
6. Develop custom solutions for complete automation of the back office.
7. Web Application in addition to myGov citizen access point.
8. Mobile Application based on the features of web-based application and in addition to myGov mobile app.
9. Complete Source Code of any new technology solutions should be provided on the final deliverable with version control.
10. Hosting requirement specification.
11. User Acceptance Test Report (UAT) Report.
12. Training materials and user manuals for system users.
13. Documentation for the change management during customization and version control.
14. Completion report including upcoming challenges if any.

Expected Duration of the Assignment:

Total Duration of the assignment is six (06) Months.

As per RFP Document

Schedule of Payments

Payments will be made against time bound deliverable as specified in this ToR. HRP, UNDP shall affect payments, by bank transfer to the proposer's bank account. Financial proposal should be made on

module wise. HRP will reserve the right to deduct any module from the assignment, thus the payment would also be deducted from the total financial proposal if requires in the future.

As per RFP Document

6. Minimum Eligibility and Qualification Criteria

The Vendor must have adequate technical ability, resources, human resources and processes. As such, following are defined as minimum eligibility criteria:

As per RFP Document

7. Progress Controls

The Chief Technical Advisor, Investigation & Human Rights Expert and Data Analysis Expert will control the progress, approval/acceptance of deliverables and get guidance from Solution Architect of A2I and liaise/interact with Assistant Director (IT), NHRC and the National Human Rights Commission (NHRC). CTA will also carry out a performance evaluation at the end of the assignment.

8. Facilities to be provided by UNDP

HRP will provide the following support:

1. Provide relevant information to the vendor as necessary for their analysis such as
 - a. Set-up information.
 - b. Assessment report and process flow and associated information covering interlinkages among the activities.
 - c. Templates (with logo or design approval) of the prescribed forms.
 - d. List of structured reports and report templates.
2. Assign representative(s) to control and supervise the assignment.
3. Provide feedback and approve the action plan submitted by the vendor and the demo version of the system.

9. Roles and responsibilities:

1. The selected vendor should provide complete source code, data structure, technical documents and all other design documents creating inter-team integrated development environment (IDE) to NHRC /HRP/UNDP or nominated expert by to HRP/UNDP/NHRC.
2. Any requirement for change should be addressed by the vendor if needed including post development support service period.
3. The selected vendor should allow 3rd party audit on product development/maintenance environment as appointed by HRP/UNDP/NHRC.
4. The selected vendor should allow NHRC/HRP/UNDP on product testing.

10. Evaluation

The consulting firm/organization will be evaluated based on the following methodology:

As per RFP Document

Annex-4

Declaration

Date:

United Nations Development Programme

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

Assignment _____

Reference: RFP-BD-2020-031

Dear Sir,

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

Yours Sincerely,