



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: October 1, 2020
	REFERENCE: RFP-BD-2020-035

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Hiring a firm for Development of an Educational collaborative Platform (EduHub) in Bangladesh-a2i.**

Proposals shall be submitted on or before 4.30 p.m. (local time) on Thursday, October 15, 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
01 October 2020

Annex 1

Description of Requirements

Context of the Requirement	<p>Eduhub platform will act as a common access gateway of versatile e-learning contents, assets, e-learning tools and techniques. Eduhub Platform will have a central content repository and shareable assets repository where different stakeholders will provide and share their contents and assets. On the other hand, Teachers, students, guardians will be able to access those versatile-learning contents and assets and techniques of different stakeholders through this platform.</p> <p>The Platform will be compatible for crawling data with other e-learning platforms or a2i-owned portals/platforms so that it will always remain updated with latest digital contents. Eduhub platform will expose necessary standards and guidelines for all the stakeholders related to e-learning contents, tools and techniques in order to ensure uniformity in terms of integration, exchange and accessibility etc. All tools and techniques will be integrated here following modular architecture to ensure their re-usability in different platform as and when necessary.</p> <p>Here students irrespective of institution, place, educational level will be able to access all government or non-government online learning portal contents from a single window as all e-learning organizations will gradually come under the umbrella of Eduhub Platform. Another aim of this Eduhub platform is to encourage experienced teachers and partners for creating a variety of learning materials, continuous assessment materials and share learning materials with students through a centralized channel. Eduhub platform will establish a standard of e-learning platform with mobile first strategy in terms of accessibility, accountability, sustainability, scalability, reliability and learners satisfaction.</p>	
Implementing Partner of UNDP	ICT division	
Brief Description of the Required Services	<ul style="list-style-type: none"> • To establish a central education hub where students, teachers and guardians will be facilitated from a single window. • To establish a central education hub where different stakeholders will come and share their e-learning contents, assets, e-learning tools etc. • To design and develop the solution architecture of Eduhub platform in a manner for better performance, flexibility, scalability, extendibility and multitenancy of the system for future expansion • To ensure a collaborative platform in order to disseminate e-learning contents, assets, tools and techniques among all stakeholders from a central platform. <p>(for detail scope refer to annex 3)</p>	
List and Description of Expected Outputs to be Delivered	Completed Products Under Each Area and Activity	Delivery Timeline
	An inception report including in-depth analysis of the technical requirements and design	15 th day after signing the contract

	Development covers the followings modules: <ul style="list-style-type: none"> • User interface • Content Management system • Edu Crawler • Edu Search Engine • Multi-layered dashboard • Reporting Tools • Dynamic Routine Builder 	2 months after signing contract
	Development covers the followings modules: <ul style="list-style-type: none"> • Dynamic Routine Builder • Content Archiving System • Live Class incorporation • Eduhub IDP for all educational portals • Single Sign on (SSO) • Integration to other educational portals • Chatbot Integration • Bulk entry Management • SEO 	4 months after signing contract
	Hosting (infrastructure will be provided by Aspire to Innovate) and handover the system	4 months after signing contract
	Support & Maintenance	1 month after hosting the platform
Person to Supervise the Work/Performance of the Service Provider	Work closely with the Technology Team of Aspire to Innovate Project. The Technology Team of a2i will be responsible to review and approve the performance/activities.	
Frequency of Reporting	As indicated in the TOR	
Progress Reporting Requirements	As indicated in the TOR	
Location of work	<input type="checkbox"/> Exact Address/es <i>[pls. specify]</i> As indicated in the TOR.	
Expected duration of work	05 Months	
Target start date	October 2020	

Latest completion date	March 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	Deliverables	% of payment
	Upon submission of inception report (15 th days after signing the contract)	20%
	After 02 Months of signing the contract (Development of the modules of first 2 months)	40%
	After 05 Months of signing the contract (Development of the modules of last 2 months and maintenance and support for 1 month)	40%
Person(s) to review/inspect / approve outputs/compl eted 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 (covering company expertise, strength and experience), which should not exceed fifteen (15) pages including any printed brochure relevant to the services being procured; • The firm must have proof of minimum BDT 30 lac working capital per year reflected in last 2 years audited financials. • The Firm must submit last two years (2018, 2019) financial audit report. • Minimum 5 years' experience in ICT business in Bangladesh. 	

- Minimum 5 experiences of design, development and implementation of website in public/private sector.

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:

Key Position	No.	Required Minimum Qualification
Project Manager	01	<ul style="list-style-type: none"> • Minimum graduate in CS/CSE/EEE/BBA or any relevant discipline from any reputed university. • Minimum 5 years professional experience in IT Industry. • Minimum 3 years' experience in government project management.
System Analyst	01	<ul style="list-style-type: none"> • Minimum graduate in CS/CSE/EEE or any relevant discipline from any reputed university. • Minimum 5 years professional experience in IT Industry. • Minimum 1 year experience as system analyst.
Solution Architect	01	<ul style="list-style-type: none"> • Minimum graduate in Computer Science ICT/CSE/Software Engineering or any other relevant Science disciplines from any University • Minimum 5 years of experience in the field of IT Solution architecture
Integration Expert	01	<ul style="list-style-type: none"> • Minimum graduate in CS/CSE/EEE or any relevant discipline from any reputed university. • Minimum 3 years professional experience in IT Industry • Minimum 1year experience as Integration Expert.
Database Admininstrator	01	<ul style="list-style-type: none"> • Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any University. • Minimum 5 years of experience in database design and administration in ICT industry.
Senior Software Engineer	01	<ul style="list-style-type: none"> • Minimum graduate in any computer science related discipline from any reputed university. • At least 3 years' working experience in relevant field.
Software Engineer	03	<ul style="list-style-type: none"> • Minimum graduate in any computer science related discipline from any reputed university.

		<ul style="list-style-type: none"> At least 2 years' working experience in relevant field.
QC Expert	01	<ul style="list-style-type: none"> Minimum graduate in any computer science related discipline from any reputed university. Minimum 2 years of experience in relevant field.
UI/UX Designer	01	<ul style="list-style-type: none"> Minimum graduate in any relevant discipline from any reputed university. Must have minimum 2 years of experience in related field.
Graphics Designer	01	<ul style="list-style-type: none"> Minimum graduate in any relevant discipline from any reputed university. Must have minimum 2 years of experience in related field.
Search Engine Optimization Expert	01	<ul style="list-style-type: none"> Minimum graduate degree from any reputed university in any relevant discipline. At least 2 years' working experience in relevant field.
Support executive	01	<ul style="list-style-type: none"> Minimum graduate degree from any reputed university in any relevant discipline. At least 2 years' working experience in relevant field.

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

Technical Proposal (70%)

☒ Expertise of the Firm

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

☒ Qualification of Key Personnel

Basis of Technical evaluation:

Criteria	Weight	Max. Points
<u>Technical</u>	70	

	1. Overall experience and Expertise of the organization/Firm	12
	1.1: Experience of design, development and implementation experience of web portal in public/private sector.	7
	1.2: Organization Profile, administrative and financial management structure and strength	5
	2. Expertise of Key personnel	23
	2.1: Relevant experience of project manager	4
	2.2: Relevant experience of System Analyst, solution architect, integration expert & Senior Software Engineer	8
	2.3: Relevant experience of Development & Support team	11
	3. Methodology proposed in the technical proposal	35
	3.1: Demonstration of the understanding of the assignment & proposed solution design for the technical development	12
	3.2: Technical approach and methodology of the development and maintenance support work	10
	3.3: Proposed staffing and work plan with detailed staff engagement schedule	6
	3.4: Change request/quality control (SDLC) mechanism	4
	3.5: Risk Management & Overall flexibility	3
	<u>Financial Proposal (30%)</u> 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 07 October 2020.</i> <i><u>"Queries on RFP-BD-2020-035"</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 07 October 2020 at 11:00am using the following link:</u> https://undp.zoom.us/j/86269707832?pwd=WW5aVGxiUnlwM2VqWEEd2UE8rVXYzQT09&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	Deliverable 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
for
Hiring a firm for Development of an Educational collaborative Platform (EduHub) in Bangladesh

A. Project Title: Access to all e-learning platforms from Home through Eduhub

B. Project Description

Eduhub platform will act as a common access gateway of versatile e-learning contents, assets, e-learning tools and techniques. Eduhub Platform will have a central content repository and shareable assets repository where different stakeholders will provide and share their contents and assets. On the other hand, Teachers, students, guardians will be able to access those versatile-learning contents and assets and techniques of different stakeholders through this platform.

The Platform will be compatible for crawling data with other e-learning platforms or a2i-owned portals/platforms so that it will always remain updated with latest digital contents. Eduhub platform will expose necessary standards and guidelines for all the stakeholders related to e-learning contents, tools and techniques in order to ensure uniformity in terms of integration, exchange and accessibility etc. All tools and techniques will be integrated here following modular architecture to ensure their re-usability in different platform as and when necessary.

Here students irrespective of institution, place, educational level will be able to access all government or non-government online learning portal contents from a single window as all e-learning organizations will gradually come under the umbrella of Eduhub Platform. Another aim of this Eduhub platform is to encourage experienced teachers and partners for creating a variety of learning materials, continuous assessment materials and share learning materials with students through a centralized channel. Eduhub platform will establish a standard of e-learning platform with mobile first strategy in terms of accessibility, accountability, sustainability, scalability, reliability and learners satisfaction.

C. Scope of Services, Expected Outputs and Target Completion

1. Background of the work:

The education sector of Bangladesh has been suffering from many deficiencies including quality teachers, quality contents and quality environment. It's obvious that quality education depends on digitalising our education sector by forming unified national e-learning platform by bringing all levels of education (primary, secondary, higher secondary and tertiary level) under a central platform. The rapid growth of decentralized e-learning contents and assets in different government and non-government organization has created a crying demand of central repository of e-learning contents and assets to avail new-age e-learning technology to our learners fingertips.

Following the government initiatives in digital education, a2i has already brainstormed with different stakeholders related to education and has innovated an idea of designing and developing a central e-learning content and asset repository platform. Eduhub platform will provide access to a range of online learning resources and materials, at the same time providing a wide range of attractive multimedia learning to learners irrespective of time, location and levels of education. Different types of stakeholder will come and share their e-learning contents and tools here and gradually it will become a versatile e-

learning technology hub. It will continuously facilitate students, parents, teachers and other stakeholders from a single window.

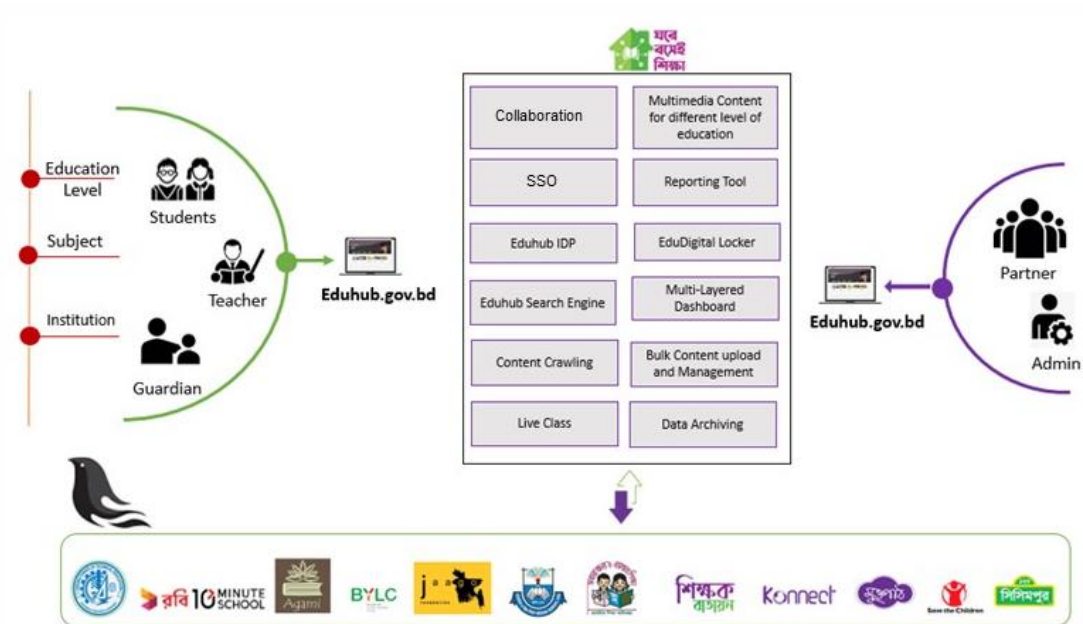
2. Main Objectives of the assignment:

Our objectives of this assignment are following:

- To establish a central education hub where students, teachers and guardians will be facilitated from a single window.
- To establish a central education hub where different stakeholders will come and share their e-learning contents, assets, e-learning tools etc.
- To design and develop the solution architecture of Eduhub platform in a manner for better performance, flexibility, scalability, extendibility and multitenancy of the system for future expansion
- To ensure a collaborative platform in order to disseminate e-learning contents, assets, tools and techniques among all stakeholders from a central platform.

3. Scope of Work:

The scope of work of Eduhub platform are divided into two major parts which are Platform development & deployment Support and Maintenance. These briefly discussed below:



3.1 Core features of the Platform

- Vendor will systematically design and develop role-wise credential system incorporation for better user role management. Here user-types will be: Student, Teacher, Parents, Guardians, Partner admin and Super admin.
- Vendor will develop a content management system (CMS) with support of contents upload, tagging, searching and download features.

- Vendor will develop the platform in such a way so that users with low bandwidth can also browse this platform smoothly.
- Eduhub platform will be fully responsive. Users will be able to access this platform from any device.
- Develop open APIs to collect data from different partner database/website;
- Implement a basic “Blog” function with integrated twitter and Facebook posting;
- The site must be compatible with the current versions of the following browsers (Firefox, Internet Explorer, Safari, and Chrome), as well as Internet Explorer ;
- There will be a feature to broadcast any live events through this platform via any third-party solution Video embedded on home page. There will also be a feature for live streaming from YouTube)
- There will be a module for social network connectivity to share any educational contents with Facebook/Twitter and other social network;
- There will be an Integrated catalogue to easily narrow down the required information/knowledge documents;
- Vendor will be responsible for designing the solution architecture of Eduhub platform in a manner for better performance, flexibility, scalability, extendibility and multitenancy of the system for future expansion
- Students will be able to watch recorded classes. They will also be able to use e-learning materials which include: pdf file, powerpoint, documents, presentation, notes and so on.
- There will be a module in where recorded classes will be uploaded by partners/stakeholders like: 10 min school, konnect, Durbinlab, English in Action, Sisimpur, JAAGO Foundation and so on.
- The platform will be compatible for crawling data with other e-learning platforms or a2i-owned portals/platforms (e.g. Teachers portal, konnect, Muktopaath etc.)
- There will be a personalized panel for partners where they will be able to sign up and upload their contents. There should be option for bulk entry to reduce upload hassle.
- System shall provide the ability to encrypt user IDs and passwords and impose minimum password lengths along with ability to reset passwords following a standard password strategy. User log management shall be recorded.
- Content hit/view/download count will be recorded and presented in dashboard and printable reports.
- An authorization module will be developed where user level permission will be set to control who can upload, publish and download contents and so on.
- Eduhub platform should be cross browser compatible, responsive and graphically attractive.
- The developed system must support Bengali UNICODE enable font so that Bengali content can be viewed properly from any machine, which support Unicode.
- The proposed platform must facilitate for showing the content both in English and Bengali Language.

- The platform will have immersive features to increase the accessibility of physically challenged students like Visual Impairment, Hearing disability etc. without any hassle. Vendor need to follow world's best practices regarding disability access to provide support for accessibility to people with disabilities.

3.2 Search Engine Optimization:

Vendor will work for Search Engine Optimization in Eduhub platform which may include (but not limited to):

- Keyword research & analysis
- Site analysis
- Competitive analysis
- Site content optimization
- HTML code optimization
- Search Engine submission (free search engines)
- Link exchange

3.3 Bulk Content upload and Management:

- The selected vendor has to develop a bulk content upload and management system for the eduHub Platform.
- Admin will upload, organize and store content in the cloud and access it from anywhere at any-time.
- There will be provision for uploading text, audio, video, PPT, and HTML files in different formats (PDF, DOC, DOCX, XLS, XLSX, PPT, PPTX, WAV, WMA, MP3, MOV, AVI, MPEG, WMV, MP4, JPEG, GIF, PNG).

3.4 Reporting tool:

Vendor will develop a reporting tool for different types of student data analysis, Content view, Feedback etc

3.5 Eduhub Search Engine:

- Eduhub platform will not be limited to a general architecture. The vendor will work for its architectural development. The significance and excellence of Eduhub will work as an essential to expand digital educational opportunities to all learners around our country, including most vulnerable group, like low income and less skilled people, girls and women, children out of school as well as illiterate youths and adults.
- Eduhub will act as a common access gateway of e-learning industry of Bangladesh. Here, students will find all government or non-government online learning portals contents as all organizations will come under the umbrella of Eduhub gradually.

3.6 Edu-crawler:

- Vendor will design and develop Edu-crawler will be responsible for crawling contents automatically from other e-learning websites of partners. It will reduce the hassle of huge content entry.
- Vendor will also add functionality to sort the content, such as: pulling content from a specific timeframe, by certain keywords or whatever user needs.

3.7 EduDigital Locker:

- There shall have a feature of Digital Locker where Students will use their National ID/Birth Certificate to digitally Sign documents (ID proof, Address proof, Academic Transcripts etc) and store them in the Digital Locker.
- Vendor will launch secure digital locker where Students will have individual document repository, ability to upload, digitally sign and share documents. This feature will ensure legal validity for electronic submission of documents and will create a trusted repository of student data.

3.8 Eduhub IDP:

Vendor will design and develop Single Sign On feature in Eduhub platform which will allow a user to access multiple separate e-learning platforms with their own one set of login credentials. This consolidated login experience will empower our online learning platforms to work together, saving costs and reducing unnecessary delay. Maintaining system and protocol, vendor will be responsible for introducing a middleware-based architecture to simplify the integration of legacy systems within e-learning platforms. Different platforms will be able to use their own idp to access any module of Eduhub platform.

3.9 Live Class:

Vendor will work for driving real-time interactions with students during the live classes in Eduhub platform. There will be provision for taking online classes through the platform using Third Party Video Conferencing Tool. Any stakeholder can onboard their resource person for taking Live Class.

- Teachers/Instructors will be able to share documents like: Video, Audio, PPT, PDF, DOC, Lecture Sheets and so on.
- Students will be able to use the live chat feature and Raise Hand feature to ask questions.
- Teachers/Instructors will be able to take live Assessment (Quiz, Exam, Assignment) instantly in the interactive live class

3.10 Multi-layered Personalized Dashboard:

Vendor will be responsible for design and developing multi-layered dashboard for web platform. These dashboards should be interoperable in terms of accessibility.

- **Monitoring dashboard:** Monitoring dashboard will show different analytical reports/data including enrolment trend of the partners, students, teachers and parents etc. These will be reported in tabular and graphic presentations. The data / reports can be shared to intended individuals/groups/ partners.
- **Partner Dashboard:** Partner will be able to upload their audio and video content by content manager section. There will be provision for uploading different e-learning materials and courses. Blog and forum will also be created for partners from the partner dashboard
- **Student Dashboard:** In student dashboard, there will be provision for observing students personal progress, learning activity, Daily class routine, notifications, announcements exam schedule and so on.
- **Parent dashboard:** Parents will have an e-communication module with teachers in their dashboard. They will be able to track the progress of their students as well as student result, learning activity, performance report and class attendance.

3.11 Data Archiving:

Designing and Developing Data archiving system of the data retained in the system as per record retention process in compliance with technology architecture.

3.12 System setup and Hosting of the website:

Vendor will install and host the developed system into the web server provided by A2i and test the system with real data. At this situation, the vendor will perform all standard test methods before final implementation.

3.13 Maintenance and Support

- Continuous health check of Database, tuning database, tuning codes & queries and mitigating the issues.
- Recording, managing reporting issues and user level application related technical problems received through the method prescribed by a2i, develop and deploy necessary solutions.
- Fixing all bugs in the system irrespective of its nature and complexities.
- Develop new reports as per new requirements based on existing DB Schema.
- Enhance and/or re-arrange existing feature of extended development of any supplementary feature within the existing technology framework complying with core SRS.
- Support & Maintenance will cover fixing all bugs and system errors as and when identified by the system users.
- Support and improve Role-wise credential system incorporation for better user role management.
- Vendor shall implement auto backup and database archiving system to meet up the challenge of system recovery, in case of any disaster or missing data.

- The vendor's team will work at their office premises or in case of specialized requirement, they may work at the a2i premises or any a2i designated location.

3.14 Deployment of the Platform:

Deployment plan of the platform will cover the following areas (but not limited to)

- Vendor will propose the deployment architecture of the Eduhub Platform following best practices and also will deploy the solution in accordance with the proposed architecture.
- Continuous health check of Database, tuning database, tuning codes & queries and mitigating the issues.
- Recording, managing reporting issues and user level application related technical problems received through the method prescribed by a2i, develop and deploy necessary solutions.
- Updating training manual adjusting the changes in the system.
- Fixing all bugs in the system irrespective of its nature and complexities.
- Provide active operational support to update system
- Support management software must be used, tokenization, date etc should be documented
- Developing, recording and reporting change documents, source code management and version management.

3.15 Change Management and Version Control

- Developing, recording and reporting change documents, source code management and version management.
- Adjust and update system in compliance with any Security test, Load Test or IT Audit conducted by the client.
- Incorporating and streamlining the system in compliance with updated versions of development tools/language/DB and ensure availability of APIs as required for integration with other services.
- Ensure all levels of testing prior to execute changes in production environment.

3.16 Post-Hosting and Sizing Support:

- a) Providing active and operation support to Data Center in application/DB and adjusting with user-base and number
- b) Regular database tuning and application configuration support to hosted environment.
- c) On-demand accountable consultancy support to Data Center in terms of Data Backup Scheduling, Back-end service execution, Server Configuration for DB/Application/Load Balancing.

4 Technology Requirements

- Open Source PHP Framework

- Bootstrap, jQuery and Ajax for best UX
- MySQL or any other open source RDBMS
- Code Version Controlling using GIT or Bitbucket in private mode
- GIT issue board or Jira or Asana for issue tracking and feature change management
- Future technology change, iterative prototyping and agility in framework design are the generic expectation

5 Institutional Arrangement

The work will closely be overseen by Chief Technology Officer (CTO), Aspire to Innovate Programme.

6 Duration of the Work

Total Duration of the assignment is 05 Months.

Deliverables:

As per RFP document

7 Supervision and Performance Evaluation:

The vendor will be working closely with the Technology Team of Aspire to Innovate Project. The Technology Team of a2i will be responsible to review and approve the performance/activities.

8 Location of Work: Bangladesh.

9 Minimum Eligibility Criteria and Team Composition:

As per RFP document

10 Evaluation Criteria:

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

As per RFP document

11 Payment Schedule:

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-2020-035

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,