REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: October 1, 2020
	REFERENCE: RFP-BD-2020-036

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Hiring a firm for Development, Implementation and Maintenance of 333 IVR Management & Associated Service-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 <u>MUST BE COMPLETELY SEPARATE</u> and uploaded separately in the system and clearly named as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each document shall include the Proposer's name and address**. <u>The file with the "FINANCIAL PROPOSAL" must be encrypted with a password</u>** <u>so that it cannot be opened nor viewed until the Proposal has been found to pass the technical evaluation stage. Once a Proposal has been found to be responsive by passing the technical evaluation stage, UNDP shall request via email the Proposer to submit the password to open the Financial Proposal.</u> The Proposer shall assume the responsibility for not encrypting the financial proposal.

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

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/unscc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Krishna Raj Adhikari
Senior Operations Manager
01 October 2020

Description of Requirements

Context of the Requirement	In current pandemic situation government has repurposed the 333 National Call Center to enable different emergency services for citizen. Now citizen can make toll free call 333 and get advice of specialised doctors, request for relief facility, buy daily necessities & emergency medicines without going out, get information of natural disasters, telemedicine service, emergency food aid for the disadvantaged, education services etc. The objectives of the work are to make the system more robust so that it can ensure quality service to more citizen simultaneously and onboard upcoming services
Implementing Partner of UNDP	ICT division

Brief Description of the Required Services	Develop, manage and support of IVR platform for 333 and its all sub services (subservices will cover different short codes like 3331, 3332 etc.)
	    a. Some subservices (not limited to) are listed below:
	    b. x333x Natural disasters Node Configuration
	    c. x333x Telemedicine Node Configuration
	    d. x333x Emergency food aid for the disadvantaged Node Configuration
	    e. x333x Citizen Services (My Gov) Node Configuration
	    f. x333x Government social security services relief, old age allowance, and widow allowance Node Configuration
	    g. x333x E-commerce (phone commodities) Node Configuration
	    h. x333x Direct education services Node Configuration
	    i. x333x National Helpdesk Node Configuration
	    j. x333x Women and children Node Configuration
	    k. x333x Legal services Node Configuration
	    l. [x = 1 to 9]
	Develop, manage and support of CRM System:
	Some important features of CRM system are listed below
	
	• Intelligent call management System
	• Manage CDR
	• Manage Call Record files
	• Make the information available through API
	• Manage Database server
	• Default Voice messaging
	• SMS integration solution
	• Customized Report
	• Number Blacklist
	• Agent Management
	• Call management and monitoring
	• Log analyser
	• User management

- Dashboard for different level user
- Intermigration with different system
- Data export and import
- Data sharing module
- Customized Visualization
- Customized searching and filtering

1.3 Network/Infrastructure Support:

Some important network support services are listed below

- All sort of deployment support (Example: Media GW commissioning, Router commissioning etc)
- Ensure auto failover & bandwidth up gradation
- Ensure all sort of co-location support
- Ensure all sort of server management (Example: Load Balancer Server, IVR Server, Routing Server, Call Forwarding Server etc.)

IPTSP Support, Outgoing call support and internet bandwidth support:

Some important IPTSP Support, outgoing call support and internet bandwidth support services are listed below

- Ensure enough bandwidth [Bandwidth cost will be at cost and billed as per use by contact agency]
- Ensure enough channel capacity support [contact agency will pay rental cost of E1/STM (Synchronous Transport Module) at cost as per use]
- Ensure outgoing call support [Call cost will be at cost and billed as per use by contact agency]

1.4 Maintenance and Support:

Some important maintenance and support services are listed below

- Provide support & maintenance service of the Call Center & Short Code from the date of contract signing. Support & Maintenance will cover fixing all bugs and system errors as and when identified by the system users.
- Vendor will ensure timely backup of the entire database to meet up the challenge of system recovery.
- The vendor's team will work at their office premises, but in case of special requirement, they may work at the client's premises or any client designated location.
- Provide Post development support service under structured SLA and Change Management Architecture.
- Fixing all bugs in the system irrespective of its nature and complexities.
- Fixing Authentic Data entered into system following structured authorization system.
- Ensure 24/7 NOC support to address maintenance and support issues.
- 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.
- Fixing Authentic Data entered into system following structured authorization system
- Continuous support in data exchange to the system by the various user groups.
- Vendor company will develop Technical Training Manual, User Training Manual, Hosting Specification Document, Implementation Plan, SRS, Data Dictionary, Class Diagram, Process Flow Diagram and other necessary documents and will open those to a2i during the contracted period and will finally handover all those along with accepted version of source code to a2i after before expiree of the contract.0

1.5 Change Management and Version Control:

Some important change management and version Control services are listed below

- Vendor must ensure that all sources are maintained through market leading source repository solution (Ex: Bit Bucket, GitHUB etc).
- The source repository must be regularly used for controlling file and history changes.
- Solution must be upgraded to a new version by fixing bugs, optimizing algorithms and adding extra functions.
- Production instances should get updates should get source directly from repository instead of regular file copy source upload.
- 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.

1.6 Document/Data Archiving and Backward Compatibility:

Some important document/data archiving and backward compatibility are listed below

a) Vendor must ensure all type of data archiving support
b) Designing and Developing Data/document archiving system of the data/document retained in the system as per record retention process in compliance with technology architecture.

	c) Bug-fixing, maintain and manage the Archiving and integration system as part of this contract
	
	1.7 Post-Hosting and Sizing Support:
	Some important post-hosting and sizing support are listed below
	
	    a) Regular database tuning and application configuration support to hosted environment.
	    b) 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.
	    c) Providing active and operation support to Data Center in application/DB.
	    d) Regular database tuning and application configuration support to hosted environment.
	    e) On-demand accountable consultancy support to Data Center in terms of Data Backup Scheduling, Back-end service execution, Server Configuration for DB/Application
	
	1.8 Capacity Management and Knowledge Transfer:
	Some important capacity management and knowledge transfer are listed below
	
	    • Facilitating monthly workshops with client team for knowledge transfer.
	    • Provide technical consultancy to the client for operational management during implementation.
	    • On-demand facilitation of system update information to client as mini-training session (Quarterly and/or in case of major changes executed)
	    • Provide continuous authentic access to client experts to source code and documents. Share source code, data structure, technical documents and all other design documents with a2i
	
	1.9 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 OWASP etc.
	
	    I. The vendor should consider common vulnerabilities such as SQL Injection, Cross Site Scripting (XSS) etc.
	    II. 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.
	    III. The following vulnerabilities must be checked and ensured security from the beginning:
	    a) Cross Site Request Forgery (CRSF)
	    b) Cross Site Scripting (XSS)
	    c) Session hi-jacking

	d) Session Fixation e) SQL Injection f) Input Validation/Filtering g) Output Escaping h) Code Injection i) Secure File Access

List and Description of Expected Outputs to be Delivered	**Completed Products Under Each Area and Activity**	**Delivery Timeline**
	Inception Report with detailed design, Delivery of SRS of the system	1 month after signing the contact
	Develop, manage and support of IVR platform for 333 and its all sub services Network/Infrastructure Support. IPTSP Support, Outgoing call support and internet bandwidth support. Develop, manage and support of CRM System: • Intelligent call management System • Manage CDR • Manage Call Record files • Make the information available through API • Manage Database server • Default Voice messaging • SMS integration solution • Customized Report • Number Blacklist • Agent Management	3 months after signing contact
	Develop, manage and support of IVR platform for 333 and its all sub services Network/Infrastructure Support. IPTSP Support, Outgoing call support and internet bandwidth support. Develop, manage and support of CRM System: • Call management and monitoring • Log analyser • User management • Dashboard for different level user • Intermigration with different system • Data export and import • Data sharing module • Customized Visualization • Customized searching and filtering	6 months after signing contact

	Maintenance support, Support service to end of contract period and handover the system	Start from the 6th months from the date of signing till 9 months
Person to Supervise the Work/Performance of the Service Provider	The awarded vendor will be working closely with the Technology Team of Aspire to Innovate Project. The Team Leader of Technology Team will be responsible to review and approve the performance/activities.	
Frequency of Reporting	As indicated in the TOR	
Progress Reporting Requirements	As indicated in the TOR	
Location of work	☐ Exact Address/es *[pls. specify]* As indicated in the TOR.	
Expected duration of work	09 Months	
Target start date	October 2020	
Latest completion date	July 2021	
Travels Expected	As indicated in the TOR.	
Special Security Requirements	☐ Security Clearance from UN prior to travelling ☐ Completion of UN's Basic and Advanced Security Training ☐ Comprehensive Travel Insurance ☐ Others *[pls. specify]* ☒ N/A	
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	☐ Office space and facilities ☐ Land Transportation ☒ Others as per TOR.	
Implementation Schedule indicating breakdown and timing of activities/sub-activities	☒ Required ☐ Not Required	

Names and curriculum vitae of individuals who will be involved in completing the services	☒ Required ☐ Not Required
Currency of Proposal	☒ United States Dollars ☐ Euro ☒ Local Currency (BDT)
Value Added Tax on Price Proposal	☒ must be inclusive of VAT and other applicable indirect taxes
Validity Period of Proposals *(Counting for the last day of submission of quotes)*	☒ 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	☒ Not permitted

Payment Terms	Deliverables	% of payment
	Inception Report with detailed design, Delivery of SRS of the system (1 month after signing the contact)	15%
	Develop, manage and support of IVR platform for 333 and its all sub services (3 months after signing the contact)	25%
	Develop, manage and support of IVR platform for 333 and its all sub services (6 months after signing the contact)	30%
	Maintenance support, Support service to end of contract period and handover the system (9 months after signing the contact)	30%

Person(s) to review/inspect / approve outputs/completed services and authorize the disbursement of payment	Policy Advisor, a2i
	☒ Contract for Professional Services

Type of Contract to be Signed	
Criteria for Contract Award	☒ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) ☒ Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory 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	Bidder must have adequate technical ability, resources, human resources and processes. As such, following are defined as minimum eligibility criteria: **Minimum Eligibility Criteria for the Firm:** • 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 organization must submit valid and up to date trade license, audited report of last 2 years. • Minimum 5 years' experience in ICT business as a registered company/entity in Bangladesh. • The Firm must have average annual turnover of BDT 1 Crore in last 2 years. • Must have proven experience of developing CRM Software Solution for Government of Bangladesh or any of its agencies or donor or UN Agencies. • Must have Test calling Environment ready with equipped devices at vendor's premise. • The Firm must have multiple (minimum 2) Interconnection Exchange (ICX) connectivity with his respective system. • The Firm must have minimum of STM-1 (Synchronous Transport Module level-1) connectivity with his respective ICX partners. • The Firm must have connectivity with BTCL. • The Firm must have Nationwide IP Telephony (IPTSP) License. **Minimum Eligibility Criteria for the Key personnel:** CVs of the Team leader and key team members containing their experiences on relevant issues must be submitted with detailed proposal. Beside that the evaluation team is expected to fulfil the following qualifications:

Sl.	Key Position	No.	Required Minimum Qualification
1	Project Manager	01	• Minimum Bachelor's 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. • Minimum 3 years' working experience in IVR platform • Minimum 3 years' working experience in CRM System
2	Senior Software Engineer	01	• Minimum Bachelors in any computer science related discipline from any reputed university. • At least 3 years' working experience in relevant field.
3	Software Engineer	02	• Minimum Bachelors in any computer science related discipline from any reputed university. • At least 2 years' working experience in relevant field.
4	Asterisk Developer	01	• Minimum Bachelors in CS/CSE/EEE or any relevant discipline from any reputed university. • Minimum 3 years professional experience in IT Industry • Minimum 1year experience as database administrator.
5	Infrastructure Engineer	01	• Minimum Bachelors in any computer science related discipline from any reputed university. • At least 3 years' working experience in relevant field.
6	Security Engineer	01	• Minimum Bachelors in any computer science related discipline from any reputed university. • At least 2 years' working experience in relevant field.
7	Quality Assurance Engineer	01	• Minimum Bachelors in any computer science related discipline from any reputed university. • Minimum 2 years of experience in relevant field.
8	Documentation Expert	01	• Minimum Bachelors from any reputed university. • Minimum 2 years of experience in related field.
9	Support Engineer	02	• Minimum Bachelors from any reputed university. • Must have Experience in content management

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
Technical		
1. Overall experience and Expertise of the organization/Firm		**15**
1.1: Experience of developing CRM Software Solution for Government of Bangladesh or any of its agencies		8
1.2: Experience of working with similar technology mentioned in the ToR		7
2. Expertise of Key personnel		**20**
2.1: Relevant experience of project manager		7
2.2: Relevant experience of Asterisk Developer, Infrastructure Engineer & Senior Software Engineer	70	6
2.3: Relevant experience of Development & Support team		7
3. Methodology proposed in the technical proposal		**35**
3.1: Overall understanding of the assignment & proposed solution- architecture		12
3.2: Proposed work plan and timeline relevant to the assignment as per the Terms of Reference		10
3.3: Technology Specification and Methodologies to be followed		6
3.4: Handover of the total system procedure		4
3.5: Risk Management & Overall flexibility		3

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:	☒ One and only one Service Provider
Contract General Terms and Conditions	☒ 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	☒ Form for Submission of Proposal (Annex 2) ☒ Detailed TOR (Annex-3) ☒ Written Self Declaration (Annex-4)
Contact Person for Inquiries (Written inquiries only)	bd.procurement@undp.org ***Please mention the following in the subject while sending any query to UNDP regarding this RFP on or before 06 October 2020.*** ***"Queries on RFP-BD-2020-036"*** Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information *[pls. specify]*	A pre-bid meeting will be held **Online** for the clarification on the bidding document and ToR **on 06 October 2020 at 11:00am using the following link:** **https://undp.zoom.us/j/89707468526?pwd=VkR2cW1uR1BJUG05QWdBZTZhS29MUT09&from=msft** ## Join Zoom Meeting

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL[1]

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery[2])

[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, contact 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.*

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[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*

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 *[list them as referred to in the RFP]*	Percentage of Total Price *(Weight for payment)*	Price *(Lump Sum, All Inclusive)*
1	Deliverable 1		
2	Deliverable 2		
3	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
Development, Implementation and Maintenance of 333 IVR Management & Associated Service

Project Description

Aspire to Innovate (a2i), a whole-of-government programme of ICT Division, supported by Cabinet Division and UNDP, that catalyses citizen-friendly public service innovations, simplifying government and bringing it closer to people. It supports the government to be on the forefront of integrating new, whole-of-society approaches to achieve the society. The objective of the project is to increase transparency, improve governance, and reduce the time, difficulty and costs of obtaining government services for under-served communities of Bangladesh. This is to be achieved by the following major 3 components of the project:
Component 1: Institutionalizing Public Service Innovation and Improving Accountability
Component 2: Catalyzing Digital Financial Services and Fintech Innovations
Component 3: Incubating Private Sector-enabled Public Service Innovation

Scope of Services, Expected Outputs and Target Completion

1. Background of the work:

   Aspire to Innovate (a2i) of Information & Communication Technology Division has implemented Voice call based 333-platform enables access to government relevant services, which was previously only available through internet. 333 has removed the dependency on internet to access the government services and has empowered around 65% citizens who are not using/accessing internet to have information on government services, reporting problems/feedbacks through a single phone call.
   333-platform enables government service information, records social problems, redirecting issues to concern governing bodies for necessary actions, monitor actions taken and lastly provide insights to plan better in order to eliminate problems in the future.

2. Main Objectives of the assignment:
   In current pandemic situation government has repurposed the 333 National Call Center to enable different emergency services for citizen. Now citizen can make toll free call 333 and get advice of specialised doctors, request for relief facility, buy daily necessities & emergency medicines without going out, get information of natural disasters, telemedicine service, emergency food aid for the disadvantaged, education services etc.

   The objectives of the work are to make the system more robust so that it can ensure quality service to more citizen simultaneously and onboard upcoming services.

3. Scope of Work: The scope of work is mentioned below:
   3.1 Develop, manage and support of IVR platform for 333 and its all sub services (subservices will

   cover different short codes like 3331, 3332 etc.)

   m. Some subservices (not limited to) are listed below:
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   o. x333x Telemedicine Node Configuration
   p. x333x Emergency food aid for the disadvantaged Node Configuration
   q. x333x Citizen Services (My Gov) Node Configuration
   r. x333x Government social security services relief, old age allowance, and widow

allowance Node Configuration
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t. x333x Direct education services Node Configuration
u. x333x National Helpdesk Node Configuration
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Some important features of CRM system are listed below

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- Solution must be upgraded to a new version by fixing bugs, optimizing algorithms and adding extra functions.
- Production instances should get updates should get source directly from repository instead of regular file copy source upload.
- 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.

3.6 Document/Data Archiving and Backward Compatibility:

Some important document/data archiving and backward compatibility are listed below

    d) Vendor must ensure all type of data archiving support

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

    f) Bug-fixing, maintain and manage the Archiving and integration system as part of this contract

3.7 Post-Hosting and Sizing Support:

Some important post-hosting and sizing support are listed below

    f) Regular database tuning and application configuration support to hosted environment.

    g) 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.

    h) Providing active and operation support to Data Center in application/DB.

    i) Regular database tuning and application configuration support to hosted environment.

    j) On-demand accountable consultancy support to Data Center in terms of Data Backup Scheduling, Back-end service execution, Server Configuration for DB/Application

3.8 Capacity Management and Knowledge Transfer:

Some important capacity management and knowledge transfer are listed below

- Facilitating monthly workshops with client team for knowledge transfer.
- Provide technical consultancy to the client for operational management during implementation.
- On-demand facilitation of system update information to client as mini-training session (Quarterly and/or in case of major changes executed)
- Provide continuous authentic access to client experts to source code and documents. Share source code, data structure, technical documents and all other design documents with a2i

3.9 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 OWASP etc.

  IV. The vendor should consider common vulnerabilities such as SQL Injection, Cross Site Scripting (XSS) etc.

  V. 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.

  VI. The following vulnerabilities must be checked and ensured security from the beginning:

    j) Cross Site Request Forgery (CRSF)

    k) Cross Site Scripting (XSS)

    l) Session hi-jacking

         m) Session Fixation
         n) SQL Injection
         o) Input Validation/Filtering
         p) Output Escaping
         q) Code Injection
         r) Secure File Access

4. Technology Requirements
Asterisk - Latest Stable Version
nodeJs- Latest Stable Version
python:above 3.
PHP- Latest Stable Version
RDBMS (MariaDB/ PostgreSQL)
Content Management System: Custom-built

5. Institutional Arrangement
The work will closely overseen by Chief Technology Officer (Technology), a2i.

6. Duration of the Work
Total Duration of the assignment is 9 Months.
System development – 3 months
System maintenance, enhancement and support- 6 Months
Selected Vendor will have to sign separate a SLA and Non-discloser agreement as part of the core agreement for these 9 months.

7. Deliverables:

As per RFP document

8. Supervision and Performance Evaluation:
The vendor will be working closely with the Technology Team of Aspire to Innovate Project. The Team Leader of Technology Team will be responsible to review and approve the performance/activities.

9. Location of Work: Bangladesh.

10. Minimum Eligibility Criteria and Team Composition:

As per RFP document

11. Evaluation Criteria:

The evaluation process of selecting a farm will be based on technical (70) and financial (30) points. The technical criteria are as follows;
As per RFP document

12. 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-2020-036

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,