REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: October 8, 2020
	REFERENCE: RFP-BD-2020-038

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Hiring a Firm for development and piloting of integrated digital transport platform for logistics management-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/unscc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Krishna Raj Adhikari
Senior Operations Manager
08 October 2020

Annex 1

Description of Requirements

Context of the Requirement	Transport costs are the highest for supply chains in Bangladesh due to lack of optimization of services: trucks circulate below capacity; need for container diversification based on product, etc. COVID19 exacerbated this challenge as SMEs liquidity diminished and they cannot pay in advance transport costs to ship goods to main markets. UNDP's COVID Supply Chain Restoration Task Team of COVID Private Sector Platform identified the lack of a transparent transport system as a challenge to overcome. The solution identified is creating a digital platform for transparent supply chain by integrating transport services of multiple logistics companies in a single platform. Producers will input demand data (what they need to transport, and route) and logistics suppliers will input supply data (which trucks are moving, available capacity, and route). The digital platform will bring Fast Moving Consumer Goods (FMCGs), eCommerce platforms and SMEs to share trucks and costs maximizing efficiency and lowering costs for SMEs.
Implementing Partner of UNDP	ekShop unit of Aspire to innovate (a2i) Project, ICT division
Brief Description of the Required Services	**Main Objectives of the assignment** This project aims to provide a data driven solution for maximizing space utility in their fleet, not only in a traditional way, but also by accumulating the distributed stakeholders and their assets around the country. Many of the transportation resources being kept unutilized or unused due to the lack of information sharing and systematic composition among the demand and supplies. The project is intended to make an integrated digital platform from where all the stakeholders can share and utilize transportation resources for their logistics management. They can get information about the availability of space in the vehicles. Development of the space allocation system is also considered as a process backed by the data driven approach. **(Please refer to Annex-3 for detail scope)**

List and Description of Expected Outputs to be Delivered	Deliverables	Timeline
	Development • Web platform development • Matchmaking console development • Logistics console development • Operations console development • Customer experience console development • Driver/ agent console development **Server and Equipment** • Server x 1 • Smart Locker x 4	At the end of 30 calendar days from the awarding of the project

	Piloting • Initializing pilot operation • To onboard in the digital platform 1 million SMEs • After sales support • Daily Service report • Delivery management (6900+ delivery) • Platform Maintenance and support (15 days after development) **Promotions** • Developing 20 static content for social media promotion • Social media marketing targeting SMEs (65% of 1 million SMEs) • Creating necessary strategies (Social media, Search engine optimization & direct campaigning) for getting the onboarding message across to the majority of over 1 Million SMEs. • Implementation of the promotional strategies **SME contacting service** • Developing SME client support SOP • Reaching out via phone to 5,000 SMEs for onboarding • Report generation on SME contacting services, inclusive of recommendations for service sustainability, and submission	At the end of 45 calendar days from the awarding of the project
Person to Supervise the Work/Performance of the Service Provider	The work will be closely overseen by Solution Architecture Specialist, a2i.	
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	1.5 Months (45 calendar days)	
Target start date	October 2020	
Latest completion date	November 2020	
Travels Expected	As indicated in the TOR.	
	☐ Security Clearance from UN prior to travelling	

Special Security Requirements	☐ 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**
	Development • Web platform development • Matchmaking console development • Logistics console development • Operations console development • Customer experience console development	30%

	• Driver/ agent console development **Server and Equipment** • Server x 1 • Smart Locker x 4	
	Piloting • Initializing pilot operation • To onboard in the digital platform 1 million SMEs • After sales support • Daily Service report • Delivery management (6900+ delivery) • Platform Maintenance and support (15 days after development) **Promotion** • Developing 20 static content for social media promotion • Social media marketing targeting SMEs (65% of 1 million) • Providing an effective online & direct promotional engagement plan • Implementation of the promotional engagement plan. **SME contacting service** • Developing SME client support SOP • Reaching out via phone to 5,000 SMEs for onboarding • Report generation on SME contacting services, inclusive of recommendations for service sustainability, and submission	70%
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Policy Advisor, a2i	
Type of Contract to be Signed	☒ Contract for Professional Services	
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; • Minimum 05 (Five) years of experiences in the relevant field; • Must have experience in design, development, and implementation of 02 (two) software projects in the field of transport or logistics-based web-based/ mobile application software; • Minimum 1 (One) projects must be in digitalization/ automation of a service function where all the design, development, implementation, and maintenance support (covers SDLC full cycle) services were provided. (Please provide work completion certificate). **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:

Position	QTY	Qualification & Experience
Project Manager	1	- Minimum graduate in Computer Science and Engineering/ICT or any other relevant disciplines from any reputed University. - Must have minimum 08 years of experience in managing IT (Software Development) projects - Must have minimum 2 IT /ICT enabled software projects management (Design, Development and Implementation) experience with any corporate/international/government client.
Business Analyst	1	- Minimum graduate in Computer Science and Engineering/ICT/MIS or any other relevant business disciplines from any reputed University. - Must have minimum 5 years of experience in the field of business requirement study and analysis for ICT based or Software projects. - Must have minimum 2 IT /ICT enabled software projects experience for requirement study and business process analysis with government/international/corporate client.

	System Analyst	1	- Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University. - Must have minimum 6 years of experience in the field of System analysis and design for ICT based application or Software Development project. - Must have minimum 2 ICT enabled software project experience in the field of system analysis and design.
	Software Architect	1	- Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University. - Must have minimum 06 years of experience in the field of Software architecture design and analysis for ICT based application and Software project. - Must have minimum 2 ICT enabled Application or software project experience in the field of Software architecture design
	Database Administrator	1	- Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University. - Must have minimum 05 years of experience in the field of database design, data normalization, data analysis, database management and administration for ICT based applications or Software project. - Must have minimum 2 ICT enabled application or software or applications projects experience in the field of Database related skills.
	Sr. Developer	1	- Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University. - Must have minimum 07 years of experience in the field of web-based software programming/coding/scripting for ICT based application or Software development. - Must have minimum 4 ICT enabled application or software project experience in the field of web-based software programming/coding/scripting as a core development team member.

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	Developer	2	- Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University. - Must have minimum 05 years of experience in the field of software programming/coding/scripting for web-based application or Software development. - Must have minimum 2 ICT enabled application or software project experience in the field of web-based software programming/coding/scripting as a core development team member.
	QA Expert	1	- Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University. - Must have minimum 3 years of experience in the field of software Quality assurance in web-based application or Software development. - Must have minimum 2 ICT enabled applications or software project experience in the field of software Quality assurance.
	System Administrator	1	- Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any reputed University - Must have minimum 5 years of experience in the field of system administration especially on operating system installation, configuration and deployment, should have experience on data backup and user management system. - Must have minimum 2 ICT enabled application or software project experience in the field of system administration
	Technical Document Expert	1	- Minimum graduate in any English/Computer Science/business administration related discipline. - Must have minimum 04 years of experience in the field of technical documentation. He or She should have fluency in writing standard and professional English especially technical specification, proposal, and document. - Must have technical documentation experience for minimum 2 ICT enabled applications or software projects as core team member
	UI and UX Designer	1	- Minimum graduation in any subject. - Minimum 4 years' Experience in developing UI for web and APP

Head of Operations	1	- Bachelor's degree in Business Administration, Computer Science, or a related field. - Minimum 02 (Two) experience as a Head of Operations or in a similar role.
Logistics Executive	10	- Bachelor's Degree in any discipline - Minimum 1 (one) year of experience in related field
Customer Service executive	10	- Bachelor's Degree in any discipline - Minimum 1 (one) year of experience in related field.
Graphics Designer	1	- Minimum graduation in any subject. - Minimum 3 years of Experience in designing and Developing high quality design for both print and digital media for any corporate brands.
Phone based client assistant	5	- Must be graduate from any recognized university - Minimum 2+ years professional experience in E-Commerce/ client-oriented services.

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 considered 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 design, development, and implementation experience of logistics-based web, mobile portal in public/private sector.	70	8
1.2: Organization Profile, administrative and financial management structure, and strength		7
2. Expertise of Key personnel		**20**

	2.1: Relevant experience of Project Manager, Business Analyst, System Analyst, Software Architect	10
	2.2: Relevant experience of Database Administrator, Sr. Developer, Software Architect, System Administrator	6
	2.3: Relevant experience of QA Expert, Technical Document Expert	4
	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
	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 12 October 2020.*** ***"Queries on RFP-BD-2020-038"*** 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.	

Annex 2

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]

Annex-3

TERMS OF REFERENCE
for
Hiring a Firm for development and piloting of integrated digital transport platform for logistics management

Project Title: Aspire to Innovate (a2i) Programme

Project Description:
The Aspire to Innovate (a2i) Programme builds on the Government of Bangladesh's efforts to introduce a citizen-centric culture of innovation in civil service to improve service delivery and make services more inclusive, affordable, reliable, and easier to access. This project will provide support to establish institutional mechanisms and improve accountability to accelerate SDG achievements in Bangladesh.
This project will have three components:
   1. Institutionalizing Public Service Innovation and Improving Accountability
   2. Catalyzing Digital Financial Services and Technology Innovations
   3. Incubating Private Sector-enabled Public Service Innovation
The project is funded by the Government of Bangladesh, UNDP, and other development partners, and is implemented by MOICT and Cabinet Division.

Scope of Services, Expected Outputs and Target Completion:
   1. **Background of the assignment**

Transport costs are the highest for supply chains in Bangladesh due to lack of optimization of services: trucks circulate below capacity; need for container diversification based on product, etc. COVID19 exacerbated this challenge as SMEs liquidity diminished and they cannot pay in advance transport costs to ship goods to main markets. UNDP's COVID Supply Chain Restoration Task Team of COVID Private Sector Platform identified the lack of a transparent transport system as a challenge to overcome. The solution identified is creating a digital platform for transparent supply chain by integrating transport services of multiple logistics companies in a single platform. Producers will input demand data (what they need to transport, and route) and logistics suppliers will input supply data (which trucks are moving, available capacity, and route). The digital platform will bring Fast Moving Consumer Goods (FMCGs), eCommerce platforms and SMEs to share trucks and costs maximizing efficiency and lowering costs for SMEs.
   2. **Main Objectives of the assignment**

This project aims to provide a data driven solution for maximizing space utility in their fleet, not only in a traditional way, but also by accumulating the distributed stakeholders and their assets around the country. Many of the transportation resources being kept unutilized or unused due to the lack of information sharing and systematic composition among the demand and supplies. The project is intended to make an integrated digital platform from where all the stakeholders can share and utilize transportation resources for their logistics management. They can get information about the availability of space in the vehicles. Development of the space allocation system is also considered as a process backed by the data driven approach.

3. Scope of Work

While not exhaustive, the following basic requirements for the platform have been identified (the list of features will be expanded based on the findings resulting from the ideation phase):

3.1 Web Platform Development

- The application should be accessible both via the internet and mobile apps (android & iOS)
- A Content Management System to enable staff to upload and update new content
- Features such as push notification system and localization (Geo-tagging)
- The application's interface will be designed for both Bangla and English
- The platform should enable practitioners to collaborate and gather knowledge
- User role management
- Postal mapping support for SMEs
- Optimize the site for low bandwidth users.
- Develop open APIs to collect data from different partner databases/websites.
- Google analytics
- Photo and video gallery
- Social network connectivity to share any news/other items with Facebook/Twitter and other social network
- Newsletter sign-up from home page (including integration for managing newsletter)
- Online payment

3.2 Server and Equipment

Server x1	- 2 x Intel Xeon Silver 4214 2.2G, 12C/24T, 9.6GT/s, 16.5M Cache, Turbo, HT (85W) DDR4-2400 of reputable international first party brand. - 64GB RDIMM, 2666MT/s, Dual Rank - 4 x 2.4TB 10K RPM SAS 12Gbps 512e 2.5in Hot-plug Hard Drive - PERC H730P RAID Controller, 2GB NV Cache, Adapter, Low Profile - DVD+/-RW, SATA, Internal - Broadcom 5720 Quad Port 1GbE B ASE-T, rNDC - Dual, Hot-plug, Redundant Power Supply (1+1), 750W - Chassis with up to 8 x 2.5" SAS/SATA Hard Drives for 2CPU Configuration - PowerEdge 2U Standard Bezel with Ready Rails Sliding Rails with Cable Management Arm - Riser Config 2, 3 x8, 1 x16 slots - iDRAC: iDRAC9, Enterprise - Rack shelf - Manufacturer's warranty covering minimum 1 year of replacement & service
Smart Locker x4	- Metal sheet for (6x6x2 feet) locker box - Electro mechanical lock - Multi layer cable - Smart box controller board - All-in-one computer

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	- UPS, Router, Modem - Security camera - Additional basic peripherals

3.3 Matchmaking Console development
- Demand data
- Supply data
- CBM/KG utilization
- Service rating/ review
- ETA (estimated time of arrival) commitment vs expectation data
- Dynamic pricing based on priority, shipping mode, unloading patterns
- Vehicle capacity/type

3.4 Logistics console development
- Automated route optimization
- Manual route assignment
- Single depot planning
- Drivers return-to-depot optimization
- Route panel
- Driver overtime optimization tolerance
- Timeslot allowed earliness and lateness optimization tolerance
- Dynamic pickups and delivery

3.5 Operations console development
- Live driver on-map monitoring
- Live task statuses
- Live route management
- Task time windows
- Notes and attachments
- Service time duration
- Driver-support contact
- Driver-recipient contact
- Task failure workflow
- Vehicle and driver costs
- Custom service time configuration
- Individual task inventory detail

3.6 Customer experience console development
- Customer profiles
- Notifications (email, sms)
- In-app communication
- Live tracking
- Live ETAs (estimated time of arrivals)
- Ratings and feedback

- Default task instructions
- Customer priority

3.7 Driver/ agent console development
- iOS and Android driver / agent App
- Task list and map view
- Driver status
- Google Maps and Waze navigation
- Driver manual route re-order
- Driver event log

3.8 Maintenance
- In case of any technical problem or support requirement, the vendor's response for the solution has to be very prompt.
- Technical complexity and support requirement, the response and problem solution plan have to be predefined and precise.
- The vendor must consider contingency plans to manage and solve sudden complexity, technical problems arose and support requests.
- The help desk remote support should be comprehensive, strong, standard and adequate.
- Improving user engagement, user training and receiving user review & feedback should be considered in the maintenance support plan.
- Communication, software performance evaluation, continuous improvement for user satisfaction and right time reporting to the concerned authority should be planned well ahead and executed the same time as standard service.

3.9 Piloting (Solution Testing)
- Promotion / awareness creation of the integrated digital transport platform
- Onboarding SMEs into the digital platform
- Shipping
- Route management
- Developing 20 static content for social media promotion
- After Sales Service to SME Customers
- Completion of 20400 nos successful delivery.

3.10 SMEs contacting services
- Develop SME assistance SOP (Standard Operating Procedure)
- Reaching out to 5,000 SMEs via phone service for onboarding (55,000 minutes)
- Provide phone support (contact info to be provided in the digital platform) for the duration of the contract to support use of services
- Report generation on SME contacting services, inclusive of recommendations for service sustainability, and submission.

3.11   Security and Privacy Requirements

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

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

3.12   Language Support

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

4.   Technology Requirements

- PHP- Latest Stable Version or other scalable open source platform
- MySQL- Latest Stable Version other scalable open source platform
- Content Management System: Modified open source or custom-built system

Job description of key personnel

SL	Position	QTY	Job Description
1	Project Manager	1	I. Manage project execution to ensure adherence to budget, schedule, and scope. II. Monitor or track project milestones and deliverables. III. Confer with project personnel to identify and resolve problems. IV. Develop and manage work breakdown structure (WBS) of information technology projects. V. Submit project deliverables, ensuring adherence to quality standards.
2	Business Analyst	1	I. Acting as an information source and communicator between commercial team. II. Understanding strategic business needs and plans for growth. III. Enhancing the quality of IT products and services. IV. Analyzing the design of technical systems and business models. V. Utilizing IT data for business insights.

3	System Analyst	1	I. Maintaining and upgrading existing systems as required. II. Collaborating with Business Analysts, Project Leads and Tech team to resolve issues and ensuring solutions are viable and consistent. III. Running training sessions and workshops on system processes IV. Structuring and prioritizing business requirements and communicating plans with stakeholders for review and approval V. Creating system guidelines and manuals for the organization. VI. Running training sessions and workshops on system processes
4	Software Architect	1	I. Collaborate with team members to determine best practices and requirements for software. II. Oversight and approval of all final programs and products before formal launch. III. Actively seek ways to improve business software processes and interactions. IV. Prepare an easy to understand report for supervisors detailing achieved milestones and short-term project goals
5	Database Administrator	1	I. Install and maintain the performance of database servers. II. Develop processes for optimizing database security. III. Set and maintain database standards. IV. Manage database access. V. Performance tuning of database systems. VI. Install, upgrade, and manage database applications. VII. Diagnose and troubleshoot database errors
6	Sr. Developer	1	I. Identify user and system requirements for new websites and applications. II. Prioritize software development projects, set timelines and assign tasks to team members. III. Create wireframes to decide on layout. IV. Write or review code for various applications. V. Run functionality testings' and debug code. VI. Oversee junior web developers and evaluate their performance
7	Developer	2	I. Coding and debugging. II. Designing and testing computer structures. III. Troubleshooting system errors. IV. Writing computer instructions. V. Managing database systems. VI. Maintaining operating systems. VII. Editing source-code. VIII. Profiling and analyzing algorithms.
8	QA Expert	1	I. Outline quality assurance policies and procedures. II. Interpret and comply with quality assurance standards. III. Make sure that quality assurance standards are adequate. IV. Elaborate the procedures of sampling and guidelines for collection and reporting quality data.

9	System Administrator	1	I. Install and configure software and hardware. II. Manage network servers and technology tools. III. Set up accounts and workstations IV. Monitor performance and maintain systems according to requirements. V. Troubleshoot issues and outages.
10	Technical Document Expert	1	I. Maintain a record of all corrections and revisions to documentation. II. Collaborate and confer with stakeholders to document subject material and technical specifications. III. Edit documentation immediately preceding delivery. IV. Research, propose and implement customer-specific documentation solutions. V. Initiate improvements in documentation.
11	UI and UX Designer	1	I. Analyze customer responses and website data to determine high traffic web pages and why some perform better than others. II. Design the aesthetics to be implemented within a website or product, from the layout menus and drop-down options to colors and fonts. III. Build storyboards to conceptualize designs and convey project plans to clients and management. IV. Account for and track the human-computer interaction (HCI) element of a design.
12	Head of Operations	1	I.Manage the daily operations through supervision of the inbound, sorting, reprocessing, outbound and reverse logistics functions II.Supervise the team/ persons responsible for each of sortation (Inbound, Sorting, Reprocessing, Outbound, Reverse Logistics) teams. III.Lead the day-to-day relationships and manage the activities of the 3PL staff and companies that operate in our sort facility. IV.Oversee the training and development of sortation centre staff through a close working relationship with leaders
13	Logistics Executive	10	I. Provide relevant data and analysis to the operations team throughout the supply chain II. Responsible for harmonizing and monitoring supply chain operations III. Take responsibility for the success or failure of material shipping and delivery schedule IV. Responsible for troubleshooting any concern related to transportation V. Work with existing transportation suppliers on optimal delivery rate and routing VI. Ensure that internal teams recommend the most advantageous transportation modes, routing, equipment or frequency VII. Responsible for establishing specific supply chain-based performance measurement systems VIII. Direct and follow-up with incoming materials and outgoing finished products to ensure prompt delivery of SMEs IX. Work with and monitor the efforts of partners in the supply chain to ensure smooth operations X. Responsible for utilizing logistics IT systems or software to optimize procedures XI. Responsible for planning and tracking the shipment of final products according to customer requirements

			XII. Responsible for the preparation of appropriate and accurate logistics reports for upper management XIII. Monitor deliveries and ensure satisfaction XIV. Responsible for maintaining accurate logs of all transportation and goods.
14	Customer Service executive	10	I. Managing SME customer accounts. II. Maintain relationships with carriers and SME customers. III. Solve SME customer and carrier problems and help resolve issues. IV. Provide shipment quotes for customers and set up shipments as required by customers. V. Excellent multitasking skills within their workspace as well as computer software programs. VI. Ensure After Sales Support.
15	Graphics Designer	1	I. Conceptualizing visuals based on requirements II. Create these materials by hand or by using technology, including computer software programs. Adobe's Creative Suite—including Photoshop, Illustrator, InDesign, and more—is the standard in the industry and most employers expect designers to be proficient with its programs. III. Testing graphics across various media
16	Phone based client assistant	5	I. Collaborate with management to identify company training needs. II. Plan appropriate phone outreach sessions. III. Reach out via phone calls to SMEs to onboard them on the digital platform. V. Provide client support to SMEs to use the digital platform VII. Develop a report of the outreach strategy and client support, including recommendations for future sustainability

5. Institutional Arrangement

The work will be closely overseen by EM Solution Architecture Specialist, a2i.

6. Duration of the Work

Total duration of the project is 45 Days

7. Expected Deliverables

As per RFP Document

8. Supervision and Performance Evaluation:

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

9. Location of Work: Bangladesh.

10. Minimum Eligibility Criteria

Team Composition:

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

Position	No. of Person
1. Project Manager	1
2. Business Analyst	1
3. Head of Operations	1
4. System Analyst	1
5. Software Architect	1
6. Database Administrator (DBA)	1
7. Sr. Developer	1
8. Developer	2
9. QA Expert	1
10. System Administrator	1
11. Technical Document Expert	1
12. UI and UX Designer	1
13. Logistics Executive	10
14. Graphics Designer	1
15. Phone based client assistant	5
16. Customer Service Executive	10
Totals	**39**

Qualification of the Resource Personnel: The minimum required qualification and experience of professional staff are as follows:

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

Financial Proposal (30%)

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

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-2020-038

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,