



## REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: June 9, 2021
	REFERENCE: RFP-BD-2021-013

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Hiring a Firm for Enhancement, new Development and maintenance of COVID- 19 National Dashboard for Bangladesh-a2i**.

**Proposals shall be submitted on or before 4.30 p.m. (local time) on Thursday, June 24, 2021**

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.**

A handwritten signature in blue ink is located at the bottom left of the page.

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](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  
09 June 2021



## Description of Requirements

Context of the Requirement	<p>Since the initial outbreak of COVID-19, the impacts of the pandemic are visible worldwide and the situation in Bangladesh is no different. The virus was confirmed to have spread to Bangladesh in March 2020. The first three known cases were reported on 8 March 2020 by the Ministry of Health, Institute of Epidemiology, Disease Control and Research, IEDCR. Since then, the pandemic has spread day by day over the whole nation and the number of affected people has been increasing at a progressive rate. The data-driven intelligence decision-making has made the firm way for the ministries and departments related to COVID-19 response to take decisions in a timely manner.</p> <p>In this current pandemic situation (2nd wave of COVID-19 pandemic), the COVID-19 outbreak around the whole world is the top prioritized issue. Different countries are taking and adopting different policies in this regard to withhold or diminish the spreading of the virus. For Bangladesh to successfully handle the situation, a proper channel of authentic information and data regarding the outbreak is necessary for the Administrative Authorities and the Epidemiologist Consultants in understanding and creating appropriate national policies.</p> <p>a2i already developed a one-stop platform for an online COVID 19 dashboard addressing the current outbreak of coronavirus disease. From the dashboard, daily updates from authentic sources can be viewed. Furthermore, it enables its users to monitor and measure real-time information on the go, helping to gain valuable insights and drive towards quick and accurate decision making. Technology has played a significant role in many areas and the past decade has witnessed the foray of numerous information systems and their resultant products into the scenario. With digital records, it is much easier to handle and improve streamlining information collected from several sources.</p>
Implementing Partner of UNDP	Ministry of Health
Brief Description of the Required Services	<p>i) Customization, Enhancement, and Maintenance on Existing Dashboard</p> <p>Design and enhance existing operational and monitor dashboards for different layers of users with configurable presentation and configurable layer definition. The systems shall have a role base dashboard, report modules, custom reporting, trending, data searching. Using this dashboard, users can monitor the data flow, the current status of datasets, analysis on current demand, hospital occupancy trend analysis, death analysis, mobility analysis using GIS and spatial data, regional COVID-19 outbreak analysis, Rt growth rate, analysis on doubling time on the outbreak, analysis on the risk Matrixes, forecast generation, antigen vs Rt-PCR testing analysis, lab testing quality assurance analysis, other analysis on the available dataset, etc.</p>

	<p>ii) Develop New Analysis, Graphs, Maps, and Matrixes for COVID-19 Vaccination</p> <p>Design and Develop new analysis, graphs, maps, the Matrixes on COVID-19 Vaccination for operational and monitoring for different layers of users with configurable presentation and configurable layer definition. The systems shall have a role base dashboard, report modules, custom reporting, trending, data searching, infographic data presentation, and newsletter, etc. Using this analytical dashboard, users can monitor the data flow, the current status of datasets, analysis on the current demand of 1st dose, 2nd dose for COVID-19 vaccine, vaccinated among the eligible people for vaccination, correlation analysis between vaccination &amp; COVID-19 cases, disaggregated analysis among vaccine recipient based on demographic, gender, occupation, age, marginality, forecast generation, and other analysis on the available dataset, etc.</p> <p>iii) Develop New Analysis, Graphs, Maps, and Matrixes for Telehealth Featured Analysis of COVID-19</p> <p>Design and Develop new analysis, graphs, maps, Matrixes for Telehealth featured analysis of COVID-19 for different layers of users including policymaker, epidemiologists, and researchers with configurable presentation and configurable layer definition. The systems shall have a role base dashboard, report modules, custom reporting, trending, data searching, infographic data presentation, and newsletter, etc. Using this analytical Dashboard, users can monitor the Data flow, current status of Datasets, coverage analysis, comorbidity analysis, disaggregated service demand analysis, severity impact analysis, analysis on Telehealth support, and other analyses on the available dataset, etc.</p> <p>iv) Develop New Analysis, Graphs, Maps and Matrixes for Socio-economic Analysis on COVID-19</p> <p>Design and Develop new analysis, graphs, maps, Matrixes for socioeconomics featured analysis of COVID-19 for different layers of users including policymaker, Economist, epidemiologists, and researchers with configurable presentation and configurable layer definition. The systems shall have a role base dashboard, report modules, custom reporting, trending, data searching, infographic data presentation, and newsletter, etc. Using this analytical Dashboard, users can monitor various socio-economic impacts (education, business, Remittance, per capita income, poverty level, food demand, export, import, etc.) on COVID-19, the Data flow, the current status of Datasets, support, and other analysis on the available dataset, etc.</p> <p>v) Geo-maps Visualization</p> <p>The system integrated with Common GIS interface Platform for Geospatial analysis and GIS visualization. The Common GIS interface platform needs to enhance, so that it will consist of GIS and non-GIS Modules which will connect the relevant GIS data layers from GIS-DB using Geocode/geographic information on the fly and render on an interactive screen for required visualization. A set of prebuilt queries, views, and visualization will be developed for common requirements. Also, a custom query interface will be developed for customized</p>
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	<p>output generation.</p> <p>vi) Develop Weekly Zoning Maps Based on Clustering of Risk.</p> <p>Development Weekly Zoning for the capital city - Dhaka, major cities, and the whole country (district-wise), based on clustering of risk areas where the parameters are derived from the intensity of the spreading of the virus and maps for the movement range and travel pattern of the population within the country.</p> <ul style="list-style-type: none"> <li>Plotting positive case data into a map according to the address. Telco tower location can be used and a2i will co-ordinate.</li> <li>Prepare database for further use of the zoning information</li> <li>Making clusters for defining different risk zones</li> <li>Identify risk zone and demarcate the zone where needed</li> <li>Analyze public movement data</li> <li>Update dashboard with a different map and statistical analysis.</li> </ul> <p>vii) Data Analytics and Visualization</p> <p>The system has advanced data analytics and visualization. In the future scope, the system will have the capability to integrate with data visualization tools (Open source) that turn data into decisions. The system should provide predictive and prescriptive analytics support for relevant datasets so that users like policymakers, govt. high officials, academicians, epidemiologists, researchers can take the decision or suggest policy steps by applying data analysis using the dataset of COVID-19 testing data, telehealth data, socio-economics data, and vaccination data. Users can analyze socio-economic status, environmental surveillance, and other surveillance.</p> <p>viii) Data Acquisition Management</p> <p>The systems have data acquisition process management. This acquisition process needs to enhance as data from Different data sources (automated, semi-automated, or manual) need to integrate into the dashboard platform from a single point of access.</p> <p>ix) User Management Module</p> <p>There is a user module, in the user management module, the system administrator can assign or give access to permission to the respective user on particular activities.</p> <p>x) Data Import/Export</p> <p>Provide Data Import/Export facility by UI and ensure data portability if necessary. Easy downloading of charts and graphs in different formats.</p>		
List and Description of Expected Outputs to be Delivered	SI	Completed Products Under Each Area and Activity	Delivery Timeline
	1.	Inception Report with a detailed plan for Enhancement and maintenance of existing COVID-19 National Dashboard.	1 month after signing the contract.

	2.	a) Develop new Analysis, Graphs, Maps, and Matrixes Customized reporting, Data analytics and data visualization, Geo-maps Visualization for COVID-19 Vaccination  b) Develop new Analysis, Graphs, Maps, and Matrixes Customized reporting, Data analytics, and data visualization, Geo-maps Visualization for Telehealth of COVID-19	4 months after signing the contract.
	3.	Develop new Analysis, Graphs, Maps and Matrixes, Customized reporting, Data analytics and data visualization, Geo-maps Visualization for the socio-economic analysis, environmental surveillance, and other surveillance on COVID-19	6 months after signing the contract.
	4.	Enhancement and maintenance (start from the inception of the contract) of existing Data Acquisition Management, User management Module, Data Import/Export of COVID-19 National Dashboard.	8 months after signing the contract.
	5.	Enhancement and maintenance of existing Data Acquisition Management, User management Module, Data Import/Export of COVID-19 National Dashboard, vaccination Dashboard, telehealth Dashboard.	12 months after signing the contract
	6	Develop weekly Zoning maps based on clustering in risk. a) Produce Weekly Risk Zoning Maps b) Update Weekly zoning related data and analysis in the dashboard c) Updating population and travel-related data and analysis in the dashboard.	Weekly (Start after one week of signing the contract and continue till assignment end date).
Person to Supervise the Work/Performance of the Service Provider	The vendor will be working closely with the Technology Team of Aspire to Innovate Project. The Team Leader of the 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	<input type="checkbox"/> Exact Address/es <i>[pls. specify]</i> As indicated in the TOR.		
Expected duration of work	12 Months		
Target start date	June 2021		
Latest completion date	June 2022		

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) (Conversion rate UNORE May 2021)		
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be exclusive 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	
	Inception Report with a detailed plan for Enhancement and maintenance of existing COVID-19 National Dashboard	10%	

	a) Develop new Analysis, Graphs, Maps, and Matrixes Customized reporting, Data analytics and data visualization, Geo-maps Visualization for COVID-19 Vaccination b) Develop new Analysis, Graphs, Maps, and Matrixes Customized reporting, Data analytics and data visualization, Geo-maps Visualization for Telehealth of COVID-19 c) Develop new Analysis, Graphs, Maps and Matrixes, Customized reporting, Data analytics and data visualization, Geo-maps Visualization for a socio-economic analysis, environmental surveillance, and other surveillance on COVID-19	40%
	Enhancement and maintenance of existing Data Acquisition Management, User management Module, Data Import/Export of COVID-19 National Dashboard.	30%
	Enhancement and maintenance of existing Data Acquisition Management, User management Module, Data Import/Export of COVID-19 National Dashboard, vaccination Dashboard, telehealth Dashboard.	20%
Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment	Project Manager, 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	Bidder must have adequate technical ability, resources, human resources and processes. As such, following are defined as minimum eligibility criteria:  <b><u>Minimum Eligibility Criteria for the Firm:</u></b> <ul style="list-style-type: none"> <li>• Business Licenses – valid trade license, TIN Certificate, VAT Registration Certificate, Certificate of Incorporation (if applicable) and latest income tax return certificate;</li> <li>• Company Profile, which should not exceed fifteen (15) pages including any printed brochure relevant to the services being procured;</li> </ul>	



- The firm must submit the last 2 years' (2018-2019 & 2019-2020) audited financial report.
- The firm must have proof of minimum BDT 50 lac working capital per year reflected in the ' updated bank solvency certificate.
- The firm must have average turnover BDT 75 Lac in last two years.
- Minimum 3 years of experience in software/solution development with the Government of Bangladesh/any development partner/International organization. (Please provide a work completion certificate to prove the experiences).
- Must have practical experience in developing Dashboard or Data-Driven System Development (Data Warehouse, ETL, Data Acquisition, and Data Visualization). Please provide a work completion certificate (minimum 1 practical experience in developing Dashboard within last 3 years).

**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	<ul style="list-style-type: none"> <li>• Minimum graduation in Computer Science and Engineering/ICT preferably having a degree from a reputed university.</li> <li>• Minimum 3 years of experience in managing large-scale IT projects with a total of 8 years of experience in the ICT industry.</li> <li>• At least 5 years working experience in Data-Driven System Development (Data Warehouse/ ETL/ Data Acquisition/ Data Visualization).</li> </ul>
2	Sr. Software Engineer	01	<ul style="list-style-type: none"> <li>• Minimum B.Sc. in Computer Science/ICT.</li> <li>• Minimum 6 years of working experience in Solution Analysis, design, development, and implementation for Web systems using PHP/Python, RDBMS &amp; NoSQL.</li> </ul>
3	Software Engineer	02	<ul style="list-style-type: none"> <li>• Minimum graduate in Computer Science and Engineering/ICT.</li> <li>• Must have 03 years of working experience in developing web applications.</li> </ul>
4	Data Science Engineer	01	<ul style="list-style-type: none"> <li>• Minimum graduate in Computer Science and Engineering/ICT or any relevant field. Must have 2 years of progressive experience in data science or related field.</li> </ul>
5	Database Expert	01	<ul style="list-style-type: none"> <li>• Minimum 5 years of working experience in Database design, development, and</li> </ul>

			<p>administration using multiple Databases including MySQL/ ORACLE/ SQL Server.</p> <ul style="list-style-type: none"> <li>• BSc in computer engineering or any relevant field.</li> </ul>
6	Data Visualization Expert	01	<ul style="list-style-type: none"> <li>• Minimum B.Sc. in computer engineering/science/ mathematics /statistics or any relevant field.</li> <li>• Must have a minimum of 5 years of working experience in Data Visualization.</li> </ul>
7	System Analyst	01	<ul style="list-style-type: none"> <li>• Minimum graduate degree in any relevant discipline from a reputed university.</li> <li>• Minimum 3 years of experience in any government domain related to public service delivery with a total of 8 years of business analysis experience in the corporate field.</li> </ul>
8	Telehealth Expert	02	<ul style="list-style-type: none"> <li>• Minimum graduate in medical science or telecommunication from any reputed University.</li> <li>• Must have a minimum of 05 years of profound experience in the field of telecoms/ health data analysis.</li> </ul>
9	Socio-Economics Specialist	01	<ul style="list-style-type: none"> <li>• Minimum graduate in economic/ social Science/ anthropology from any reputed University.</li> <li>• Must have a minimum of 08 years of profound experience in the field of socio-economic research and data analysis.</li> </ul>
10	Infrastructure Expert	01	<ul style="list-style-type: none"> <li>• Minimum graduate in Computer Science and Engineering/ICT from any reputed University.</li> <li>• Must have a minimum of 05 years of profound experience in the field of system Deployment installation, configuration.</li> <li>• Must have experience on large scale data backup and user management system</li> </ul>
11	Public Health Specialist	01	<ul style="list-style-type: none"> <li>• Minimum MBBS from a reputed medical institute.</li> <li>• Minimum 7 years of experience in public health.</li> </ul>
12	Epidemiologist	02	<ul style="list-style-type: none"> <li>• Minimum MBBS/MPH from a reputed medical institute.</li> <li>• Minimum 5 years of working experience in epidemiologic research, producing effective reports for public health audiences, policy-makers, and the public.</li> </ul>
13	Mobility Data Analyst	02	<ul style="list-style-type: none"> <li>• Minimum Bachelors in CSE/CS/IT/ICT/APE/ETE/EEE or equivalent.</li> </ul>

			<ul style="list-style-type: none"> <li>• Minimum five (05) years of experience in Data analysis</li> <li>• Minimum three (03) years of experience in Mobility Data analysis and GIS-Based Data analysis.</li> </ul>
14	Geo Special Data Analyst	02	<ul style="list-style-type: none"> <li>• Minimum Bachelor's degree (B.Eng./BSc) in Geography/ Geography &amp; Environment/ Geographic Information Systems (GIS)/ Computer Science/ Statistics or related field.</li> <li>• Minimum three (03) years of experience in vulnerability analysis.</li> <li>• Minimum Two (02) years of experience in surveys and data collection, data analysis, database design, and analysis.</li> <li>• Knowledge of analytical tools e.g., ArcGIS, QGIS, SPSS/Stata, and designing data collection platforms</li> </ul>

**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>		
1. Overall Experience and Expertise of the organization/Firm	70	15
1.1: Experience in developing Dashboard or Data-Driven System Development (Data Warehouse, ETL, Data Acquisition, Data Visualization)		10
1.2: Organizational financial management and strength		3

	1.3 i) Organization is compliant with ISO 14001 or ISO 14064 or CMM Level 3 or above or equivalent – 0.75 ii) Organization is a member of the UN Global Compact – 0.25 iii) membership of BASIS – 1.00 2. Expertise of Key personnel 2.1: Relevant experience of project manager 2.2: Relevant experience of Public Health Specialist, Epidemiologist, Socio-Economics Specialist, System Analyst, Telehealth Expert, Database Expert, Senior Software Engineer, Mobility Data Analyst, Geo Special Data Analyst, Data Science Engineer. 2.3: Relevant experience of Development & Support team (Visualization Expert, User interface Expert, Software Engineer, Infrastructure Expert, Server and Security Administrator.) 3. Methodology proposed in the technical proposal 3.1: Overall understanding of the assignment & proposed solution- architecture 3.2: Proposed work plan and timeline relevant to the assignment as per the Terms of Reference 3.3: Technology Specification and Methodologies to be followed 3.4: Handover of the total system procedure 3.5: Risk Management & Overall flexibility presented in proposal  <b><u>Financial Proposal (30%)</u></b> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.		2 20 5 10 5 35 12 10 6 4 3
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: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>		
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><a href="mailto:bd.procurement@undp.org">bd.procurement@undp.org</a>  <b><i>Please mention the following in the subject while sending any query to UNDP regarding this RFP on or before 15 June 2021.</i></b>  <b><i>“Queries on RFP-BD-2021-013”</i></b>  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 [pls. specify]</p>	<p>A pre-bid meeting will be held <b>Online</b> for the clarification on the bidding document and ToR <b><u>on 15 June 2021 at 11:00am using the following link:</u></b>  <a href="https://undp.zoom.us/j/84977382817?from=addon">https://undp.zoom.us/j/84977382817?from=addon</a>;  <a href="#">Join Zoom Meeting</a></p>

## Annex 2

**FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>1</sup>*****(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>2</sup>)***

[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.*

<sup>1</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>2</sup> 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\* (Financial proposal must be password protected)**

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

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

**E. Cost Breakdown by Cost Component [This is only an Example]: (Financial proposal must be password protected)**

<b>Description of Activity</b>	<b>Remuneration per Unit of Time</b>	<b>Total Period of Engagement</b>	<b>No. of Personnel</b>	<b>Total Rate</b>
<b>I. Personnel Services</b>				
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				
<b>II. Out of Pocket Expenses</b>				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
<b>III. Other Related Costs</b>				
<b>Please mention VAT separately with %</b>				

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

*[Designation]*

*[Date]*

**Terms of Reference**  
**For**  
**Hiring a Firm for Enhancement, new Development and maintenance of COVID– 19 National**  
**Dashboard for Bangladesh-a2i**

**A. Project Title: Aspire to Innovate (a2i)**

**B. 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 at 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

**1. Background of the work:**

Since the initial outbreak of COVID-19, the impacts of the pandemic are visible worldwide and the situation in Bangladesh is no different. The virus was confirmed to have spread to Bangladesh in March 2020. The first three known cases were reported on 8 March 2020 by the Ministry of Health, Institute of Epidemiology, Disease Control and Research, IEDCR. Since then, the pandemic has spread day by day over the whole nation and the number of affected people has been increasing at a progressive rate. The data-driven intelligence decision-making has made the firm way for the ministries and departments related to COVID-19 response to take decisions in a timely manner.

In this current pandemic situation (2<sup>nd</sup> wave of COVID-19 pandemic), the COVID-19 outbreak around the whole world is the top prioritized issue. Different countries are taking and adopting different policies in this regard to withhold or diminish the spreading of the virus. For Bangladesh to successfully handle the situation, a proper channel of authentic information and data regarding the outbreak is necessary for the Administrative Authorities and the Epidemiologist Consultants in understanding and creating appropriate national policies.

a2i already developed a one-stop platform for an online COVID 19 dashboard addressing the current outbreak of coronavirus disease. From the dashboard, daily updates from authentic sources can be viewed. Furthermore, it enables its users to monitor and measure real-time information on the go, helping to gain valuable insights and drive towards quick and accurate decision making. Technology has played a significant role in many areas and the past decade has witnessed the foray of numerous information systems and their resultant products into the scenario. With digital records, it is much easier to handle and improve streamlining information collected from several sources.

The platform framework needs to disseminate different information through the platforms towards a number of target audiences:

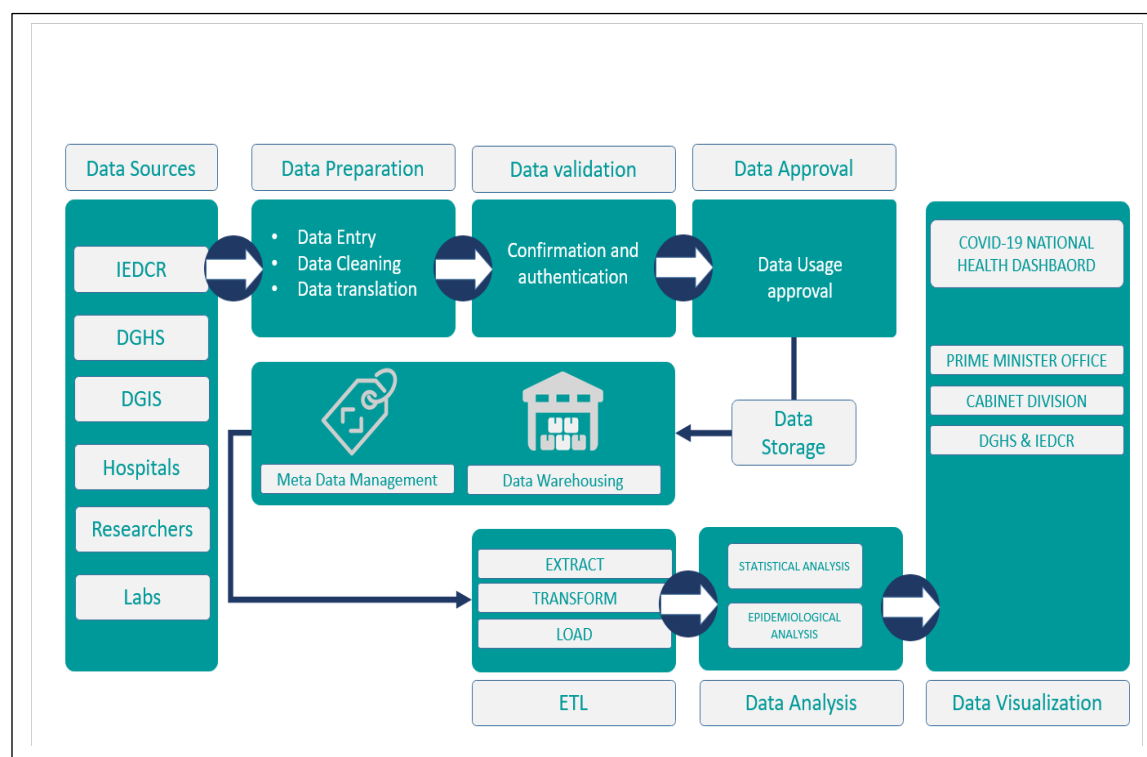


- Prime Minister Office,
- Members of Cabinet Division,
- Ministry of Health & Family Welfare,
- Directorate General of Health Services (DGHS),
- The national technical committee for COVID-19 response
- Institute of Epidemiology Disease Control and Research IEDCR
- Divisional Administration,
- District Administration,
- Upazila Administration
- National and International epidemiologists and researchers.

## 2. Current Features of existing Dashboard.

- Statistics on Weekly Test, Infected, death Information. And also comparing with previous week data
- Daily national infected number and seven-day rolling average on the infected number in the chart.
- Analysis in map on infected percentage base on test.
- Analysis on Risk Matrix of 7 days positivity rate.
- Analysis on Regional and district wise positivity rate
- Comparison between daily Test and infected numbers
- Weekly infected and test percentage.
- Number test Comparison among south Asian major countries.

## 3. High Level Diagram of Current COVID-19 National Dashboard for Bangladesh.



**4. Main Objectives of the assignment:**

The main objective of the project is to compile the solutions in a single platform which will ease the accessibility for policymakers resulting in timely decision-making for COVID-19 scenario continuously. The Dashboard will also provide analysis and analytics on the following issue:

- a. Telehealth Featured Analysis and analytics,
- b. COVID-19 Vaccination Analysis and analytics,
- c. Socio-economic Analysis and analytics on COVID-19 pandemic
- d. Develop Weekly Zoning Maps Based on Clustering of Risk.

**5. Scope of Work:** The scope of work is mentioned below:**i) Customization, Enhancement, and Maintenance on Existing Dashboard**

Design and enhance existing operational and monitor dashboards for different layers of users with configurable presentation and configurable layer definition. The systems shall have a role base dashboard, report modules, custom reporting, trending, data searching. Using this dashboard, users can monitor the data flow, the current status of datasets, analysis on current demand, hospital occupancy trend analysis, death analysis, mobility analysis using GIS and spatial data, regional COVID-19 outbreak analysis, Rt growth rate, analysis on doubling time on the outbreak, analysis on the risk Matrixes, forecast generation, antigen vs Rt-PCR testing analysis, lab testing quality assurance analysis, other analysis on the available dataset, etc.

**ii) Develop New Analysis, Graphs, Maps, and Matrixes for COVID-19 Vaccination**

Design and Develop new analysis, graphs, maps, the Matrixes on COVID-19 Vaccination for operational and monitoring for different layers of users with configurable presentation and configurable layer definition. The systems shall have a role base dashboard, report modules, custom reporting, trending, data searching, infographic data presentation, and newsletter, etc. Using this analytical dashboard, users can monitor the data flow, the current status of datasets, analysis on the current demand of 1<sup>st</sup> dose, 2<sup>nd</sup> dose for COVID-19 vaccine, vaccinated among the eligible people for vaccination, correlation analysis between vaccination & COVID-19 cases, disaggregated analysis among vaccine recipient based on demographic, gender, occupation, age, marginality, forecast generation, and other analysis on the available dataset, etc.

**iii) Develop New Analysis, Graphs, Maps, and Matrixes for Telehealth Featured Analysis of COVID-19**

Design and Develop new analysis, graphs, maps, Matrixes for Telehealth featured analysis of COVID-19 for different layers of users including policymaker, epidemiologists, and researchers with configurable presentation and configurable layer definition. The systems shall have a role base dashboard, report modules, custom reporting, trending, data searching, infographic data presentation, and newsletter, etc. Using this analytical Dashboard, users can monitor the Data flow, current status of Datasets, coverage analysis, comorbidity analysis, disaggregated service demand analysis, severity impact analysis, analysis on Telehealth support, and other analyses on the available dataset, etc.

**iv) Develop New Analysis, Graphs, Maps and Matrixes for Socio-economic Analysis on COVID-19**

Design and Develop new analysis, graphs, maps, Matrixes for socioeconomic featured analysis of COVID-19 for different layers of users including policymaker, Economist, epidemiologists, and

researchers with configurable presentation and configurable layer definition. The systems shall have a role base dashboard, report modules, custom reporting, trending, data searching, infographic data presentation, and newsletter, etc. Using this analytical Dashboard, users can monitor various socio-economic impacts (education, business, Remittance, per capita income, poverty level, food demand, export, import, etc.) on COVID-19, the Data flow, the current status of Datasets, support, and other analysis on the available dataset, etc.

#### **v) Geo-maps Visualization**

The system integrated with Common GIS interface Platform for Geospatial analysis and GIS visualization. The Common GIS interface platform needs to enhance, so that it will consist of GIS and non-GIS Modules which will connect the relevant GIS data layers from GIS-DB using Geocode/geographic information on the fly and render on an interactive screen for required visualization. A set of prebuilt queries, views, and visualization will be developed for common requirements. Also, a custom query interface will be developed for customized output generation.

#### **vi) Develop Weekly Zoning Maps Based on Clustering of Risk.**

Development Weekly Zoning for the capital city - Dhaka, major cities, and the whole country (district-wise), based on clustering of risk areas where the parameters are derived from the intensity of the spreading of the virus and maps for the movement range and travel pattern of the population within the country.

- I. Plotting positive case data into a map according to the address. Telco tower location can be used and a2i will co-ordinate.
- II. Prepare database for further use of the zoning information
- III. Making clusters for defining different risk zones
- IV. Identify risk zone and demarcate the zone where needed
- V. Analyze public movement data
- VI. Update dashboard with a different map and statistical analysis.

#### **vii) Data Analytics and Visualization**

The system has advanced data analytics and visualization. In the future scope, the system will have the capability to integrate with data visualization tools (Open source) that turn data into decisions. The system should provide predictive and prescriptive analytics support for relevant datasets so that users like policymakers, govt. high officials, academicians, epidemiologists, researchers can take the decision or suggest policy steps by applying data analysis using the dataset of COVID-19 testing data, telehealth data, socio-economics data, and vaccination data. Users can analyze socio-economic status, environmental surveillance, and other surveillance.

#### **viii) Data Acquisition Management**

The systems have data acquisition process management. This acquisition process needs to enhance as data from Different data sources (automated, semi-automated, or manual) need to integrate into the dashboard platform from a single point of access.

#### **ix) User Management Module**

There is a user module, in the user management module, the system administrator can assign or give access to permission to the respective user on particular activities.

**x) Data Import/Export**

Provide Data Import/Export facility by UI and ensure data portability if necessary. Easy downloading of charts and graphs in different formats.

**Maintenance and Support:**

Important maintenance and support services are listed below

- Continuous health check of database, tuning database, tuning codes & queries and mitigating the issues.
- Provide daily data management support including data entry, data conversion, data correction, data process, run ETL process, data visualization, etc.
- Provide layer-2 support for 7 days in a week to run the dashboard smoothly.
- Import data into the system from various sources on time daily basis.
- Provide support for recording, managing reporting issues, and user-level application.
- All related technical problems received through the method prescribed by a2i, develop and deploy necessary solutions in time.
- Updating training manual adjusting the changes in the system
- 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 the system following structured authorization system
- Continuous support in data exchange to the system by the various user groups.
- The vendor company will provide Technical Training to 10 technical/semi-technical persons nominated by a2i for configuring and managing the technology, another training for 30 users will also have been conducted by the vendor covering operational use of the system.
- The 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 the accepted version of source code to a2i after before expiree of the contract.

**Change Management and Version Control:**

Some important change management and version control services are listed below

- The vendor must ensure that all sources are maintained through a market-leading source repository solution (Ex: Bit Bucket, GitHub, etc.).
- The source repository must be regularly used for controlling file and history changes.
- The solution must be upgraded to a new version by fixing bugs, optimizing algorithms, and adding extra functions.
- Production instances should get updates should get the source directly from the 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 Vendor.
- Incorporating and streamlining the system in compliance with updated versions of development tools/language/database and ensure availability of APIs as required for integration with other services.

- Ensure all levels of testing before executing changes in the production environment.

#### Post-Hosting and Sizing Support:

- Some important post-hosting and sizing support are listed below
- Regular database tuning and application configuration support to the hosted environment.
- On-demand accountable consultancy support to Data Centre in terms of Data Backup Scheduling, Back-end Service Execution, Server Configuration for Database /Application/Load Balancing.
- Providing active and operational support to Data Centre in application/ Database.
- Regular database tuning and application configuration support to the hosted environment.

#### Capacity Management and Knowledge Transfer:

- Important capacity management and knowledge transfer are listed below
- Facilitating weekly meetings for presenting the dashboard with National Technical Committee.
- Provide technical consultancy to the client for operational management during implementation.
- On-demand facilitation of system update information to the client as the mini-training session (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

#### Security:

- The vendor should follow any of the industry-standard secure development methodologies such as Comprehensive Lightweight Application Security Process (CLASP) by OWASP etc.
- The vendor should consider common vulnerabilities such as SQL Injection, Cross-Site Scripting (XSS), etc.
- The vendor will undertake responsibility for Input Validation Controls, Authorization/Authentication Control, and other security controls in place in both the test and production environment of the application.

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

**6. Technology Requirements:**

- PHP 7.x (Open-Source Development Framework Like Laravel)
- Python3.x
- R programme
- Apache Spark
- Apache pandas
- RDBMS (MySQL/ PostgreSQL)
- NoSQL (Mongo/ neo4j)
- Visualization tools Like Apache Superset, ArcGIS, Tableau.

**7. Institutional Arrangement**

The work will closely be overseen by Chief Technology Officer (Technology), Aspire to Innovate (a2i) Programme.

**8. Duration of the Work**

The total duration of the assignment is 12 months.

**9. Deliverables:**

As per RFP Documents

**10. Supervision and Performance Evaluation:**

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

**11. Location of Work:** Dhaka, Bangladesh.

**12. Minimum Eligibility Criteria and Team Composition:**

As per RFP Documents

**13. Exit strategy**

After 1 year of contract, vendor will finish all enhancement and maintenance work of the systems (as per deliverable schedule) and transfer the whole system including Source code, data, and all Technical document to team Leader of Technology Team of Aspire to Innovate Project (a2i) . a2i will hand over the system to Directorate General of Health services (DGHS), Ministry of Health and family welfare for its continuous operation under guidance and supervision of MIS,DGHS with technical collaboration of a2i.

**14. Job responsibility of key personnel**

Sl.	Key Position	% of engagement	Job Description
1	Project Manager	75%	<ul style="list-style-type: none"> <li>• Determine and define project scope and objectives</li> <li>• Predict resources needed to reach objectives and manage resources effectively and efficiently.</li> <li>• Develop and manage a detailed project schedule and work plan</li> <li>• Monitor or track project milestones and deliverables</li> <li>• Submit project deliverables consistently to a2i management, ensuring adherence to quality standards.</li> <li>• Utilize industry best practices, techniques, and standards throughout the entire project execution.</li> </ul>
2	Sr. Software Engineer	35%	<ul style="list-style-type: none"> <li>• Design and develop innovative software programs that improve and simplify the COVID 19 National Dashboard to Stakeholders.</li> <li>• Ensure all new software functions smoothly across the Whole Dashboard system enhancement and development,</li> <li>• Define and solve g existing problems.</li> <li>• Write original code and update existing code, ensuring that all code meets system requirements</li> <li>• Perform intensive testing of all new and existing programs to ensure they are free of errors and function as intended</li> <li>• Update and debug existing National Dashboard to ensure a smooth user experience and a uniform look across a variety of platforms.</li> <li>• Keep up to date on the newest technological innovations in the field and be ready to apply relevant innovations to Dashboard software systems</li> </ul>
3	Software Engineer	50%	<ul style="list-style-type: none"> <li>• Full lifecycle application development</li> <li>• Design, code, and debug applications in various software languages</li> <li>• Software analysis, code analysis, requirements analysis, software review, identification of code metrics, system risk analysis, software reliability analysis</li> <li>• Object-oriented Design and Analysis (OOA and OOD)</li> <li>• Integrate software with existing systems.</li> </ul>
4	User interface Expert	10%	<ul style="list-style-type: none"> <li>• Improve the look and feel of the interactive National Dashboard system.</li> <li>• Create overall concepts for the user experience within the national dashboard system, ensuring all interactions are intuitive and easy for customers</li> </ul>

			<ul style="list-style-type: none"> <li>Analyze customer responses and website data to determine high traffic system and why some perform better than others</li> <li>Design the aesthetics to be implemented within the dashboard, from the layout menus and drop-down options to colors and fonts</li> <li>Build storyboards to conceptualize designs and convey project plans to management</li> <li>Account for and track the human-computer interaction (HCI) element of a design</li> <li>Conduct test on Dashboard to Assess user experience</li> </ul>
5	Data Science Engineer	25%	<ul style="list-style-type: none"> <li>Create and maintain optimal data pipeline architecture.</li> <li>Assemble large, complex data sets that meet functional / non-functional business requirements of Dashboard.</li> <li>Identify, design, and implement internal process improvements: automating manual processes, optimizing data delivery for greater scalability.</li> <li>Work with stakeholders including Data and Design teams to assist with data-related technical issues and support their data needs for the development of Dashboard.</li> <li>Keep data separated and secure across national boundaries.</li> <li>Create data tools for analytics and data scientist team members that assist them in building and optimizing the dashboard into an innovative industry dashboard.</li> <li>Work with data and analytics experts to strive for greater functionality in Dashboard.</li> </ul>
6	Technical Documentation Expert	15%	<ul style="list-style-type: none"> <li>Prepare technical documents (SRS, DFD, ERD) for Dashboard as per the requirements of the qualification criteria, technical specifications, and detailed configuration information.</li> <li>Review and edit existing technical documents to improve writing, styles, formatting, contents, etc. and also keep records of any changes made</li> <li>responsible for spell &amp; grammar checking, layout, formatting, designing, and other details of documents produced</li> </ul>
7	Database Expert	25%	<ul style="list-style-type: none"> <li>Design stable, reliable, and effective databases</li> <li>Optimize and maintain Existing Dashboard database systems</li> <li>Modify databases according to requests and perform tests</li> <li>Solve database usage issues and malfunctions</li> </ul>



			<ul style="list-style-type: none"> <li>• Liaise with developers to improve applications and establish best practices</li> <li>• Gather user requirements and identify new features</li> <li>• Provide data management support to users</li> <li>• Plans database upgrades by maintaining, evaluating, and improving transaction processing model</li> <li>• Assesses database performance by developing a protocol for measurement of results and identification of problem areas.</li> <li>• Secures database by preparing access and control policies and procedures; implementing disaster recovery procedures.</li> </ul>
8	Quality assurance Expert	10%	<ul style="list-style-type: none"> <li>• Document test cases for the Dashboard system</li> <li>• Record test progress and results</li> <li>• Code automated tests</li> <li>• Create test plans</li> <li>• Develop standards and procedures to determine Dashboard system quality and release readiness</li> <li>• Discover bugs within Dashboard systems</li> <li>• Drive innovation and streamline overall testing processes</li> <li>• Identify, isolate, and track bugs throughout testing</li> <li>• Identify any potential problems that users might encounter.</li> <li>• Perform manual and automated testing</li> <li>• Review user interfaces for consistency and functionality</li> </ul>
9	Data Visualization Expert	15%	<ul style="list-style-type: none"> <li>• Produce analytics and reports from Covid-19 Dashboard System,</li> <li>• Using Open Source Analytics, create reports and visualizations.</li> <li>• Create queries and logic to perform analyses that support Dashboard goals</li> <li>• Develop intuitive and attractive static and interactive data visualizations using routine program data for Dashboard, Weekly, Bi-Weekly quarterly reports, presentations to stakeholders</li> <li>• Distill quantitative and qualitative data to communicate compelling stories to diverse audiences.</li> <li>• Establish data visualization standards and explore new, cutting-edge tools to periodically raise those standards</li> <li>• Communicate results through presentations, reports, tools, and data visualizations for stakeholders.</li> </ul>
10	Support Engineer	100%	<ul style="list-style-type: none"> <li>• Respond To inquiries through email and telephone.</li> <li>• Record stakeholder's interactions in a register.</li> </ul>

			<ul style="list-style-type: none"> <li>• Oversee and follow-up on open issues.</li> <li>• Develop customer relationships through professional, dependable, and accurate interactions.</li> <li>• Reply to Client mission-critical issues outside business hours.</li> <li>• Travel to client sites for high-profile issue resolution.</li> <li>• Present training modules to Clients.</li> <li>• Escalate issues as per Service Level Agreement.</li> <li>• Extend technical support on software for internal and external clients.</li> <li>• Inform client functionality requests or software change requests to the development team.</li> <li>• Offer proactive communication to clients and project managers.</li> </ul>
11	System Analyst	25%	<ul style="list-style-type: none"> <li>• Write requirements for new systems.</li> <li>• Help implement and monitor the effectiveness of the systems.</li> <li>• examining current Dashboard systems</li> <li>• talking to users (requirements gathering) to address new features.</li> <li>• producing specifications for new or modified systems</li> <li>• Liaising with other IT staff such as programmers to produce new systems</li> <li>• implementing new systems</li> <li>• Collaborating with Business Analysts, Project Manager, and IT teams to resolve issues and ensuring solutions are viable and consistent.</li> <li>• Conducting regular reviews of systems and generating reports on efficiencies &amp; improvement areas</li> <li>• Structuring and prioritizing business requirements and communicating plans with stakeholders for review and approval.</li> </ul>
12	Project Assistant	15%	<ul style="list-style-type: none"> <li>• Provides administrative and operation support on the implementation of the project to the Project Manager;</li> <li>• Assist in projects resources management, logistical services;</li> <li>• Support to follow-up on project Manager issues;</li> <li>• Follow-up, daily daily daily daily, with the project Manager to guarantee smooth implementation of administrative and operational activities of the project</li> <li>• Maintain up-to-date files and records of project documentation;</li> <li>• Provide logistical support for workshops and other meetings as tasked by the project manager;</li> </ul>

			<ul style="list-style-type: none"> <li>• Process project-related travel arrangements;</li> <li>• Perform any other tasks assigned by the Project Manager.</li> </ul>
13	Telehealth Expert	25%	<ul style="list-style-type: none"> <li>• Implement Telemedicine analysis, Clinical Protocols, policies, and procedures to ensure effective/efficient health care delivery and compliance with all standards and operating procedures.</li> <li>• Act as a liaison between management, Technology Services Coordinator, and Telemedicine coordinators to build Tele health-related analysis in Dashboard.</li> <li>• Responsible for assisting, facilitating, maintaining, providing information, fostering positive relationships, and coordinating system operations with Telemedicine service provider, Dashboard development team.</li> <li>• Analyzes and evaluates the effectiveness of telehealth service for COVID-19 and make recommendations to dashboard development team for modifying, expanding or eliminating data analysis and visualization in collaboration with DGHS and others Stakeholder.</li> </ul>
14	Socio-Economics Specialist	25%	<ul style="list-style-type: none"> <li>• Review existing relevant data and information availability, i.e. socio-economic reports and data, relevant historic data, etc.</li> <li>• Provide brief methodological review for socio-economic-related analysis on COVID-19 Pandemic.</li> <li>• Draft related to socio-economic analysis.</li> <li>• Review existing relevant data and information availability, i.e. socio-economic reports and data, relevant historic data.</li> <li>• Support the development, implementation, and monitoring of socio-economic analysis of COVID-19 for Dashboard, adaptation, and sector strategies;</li> <li>• Support a range of other sectoral social assessments and studies, including gender analysis and mainstreaming, in collaboration;</li> <li>• Provide relevant technical inputs to the development of socio-economic analysis of the COVID-19 pandemic.</li> <li>• Guide the System Development team to choose appropriate analytics tools/Designs for the socio analysis.</li> </ul>
15	Infrastructure Expert	15%	<ul style="list-style-type: none"> <li>• To work with Project Management, Application development unit, and client representatives to validate Technical Infrastructure Architecture designs and to build/implement Dashboard solutions</li> <li>• Complete implementation tasks, with attention to detail and while under pressure.</li> </ul>

			<ul style="list-style-type: none"> <li>• Work with 4TDC to ensure technical assurance and adherence to quality standards</li> <li>• Undertakes Technical creation of infrastructure documentation and as-built diagram maintenance and updates for Dashboard</li> <li>• Ensures rack and installations are to best practice standards</li> <li>• Ensure that Service Management Centre standards are adhered to.</li> <li>• To work alongside the various Service Management resources, to ensure a consistent quality approach.</li> <li>• Responsible for ensuring compliance and update to the documentation framework to support Service Management</li> <li>• Accountable for ensuring any compliancy requirements pertaining to Service Management architectures are maintained throughout design, testing, and handover stages</li> <li>• Accurately produce low-level design documentation</li> <li>• Adheres to work schedule</li> </ul>
16	Server and Security Administrator	100%	<ul style="list-style-type: none"> <li>• Responsible for creating new user accounts and removing the accounts.</li> <li>• Responsible for recovering lost passwords and keeping user data secure.</li> <li>• To help the non-IT user with any technical issues.</li> <li>• Diagnose and Repair Hardware and Network Malfunctions</li> <li>• Develop and Implement Network Maintenance Standard Operating Procedure</li> <li>• Diagnose and Repair Hardware and Network Malfunctions</li> <li>• Develop and Implement Network Security Strategy</li> <li>• Keep Upper Management Informed With Regular Reports.</li> <li>• Responsible for ensuring compliance and update to the documentation framework to support Service Management.</li> </ul>
17	Public Health Specialist	25%	<ul style="list-style-type: none"> <li>• Act as a resource person for the activities related to design and implement COVID-19 pandemic Impact.</li> <li>• Conduct a survey to identify baseline data on the COVID-19 system; generate the process of getting inputs, information, statistical data including gender-disaggregated data and make the analysis of the above data, provide the relevant report.</li> <li>• Contribute to the effective and efficient programme implementation and achievement of outcomes, and ensure proper use of resources for the activities outlined in the work plan and line with the budget available.</li> </ul>

			<ul style="list-style-type: none"> <li>• Support the Ministry of Health in updating and adapting relevant guidelines, materials, and tools, and in performing project intervention &amp; assessments.</li> <li>• Facilitate smooth information flow of the Programme activities between the Ministry of Health and other involved institutions, programme stakeholders through sharing of reports, meetings, etc.</li> </ul>
18	Epidemiologist	25%	<ul style="list-style-type: none"> <li>• Identify and analyze public health issues related to COVID-19 and the impact on public policies or scientific studies or surveys.</li> <li>• Oversee COVID-19 Pandemic, including statistical analysis, health care planning, surveillance systems, and public health improvement.</li> <li>• Investigate diseases or parasites to determine cause and risk factors, progress, life cycle, or mode of transmission.</li> <li>• Plan, administer, and evaluate health safety standards and programs to improve public health, conferring with the health department, industry personnel, physicians, and others.</li> <li>• Provide expertise in the design, management, and evaluation of study protocols and health status questionnaires, sample selection, and analysis.</li> <li>• Conduct research to develop methodologies, instrumentation, and procedures for medical application, analyzing data, and presenting findings.</li> <li>• Standardize drug dosages, methods of immunization, and procedures for the manufacture of drugs and medicinal compounds.</li> </ul>
19	Mobility Data Analyst	30%	<ul style="list-style-type: none"> <li>• Collecting and interpreting Mobility data</li> <li>• Analyzing results</li> <li>• Reporting the results back to the relevant stakeholder,</li> <li>• Identifying patterns and trends in data sets</li> <li>• Defining new data collection and analysis processes</li> <li>• Manage data and data storage and assess incoming data for quality and accuracy</li> <li>• Use statistical programs (Excel, SPSS, etc.), databases with different programming languages (SQL, etc.) and customize software using programming languages (Python, XML, Javascript, etc.) to process and organize data for analytical purposes</li> </ul>
20	Geo Special Data Analyst	25%	<ul style="list-style-type: none"> <li>• Research and test the accuracy and quality of new geospatial data sources for inclusion in the covid-19 pandemic platform and ad hoc geospatial analysis products;</li> </ul>

			<ul style="list-style-type: none"> <li>• Produce high-quality maps using various mapping tools;</li> <li>• Conduct geospatial analysis (raster and vector) in support of COVID-19 pandemic;</li> <li>• Create and update metadata;</li> <li>• Translate analysis results to reports,</li> <li>• Follow and establish new workflows based on data, analysis, developer and end-user requirements;</li> <li>• Become/remain active in the GIS community to stay up-to-day with the latest tools and technologies.</li> </ul>
21	Data Collector	50%	<ul style="list-style-type: none"> <li>• Collects various forms of data pertaining to the research project or projects.</li> <li>• Conducts analyses of data. Interprets, draws conclusions, and discusses with analyst</li> <li>• Keeps record of information obtained during the research.</li> <li>• Performs various duties as needed to successfully fulfill the function of the position.</li> <li>• Collect data from internal and external sources</li> <li>• Compile data into a digestible planogram</li> <li>• Analyze data</li> <li>• Ensure that all data is accurate and properly organized</li> </ul>

**15. 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 Documents

**16. Payment Schedule:**

As per RFP Documents

**Annex-4**

**Declaration**

Date:

**United Nations Development Programme**

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

Assignment \_\_\_\_\_

**Reference:** RFP-BD-2021-013

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,