



## REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: September 9, 2021
	REFERENCE: RFP-BD-2021-036

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Hiring Training Service Provider for Capacity Building Training for Anondomela Platform Users in Bangladesh.**

**Proposals shall be submitted on or before 4.30 p.m. (local time) on Thursday, September 23, 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.**

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

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 Firm/ NGO/ NGOs 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*  
UNDP Bangladesh  
9/9/2021



## Annex 1

## Description of Requirements

Context of the Requirement	<p>United Nations Development Programme (UNDP) with assistance from its a2i (Ekshop) project; launched Anondomela, an online business platform in April 2020, for responding to the COVID-19 crises. During the lock down period Anondomela provided the opportunity to many entrepreneurs to continue their business activities and survive. The online platform also tried to improve capacity of the members through different trainings. Targeting different festivals like the Pahela Baishakh, Eids, Puja, Christmas etc. Anondomela strategized expediting sale of their products. Though the platform includes both male and female entrepreneurs, a significant number of women entrepreneurs (around 80%) are doing their online business through this platform.</p> <p>According to government data, Bangladesh has close to seven million small and medium enterprises (SMEs), which involve around 25 million people. The COVID-19 crisis has put most of them at the risk of shutdown. Anondomela, which means “Fair of Happiness,” brought new hope for SMEs to keep their business alive. Numerous firms and sellers uploaded their products on the platform and posted their ads, for which ekShop provided the technical and implementation support to onboard SMEs and develop the platform.</p> <p>The three expected results that the project aims to achieve are:</p> <p><b>Outcome 1:</b> Improved access of women SMEs to digital ecosystem and enhanced skills for operating in the online marketplace.</p> <p><b>Outcome 2:</b> Women SMEs' access to domestic financial resources including stimulus packages increased</p> <p><b>Outcome 3:</b> Policy advocacy for women-friendly online marketplace.</p>
Implementing Partner of UNDP	N/A
Brief Description of the Required Services	<p>The overall objective of this assignment is to ensure that the entire training process is designed and executed efficiently and effectively to achieve the aim of the project objectives. The selected firm should provide the training that enhances the entrepreneur's basic digital and financial literacy and enables them to operate the online business efficiently and expand their business in the online ecosystem.</p> <p>Specific Objectives of the assignment:</p> <p>a. To facilitate organizing and implementing the capacity-building training activities of the beneficiaries of the Anondomela project.</p>

	<p>b. Develop for the entrepreneurs a robust implementation plan of the training activities within the mentioned time in collaboration with the Anondomela team.</p> <p>c. Create training materials and deploy training nationwide (online &amp; offline).</p> <p>d. Work closely with the technology vendor to incorporate all of the developed training modules in the Anondomela site and mobile app for future online dissemination to beneficiaries.</p>																		
List and Description of Expected Outputs to be Delivered	<table border="1"> <thead> <tr> <th>SI</th><th><i><b>Deliverables</b></i></th><th><i><b>Tentative deadline</b></i></th></tr> </thead> <tbody> <tr> <td>1.</td><td>Inception report including i) Robust schedule and ii) On-time payment, logistics, and facilities plan according to the guideline of COVID-19 and local situation. iii) Risk register with risk mitigate plan.</td><td>Second week of October 2021</td></tr> <tr> <td>2.</td><td>After submission of 10 developed training modules.</td><td>Last week of October 2021</td></tr> <tr> <td>3.</td><td>Completion report of training to 3000 beneficiaries including 1000 offline beneficiaries.</td><td>Third week of December 2021</td></tr> <tr> <td>4.</td><td>After submission of post-training follow-up tools</td><td>Last week of December 2021</td></tr> <tr> <td>5.</td><td>Submit a detailed report (both soft and hard copy) on the delivery of the training program (including participants list, performance sheet) and post-training performance evaluation sheet. Certificates will also need to be given to 2500 participants by email.</td><td>Last week of December 2021</td></tr> </tbody> </table> <p>For detail deliverables and Scope of Work please refer to ToR attached - Page 25</p>	SI	<i><b>Deliverables</b></i>	<i><b>Tentative deadline</b></i>	1.	Inception report including i) Robust schedule and ii) On-time payment, logistics, and facilities plan according to the guideline of COVID-19 and local situation. iii) Risk register with risk mitigate plan.	Second week of October 2021	2.	After submission of 10 developed training modules.	Last week of October 2021	3.	Completion report of training to 3000 beneficiaries including 1000 offline beneficiaries.	Third week of December 2021	4.	After submission of post-training follow-up tools	Last week of December 2021	5.	Submit a detailed report (both soft and hard copy) on the delivery of the training program (including participants list, performance sheet) and post-training performance evaluation sheet. Certificates will also need to be given to 2500 participants by email.	Last week of December 2021
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Person to Supervise the Work/Performance of the Service Provider	The contracted training service provider will closely work with the national consultant of Anondomela and work under the guidance of the Gender Analyst and the Project Manager of WING Project. Others institutional arrangement are as per ToR.																		
Frequency of Reporting	<i>As indicated in the ToR</i>																		
Progress Reporting Requirements	<i>As indicated in the ToR</i>																		
	<input type="checkbox"/> Exact Address/es																		

Location of work	<i>As indicated in the ToR</i>
Expected duration of work	The duration of this assignment is for 03 months from October to December, 2021.
Target start date	1 <sup>st</sup> Week of October, 2021
Latest completion date	4 <sup>th</sup> week of December, 2021
Travels Expected	<i>As indicated in the ToR</i>
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 checked="" type="checkbox"/> Not applicable <input type="checkbox"/> Others <i>[pls. specify]</i>
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"/> <b>United States Dollars USD</b> or, <input type="checkbox"/> Euro <input checked="" type="checkbox"/> <b>Local Currency BDT</b>
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> <b>must be exclusive of VAT and other applicable indirect taxes.</b>  <i>As per Article II, Section 7, of the Convention on the Privileges and immunities provides, that the United Nations including UNDP as a subsidiary organ of General Assembly of the United Nations, is exempt from all direct taxes, custom restriction, duties for its official use. UNDP will provide the contractor a VAT Exemption Certificate covering the subject procurement.</i>

	<b>VAT/Tax amount should be shown in a separate line.</b>																				
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days <p>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.</p>																				
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted																				
Payment Terms	<p>UNDP shall make payments via bank transfer to the Training Service Provider's bank account upon review of the above-mentioned deliverables and confirm satisfactory completion by the UNDP project team. Payments will be made in tranches based on the following percentages and milestones.</p> <p>Cost Breakdown per Deliverable as a guideline for Vendor:</p> <table border="1"> <thead> <tr> <th>SI</th><th><b><i>Deliverables</i></b></th><th><b><i>Percentage of Total Price (Weight for payment)</i></b></th><th><b><i>Tentative deadline</i></b></th></tr> </thead> <tbody> <tr> <td>1.</td><td>           Inception report including                iv) Robust schedule and                v) On-time payment, logistics, and facilities plan according to the guideline of COVID-19 and local situation.                vi) Risk register with risk mitigate plan.         </td><td>20%</td><td>Second week of October 2021</td></tr> <tr> <td>2.</td><td>After submission of 10 developed training modules.</td><td>30%</td><td>Last week of October 2021</td></tr> <tr> <td>3.</td><td>Completion of training to 3000 beneficiaries including 1000 offline beneficiaries.</td><td>30%</td><td>Third week of December 2021</td></tr> <tr> <td>4.</td><td>After submission of post-training follow-up tools and the detailed report on the delivery of the training program.</td><td>20%</td><td>Last week of December 2021</td></tr> </tbody> </table>	SI	<b><i>Deliverables</i></b>	<b><i>Percentage of Total Price (Weight for payment)</i></b>	<b><i>Tentative deadline</i></b>	1.	Inception report including iv) Robust schedule and v) On-time payment, logistics, and facilities plan according to the guideline of COVID-19 and local situation. vi) Risk register with risk mitigate plan.	20%	Second week of October 2021	2.	After submission of 10 developed training modules.	30%	Last week of October 2021	3.	Completion of training to 3000 beneficiaries including 1000 offline beneficiaries.	30%	Third week of December 2021	4.	After submission of post-training follow-up tools and the detailed report on the delivery of the training program.	20%	Last week of December 2021
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Person(s) to review/inspect/ approve outputs/compl eted services and authorize the disbursement of payment	The contracted firm's deliveries and payments will be reviewed and approved by the Gender Analyst and the Project Manager of WING.
Type of Contract to be Signed	<input checked="" type="checkbox"/> <b>Purchase Order</b> <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> <b>Contract for Professional Services</b> <input type="checkbox"/> Long-Term Agreement <input type="checkbox"/> Other Type of Contract
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	<p>Evaluation and comparison of proposals: Prior to the technical evaluation all proposals will be screened based on the minimum eligibility criteria mentioned below:</p> <p><b>Minimum eligibility criteria of the consultancy Firm:</b></p> <ul style="list-style-type: none"> <li>• Any Professional training provider organization with valid registration, Tax Payment Certification, Non- profit Organizations with RJSC registration, any Chambers of Commerce can submit proposal with all required documents.</li> <li>• The training service provider has to have at least five years of experience in managing and conducting training programs for international and national development organizations/Government. Training areas are preferred as employment creation and entrepreneurship development, business development, and management skills development for business-women (Submit references)</li> <li>• Must have experience in training facilitation, relevant to train the women entrepreneurs in business management (training service provider must submit the training completion report)</li> <li>• At least 03 similar types of previous reports/job completion certificates (particularly in increasing economic opportunities for women and increasing access to and utilization of information and services related to business)</li> <li>• Bidder must demonstrate the current soundness of its financial standing and</li> </ul>



indicate its prospective long-term profitability.

- List of clients along with the budget and name of the projects implemented in the last 03 years
- of latest Audited Financial Statements (2018, 2019 and 2020) income statement and balance sheet indicate its financial stability, liquidity, credit standing, market reputation, etc.
- Legal documents - Updated valid registration document.
- 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;

**Team Composition:**

For proper execution of the contract, the vendor shall include the following HR positions as minimum project team requirements:

Position	No. of Person
Team Leader	1
Training Coordinator	1
Trainers/Training Facilitators	To be proposed by the Firm

**Minimum eligibility criteria of the key personnel: As per Annex 2 and ToR**

*The Firm must provide CVs of all proposed personnel for the assignment, stating name, highest academic qualification, professional certification, length of experience, role/ function and other related information not exceeding 5 pages for each.*

***Consultancy Firm that do not meet the above mandatory eligibility criteria shall not be considered for further evaluation.***

***\*\*Other Terms and Conditions applicable as per ToR.***

**Technical Proposal (70%)**

- ☒ Background experience/ Expertise of Firm/ NGO
- ☒ Adequacy and comprehensiveness of the proposal (concept, approach, work plan)
- ☒ Qualifications and competence of the key staff for the Assignment

**BASIS OF TECHNICAL EVALUATION**

**Selection Criteria of individual/Organization (technical Proposal):**

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1	Bidder's qualifications, capacity, and experience	200
2	Proposed Methodology, Approach, and Implementation Plan	300
3	Management Structure and Key Personnel	200
	<b>Total</b>	<b>700</b>
<b>Section 1. Bidder's qualification, capacity, and experience</b>		<b>Points obtainable</b>
1.1	Organizational strength and relevant expertise as required in the ToR	100
1.2	Previous relevant experience in relation to the ToR	100
<b>Total Section 1</b>		<b>200</b>
<b>Section 2. Proposed Methodology, Approach, and Implementation Plan</b>		<b>Points obtainable</b>
2.1	Understanding of the assignment and proposed methodology	150
2.2	Work plan detailing out major activities with timeline	100
3.2	Risk Management & Overall flexibility, Monitoring, quality assurance technique	50
<b>Total Section 2</b>		<b>300</b>
<b>Section 3. Management Structure and Key Personnel (in ref. to the minimum eligibility criteria of the ToR)</b>		<b>Points obtainable</b>
3.1	Educational qualification and working experiences of the Team Leader	100
3.2	Educational qualification and working experiences of the Training Coordinator	50
3.3	Educational qualification and working experiences of the Trainers/Training Facilitators	50
<b>Total Section 3</b>		<b>200</b>
<p><b>Financial Proposal (30%) :</b></p> <p>In the Second Stage, the price proposal of all contractors, who have attained minimum 70% score in the technical evaluation, will be compared. The contract will be awarded to the bidder offering the 'best value for money'. The contract will be awarded to the Contractor based on the cumulative method. The formula for the rating of the Proposals will be as follows:</p>		
<p>Rating the Technical Proposal (TP):  TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100  Rating the Financial Proposal (FP):  FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100  Total Combined Score:  (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)  =Total Combined and Final Rating of the Proposal.</p>		

UNDP will award the contract to:	<input checked="" type="checkbox"/> <b>One and only Service Provider</b>
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) <input checked="" type="checkbox"/> Detailed TOR (Annex 4) <input checked="" type="checkbox"/> Written Self-Declaration (Annex 5)
Contact Person for Inquiries (Written inquiries only)	<p><b>Email to : <a href="mailto:bd.procurement@undp.org">bd.procurement@undp.org</a></b></p> <p><b><i><u>Please mention the following in the subject while sending any query to UNDP regarding this RFP on or before 14 September 2021, CoB:</u></i></b></p> <p><b><i><u>"Queries on RFP-BD-2021-036"</u></i></b></p> <p>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>
Other Information	<p>Pre-bid Meeting will be Conducted as per detail below:</p> <p><b>Date: Tuesday, 14 September 2021</b>  <b>Time: 2:30 PM Bangladesh time</b>  <b>Venue: ONLINE (Through Zoom Meeting)</b></p> <p>Click and join:</p> <p><a href="https://undp.zoom.us/j/88500187888?pwd=ZEJpWUIHckF3amluOTM2S29jTXJBUT09&amp;from=addon">https://undp.zoom.us/j/88500187888?pwd=ZEJpWUIHckF3amluOTM2S29jTXJBUT09&amp;from=addon</a></p> <p>or,</p> <p><a href="#">Join Zoom Meeting</a> (Click)</p>

## Annex 2

## FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL

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

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[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:

**Minimum eligibility criteria of the consultancy Firm:**

- Any Professional training provider organization with valid registration, Tax Payment Certification, Non- profit Organizations with RJSC registration, any Chambers of Commerce can submit proposal with all required documents.
- The training service provider has to have at least five years of experience in managing and conducting training programs for international and national development organizations/Government. Training areas are preferred as employment creation and entrepreneurship development, business development, and management skills development for business women (Submit references).
- Must have experience in training facilitation, relevant to train the women entrepreneurs in business management (training service provider must submit the training completion report).
- At least 03 similar types of previous reports/job completion certificates (particularly in increasing economic opportunities for women and increasing access to and utilization of information and services related to business).
- Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.
- List of clients along with the budget and name of the projects implemented in the last 03 years.
- of latest Audited Financial Statements (2018, 2019 and 2020) income statement and balance sheet indicate its financial stability, liquidity, credit standing, market reputation, etc.
- Legal documents - Updated valid registration document.
- 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;

**Minimum eligibility criteria of the key personnel: Team composition and Team Experience**

**Team Leader (01)**

- Educational Qualification: At least a Post-Graduate degree in a relevant discipline such as Business Administration/Management/Economics/Education.
- Experience: At least 10 years of professional experience in organizing and conducting participatory training.
- Working experience with UN Agency/Donor Agency/INGO/NGO/Government

**Training Coordinator (01)**

- Educational Qualification: Minimum Bachelor's degree Business Administration/any other relevant field
- Experience: Minimum 3 years of working experience in relevant fields.
- Working experience with UN Agency/Donor Agency/INGO/NGO

**Trainer/Training Facilitators (Number of this post to be proposed by the firm)**

- Educational Qualification: Minimum Bachelor's degree Business Administration/any other relevant field
- Experience: Minimum 2 years of working experience in relevant fields.
- Working experience with UN Agency/Donor Agency/INGO/NGO

(CVs of the team leader, training coordinator and trainers/training facilitators must be submitted stating relevant experience, not more than 5 pages for each)

**Note:** Necessary documentation must be submitted to substantiate the above eligibility criteria.

The Firm/ NGO/Agency must provide CVs of all proposed personnel for the assignment, stating name, highest academic qualification, professional certification, length of experience, role/ function and other related information.

*Consultancy Firm/ NGO that do not meet the above eligibility criteria shall not be considered for further evaluation.*

**A. 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.*

**B. 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.*

**C. Cost Breakdown per Deliverable:**

**\* (The file with the "FINANCIAL PROPOSAL" must be encrypted with a password)**

**D.**

Cost Breakdown per Deliverable as a guideline for Vendor:

<b>SI</b>	<b>Deliverables</b>	<b>Percentage of Total Price</b>	<b>Payment Amount in BDT/USD</b>
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		<i>(Weight for payment)</i>	
1.	First Instalment: Inception report including i) robust schedule and ii) on-time payment, logistics, and facilities plan according to the guideline of COVID-19 and local situation iii) risk register with risk mitigate plan	20%	
2.	Second Instalment: After submission of 10 developed training modules.	30%	
3.	Third Instalment: Completion of training to 3000 beneficiaries including 1000 offline beneficiaries	30%	
4.	Fourth Instalment: After submission of post-training follow-up tools and the detailed report on the delivery of the training program	20%	
	<b>Total Payment Amount:</b>	100%	
In words:			

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

**E. Cost Breakdown by Cost Component [This is only an Indicative Example. Bidder is expected to submit financial proposal according to ToR]:**

Description of Activity	Daily Fees in BDT	Total Period (in days) of Engagement	No. of Personnel	Total Rate in BDT
<b>I. Personnel Services</b>				
Team Leader			1	
Training Coordinator			1	
Trainers/ Training Facilitators				
Other staff related cost as applicable ( i.e. other office staff etc.)				
<b>TOTAL CONSULTANCY FEES IN BDT</b>				

**II. Other Cost:**

No.	Description	Unit	**QTY	No. of Personnel to Travel	Unit Price in BDT	Total Price in BDT
1	<b>Administrative and Logistics Costs (in line with ToR requirement)</b>					
2	<b>Miscellaneous:</b>					
2.1	Transportation (local)/Travel cost	Lump Sum				
2.2	Stationery and related costs	Lump Sum				

2.3	Equipment and related items	Lump Sum				
2.4	Communication	Lump Sum				
2.5	Other utility cost	Lump Sum				
2.6	Other cost, if applicable	As required				
<b>Total Reimbursable Costs in BDT:</b>						

Table – 1 : Training Contents Preparation Cost

<b>Project Title: Women Empowerment for Inclusive growth (WING)</b>			
<b>Capacity Building Training for Anondomela Platform Users</b>			
<b>Timeline for Content development : 20 days after submitting the Inception Report</b>			
SL	Title of the Module	Cost for development of training modules (A)	Cost of converting training materials into web/app downloadable/viewable format (B)
<b>1</b>	<b>Capacity building training: Basic digital literacy training for 1000 entrepreneurs</b>		
<b>1.1</b>	How to use internet (Browsing, basics of internet)		
<b>1.2</b>	Basic language training (How to type in Bangla & communicate)		
<b>1.3</b>	Communications over internet (Using different communications tools like messenger, WhatsApp etc. related to online trade)		
<b>1.4</b>	How to trade on internet (Fundamentals of eCommerce)		
<b>2</b>	<b>Intermediate training for 1500 entrepreneurs on Anondomela app (Includes 500 beneficiaries trained on module 1.1 to 1.4)</b>		
<b>2.1</b>	How to sign up, creating a profile, how to upload products, how to manage orders, how to publish store		
<b>2.2</b>	Basics of logistics, how to prepare packages, Photography and pricing, basics of financial literacy.		
<b>3.0</b>	<b>Advanced training on Anondomela platform &amp; online trading for 750 entrepreneurs including 250 beneficiaries trained on module 2.1, 2.2</b>		
<b>3.1</b>	Advanced training on online marketing		
<b>3.2</b>	Advanced features training (e.g., Campaign, promotions, chargeback, bundling etc.)		
<b>4</b>	<b>Capacity building training on financial literacy &amp; business development for 250 entrepreneurs</b>		
<b>4.1</b>	Training on advanced financial literacy		

<b>4.2</b>	Business development plan creation, Risk mitigation, savings, financial management, credentials preparation, documentation preparation for credentials and financing.		
	<b>Gross Content development cost</b>	<b>SUM (A)</b>	<b>SUM (B)</b>
	Other content conversion cost (eg. Subtitles for web/app format) <b>(C)</b>		<b>C</b>
	<b>Grand Total content development cost</b>	<b>X = A+B+C</b>	<b>X</b>

**Table 2: Offline training & kickoff workshop cost**

<b>Capacity building training: Basic digital literacy training for entrepreneurs</b>						
<b>Total Modules : 4 Total Participants : 1000 Total Batches: 40</b>						
<b>Sl No.</b>	<b>Particulars</b>	<b>Unit</b>	<b>Number of Unit</b>	<b>Rate</b>	<b>Total Amount</b>	<b>Remarks (Calculation)</b>
<b>A</b>	<b>Transportation Cost for the Participants</b>					
A.1	External Participants only	Person/Day	1000	-	-	1000 External Person X 1 day
Q						
<b>B</b>	<b>Entertainment for the Participants</b>					
B.1	Morning Snacks	Person/Day	1000	-	-	1000 Person X 1 day
B.2	Evening Snacks	Person/Day	1000	-	-	1000 Person X 1 day
B.3	Lunch	Person/Day	1000	-	-	1000 Person X 1 day
Sub-Total					-	
<b>C</b>	<b>Training Organizing Cost</b>					
C.1	Materials for Participants	Set	1000		-	1000 Person
C.2	Venue cost	Rent/Day	40		-	1 day X 40 Districts
C.3	Multimedia	Rent/Day	40		-	1 day X 40 Districts
C.4	Banner	Pieces	40		-	1 Banner X 40 Districts
C.5	Trainers Cost	Person/day	Y			Y persons X 40 Districts X 1 days (Including transportation costs, accommodation cost and other related costs)
C.5	Miscellaneous Cost	Lumpsum	1		-	
Sub-Total					-	
<b>D</b>	<b>Kick-off/launch event/Workshop Cost</b>					
D.1	Venue Cost	Day	1		-	For 100 person half day in a 5 star hotel or similar venue @ Dhaka
D.2	Lunch/Dinner	Person	100		-	Buffet Lunch or dinner arrangement
D.3	Snack	Person	100		-	Simple snack including tea/coffee
D.4	Event management cost	Lumpsum	1		-	Includes Stage setting, multimedia projector, workshop arrangement and other event related cost
Sub-Total					-	



<b>Grand Total of Table-2: (A+B+C+D)</b>	
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**Table 3: Online Training Cost**

<b>Capacity building training: Intermediate, Advanced digital and Financial literacy training for entrepreneurs</b>						
<b>Total Modules : 6 Total Participants : 2000 Total Batches: 60</b>						
<b>Sl</b>	<b>Particular</b>	<b>Unit</b>	<b>Number of Unit</b>	<b>Rate</b>	<b>Total Amount</b>	<b>Remarks (Calculation)</b>
<b>A</b>	<b>Enrollment cost of the participants</b>					
<b>A.1</b>	Invitation link sending via SMS and email	<b>Number</b>	<b>2000</b>			<b>2000 X 4 times</b>
<b>Sub Total</b>						
<b>B</b>	<b>Trainers cost</b>					
<b>B.1</b>	Trainers for Intermediate courses	<b>Person/day</b>				<b>Y persons X Z days</b>
<b>B.2</b>	Trainers for advanced courses	<b>Person/day</b>				<b>Y persons X Z days</b>
<b>Sub Total</b>						
<b>C</b>	<b>Training Apparatus Cost</b>					
<b>C.1</b>	Subscription to online training tools	<b>Number of subscriptions</b>				<b>Y units X Z numbers</b>
<b>C.2</b>	Data Subscription for trainees	<b>Number of Subscriptions</b>	<b>2000</b>			<b>Y units X Z amount</b>
<b>Sub total</b>						
<b>Grand Total of Table 3 : (A+B+C)</b>						

**Table 4: Cumulative cost**

<b>Sl</b>	<b>Particulars</b>	<b>Proposed Cost (BDT)</b>
<b>1</b>	<b>Grand total for Table 1 (Content preparation cost)</b>	
<b>2</b>	<b>Grand Total for Table 2 (Offline training cost)</b>	
<b>3</b>	<b>Grand Total for Table 3 (Online training cost)</b>	
<b>4.</b>	<b>Overhead fee (Including HR fee, other organization cost and other fees)</b>	
	<b>Sub-Total</b>	
<b>5</b>	<b>VAT</b>	
<b>6</b>	<b>Grand Total</b>	

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

**Annex 3*****General Terms and Conditions for Services*****1.0 LEGAL STATUS:**

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis the United Nations Development Programme (UNDP). The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

**2.0 SOURCE OF INSTRUCTIONS:**

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action that may adversely affect UNDP or the United Nations and shall fulfill its commitments with the fullest regard to the interests of UNDP.

**3.0 CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:**

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

**4.0 ASSIGNMENT:**

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

**5.0 SUB-CONTRACTING:**

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.

**6.0 OFFICIALS NOT TO BENEFIT:**

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

**7.0 INDEMNIFICATION:**

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

## **8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:**

- 8.1** The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- 8.2** The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- 8.3** The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- 8.4** Except for the workmen's compensation insurance, the insurance policies under this Article shall:
  - 8.4.1** Name UNDP as additional insured;
  - 8.4.2** Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;
  - 8.4.3** Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.
- 8.5** The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

## **9.0 ENCUMBRANCES/LIENS:**

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with the UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

## **10.0 TITLE TO EQUIPMENT:**

Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

#### **11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:**

- 11.1** Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.
- 11.2** To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.
- 11.3** At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.
- 11.4** Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

#### **12.0 USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:**

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or THE United Nations, or any abbreviation of the name of UNDP or United Nations in connection with its business or otherwise.

#### **13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:**

Information and data that is considered proprietary by either Party and that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract, and that is designated as confidential ("Information"), shall be held in confidence by that Party and shall be handled as follows:

**13.1** The recipient ("Recipient") of such information shall:

**13.1.1** use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser's Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,

**13.1.2** use the Discloser's Information solely for the purpose for which it was disclosed.

**13.2** Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:

**13.2.1** any other party with the Discloser's prior written consent; and,

**13.2.2** the Recipient's employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:

**13.2.2.1** a corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,

**13.2.2.2** any entity over which the Party exercises effective managerial control; or,

**13.2.2.3** for the UNDP, an affiliated Fund such as UNCDF, UNIFEM and UNV.

**13.3** The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give the UNDP sufficient prior notice of a request for the disclosure of Information in order to allow the UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.

**13.4** The UNDP may disclose Information to the extent as required pursuant to the Charter of the UN, resolutions or regulations of the General Assembly, or rules promulgated by the Secretary-General.

**13.5** The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.

- 13.6** These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

#### **14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS**

- 14.1** In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.
- 14.2** If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.
- 14.3** Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.
- 14.4** The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract..

#### **15.0 TERMINATION**

- 15.1** Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.
- 15.2** UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.

- 15.3** In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.
- 15.4** Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

## **16.0 SETTLEMENT OF DISPUTES**

- 16.1 Amicable Settlement:** The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.
- 16.2 Arbitration:** Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party's written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 ("Interim Measures of Protection") and Article 32 ("Form and Effect of the Award") of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate ("LIBOR") then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

## **17.0 PRIVILEGES AND IMMUNITIES:**

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

**18.0 TAX EXEMPTION**

- 18.1** Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.
- 18.2** Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with the UNDP before the payment thereof and the UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide the UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

**19.0 CHILD LABOUR**

- 19.1** The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.
- 19.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

**20.0 MINES:**

- 20.1** The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.
- 20.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

**21.0 OBSERVANCE OF THE LAW:**



The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

**22.0 SEXUAL EXPLOITATION:**

**22.1** The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

**22.2** The UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

**23.0 AUTHORITY TO MODIFY:**

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possesses the authority to agree on behalf of UNDP to any modification of or change in this Contract, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Contract signed by the Contractor and jointly by the UNDP Authorized Official



## TERMS OF REFERENCE

<b>TITLE:</b>	<b>Terms of Reference for Hiring Training Service Provider for Capacity Building Training for Anondomela Platform Users</b>
<b>AGENCY/PROJECT NAME:</b>	Women's Empowerment for Inclusive Growth (WING)
<b>COUNTRY OF ASSIGNMENT:</b>	Bangladesh
<b>SUPERVISOR:</b>	Manager of WING Project
<b>DURATION OF CONTRACT:</b>	03 Months
<b>A. Project Description:</b>	
<p>United Nations Development Programme (UNDP) with assistance from its a2i (Ekshop) project; launched Anondomela, an online business platform in April 2020, for responding to the COVID-19 crises. During the lock down period Anondomela provided the opportunity to many entrepreneurs to continue their business activities and survive. The online platform also tried to improve capacity of the members through different trainings. Targeting different festivals like the Pahela Baishakh, Eids, Puja, Christmas etc. Anondomela strategized expediting sale of their products. Though the platform includes both male and female entrepreneurs, a significant number of women entrepreneurs (around 80%) are doing their online business through this platform.</p> <p>According to government data, Bangladesh has close to seven million small and medium enterprises (SMEs), which involve around 25 million people. The COVID-19 crisis has put most of them at the risk of shutdown. Anondomela, which means "Fair of Happiness," brought new hope for SMEs to keep their business alive. Numerous firms and sellers uploaded their products on the platform and posted their ads, for which ekShop provided the technical and implementation support to onboard SMEs and develop the platform.</p> <p>The platform has been created as a not-for-profit initiative and does not charge sellers anything to participate in the transactions. It is an online marketplace that will directly link buyers and sellers online. Since this online selling is new to the entrepreneurs and the way of doing business offline and online is different, the need for training on the platform and other e-commerce topics has been visible. From the last more than one-year experience, UNDP felt that the SMEs need systematic support from the government, development agencies, and business community to build and expand their businesses, develop their online business skills and sustain themselves in the long run.</p> <p>"No one will be left behind" is one of the core principles that UNDP follows for any action under this initiative. Without the active participation of women in the mainstream economy, half of the country's human resources are wasted. Self-employment through entrepreneurship might be a highly feasible solution.</p> <p>The three expected results that the project aims to achieve are:</p> <p><b>Outcome 1:</b> Improved access of women SMEs to digital ecosystem and enhanced skills for operating in the online marketplace.</p> <p><b>Outcome 2:</b> Women SMEs' access to domestic financial resources including stimulus packages increased</p> <p><b>Outcome 3:</b> Policy advocacy for women-friendly online marketplace</p>	
<b>B. Description of the Assignment</b>	
Based on a needs assessment and last year's report, the Anondomela team has identified 4 major areas which need extensive training for the entrepreneurs under expected result 1 and 2. The areas are <b>basic digital literacy</b> ,	

**financial literacy, online business development, and comprehensive training on the Anondomela web platform and mobile app.**

The firm will develop **10 training modules** on the identified areas, and it will be reviewed by the manager of WING and by a pool of experts of relevant organizations.

<b>Training Subject</b>	<b>Training Duration</b>
Capacity Building Training: Basic Digital Literacy & business Training for Women Entrepreneurs	As per scope of work below
Comprehensive Training on Anondomela App	-do-
Advanced Training on Anondomela Platform & Online Trading	-do-
Capacity Building Training on Financial Literacy & Business Development	-do-

In addition, the Anondomela team emphasis that the planning, organization, facilitation, and monitoring of the training/workshop sessions should consider the risk of COVID-19 and local epidemiological situations following the guideline of the Government and the WHO.

#### **Objectives of the assignment**

The overall objective of this assignment is to ensure that the entire training process is designed and executed efficiently and effectively to achieve the aim of the project objectives. The selected firm should provide the training that enhances the entrepreneur's basic digital and financial literacy and enables them to operate the online business efficiently and expand their business in the online ecosystem.

#### **Specific Objectives of the assignment**

- a. To facilitate organizing and implementing the capacity-building training activities of the beneficiaries of the Anondomela project.
- b. Develop for the entrepreneurs a robust implementation plan of the training activities within the mentioned time in collaboration with the Anondomela team.
- c. Create training materials and deploy training nationwide (online & offline)
- d. Work closely with the technology vendor to incorporate all of the developed training modules in the Anondomela site and mobile app for future online dissemination to beneficiaries.

#### **C. Scope of Work**

- The training service provider will collaborate with the Anondomela team and relevant/concerned authorities to plan, develop and implement the 10 training modules online and offline.
- The training service provider will arrange a physical launching event in Dhaka followed by a workshop with minimum 100 participants in a 5 star or equivalent venue (including one meal and one snack).
- The training service provider will arrange 40 offline trainings in 40 districts including Dhaka for 1000 participants
- The training service provider will arrange 60 online trainings for 2000 participants
- The training service provider will develop 10 training modules contents in audio, video, and SOP (Standard Operating Procedure) or FAQ (Frequently Asked Questions) format. They will also prepare presentations where necessary. Contents will be in Bangla with subtitle in English.
- The training service provider will need to prepare and submit performance evaluation of the trainers after every successful training module completion.
- The training materials will have to be prepared in such a manner, that they can be added in the Anondomela website and app easily for future dissemination.
- The training service provider will engage notable figures from the industries, experts from different relevant sectors as trainers and consult with Consultant of Anondomela as well as with the manager of the WING project where needed. The training Service provider will select participants for training programs from

Anondomela platform, SME bodies, social media women groups (e.g. Women in eCommerce – WE forum), eCommerce Association (eCab), online learning groups (e.g. Dleaders), UN WING project, and another UN projects/ agencies.

- Considering the COVID-19 situation, the number of trainees should be moderate. Specific guidelines on number of participants per batch is given in the matrix below.
- The training service provider will ensure all training logistics and facilities are according to the guideline of COVID-19 and local epidemiological situations.
- The training service provider will have a risk register and risk mitigation plan to ensure on-time training accomplishment within the mentioned timeline in the ToR.
- The training service provider is required to submit after training reports and other reports as stipulated in the ToR.
- The training service provider will need to design, prepare and send via email, one certificate to each participant after successful completion of trainings.
- Number of training participant's distribution according to training courses as per below:

Sl.	Subject	Implementation Method	Beneficiaries /units	Total Batches
<b>1</b>	<b>Capacity building training: Basic digital literacy training for women entrepreneurs</b>	<b>Offline / Physical training</b>	<b>1000</b>	<b>40 (25 participants in 40 Districts)</b>
<b>1.1</b>	How to use internet (Browsing, basics of internet)	Offline / Physical training		
<b>1.2</b>	Basic language training (How to type in Bangla & communicate)	Offline / Physical training		
<b>1.3</b>	Communications over internet (Using different communications tools like messenger, WhatsApp etc. related to online trade)	Offline / Physical training		
<b>1.4</b>	How to trade on internet (Fundamentals of eCommerce)	Offline / Physical training		
<b>2.0</b>	<b>Intermediate training on Anondomela app (Includes 500 beneficiaries trained on module 1.1 to 1.4)</b>	<b>Online</b>	<b>1500</b>	<b>30 (50 participants per batch)</b>
<b>2.1</b>	How to sign up, creating a profile, how to upload products, how to manage orders, how to publish store	Online		
<b>2.2</b>	Basics of logistics, how to prepare packages, Photography and pricing, basics of financial literacy.	Online		
<b>3.0</b>	<b>Advanced training on Anondomela platform &amp; online trading (Includes 250 beneficiaries trained on module 2.1 and 2.2)</b>	<b>Online</b>	<b>500</b>	<b>20 (25 participants per batch)</b>
<b>3.1</b>	Advanced training on online marketing	Online		
<b>3.2</b>	Advanced features training (e.g., Campaign, promotions, chargeback, bundling etc.)	Online		
<b>4.0</b>	<b>Capacity building training on financial literacy &amp; business development</b>	<b>Online</b>	<b>500</b>	<b>10 (50 participants per batch)</b>
<b>4.1</b>	Training on advanced financial literacy	Online		
<b>4.2</b>	Business development plan creation, Risk mitigation, savings, financial management, credentials preparation, documentation preparation for credentials and financing.	Online		
	<b>Total</b>		<b>3000</b>	<b>100</b>
<b>D. Expected Outputs</b>			<b>No. of calendar days required (tentative deadlines)</b>	
1. Inception report submission			5 days after award of the contract	
2. Developing training modules in Bangla with English subtitle			Within 20 days of the award of the contract	
3. 3000 Anondomela beneficiaries in total will receive training on above mentioned areas			45 days after acceptance of training modules	
4. Provide completion report from each district after completing each batch of training			Within 5 days of each batch completion	

5. Submit a detailed report (both soft and hard copy) on the delivery of the training program (including participants list, performance sheet) and post-training performance evaluation sheet. Certificates will also need to be given to 2500 participants by email.	Final report after completion of total contract.
<b>E. Impact of Results</b>	
Anondomela team will have a sound basis for assessing progress and achievements related to its beneficiaries. The entrepreneurs, especially women, must conduct their business online; successfully upload their product with pictures and descriptions; have improved their financial management; run promotional campaigns online. Finally, the women entrepreneurs will be skilled in the business selection, planning, management, skill in marketing & use of ICT, and access to finance & business accounting.	
<b>F. Institutional Arrangement</b>	
<ul style="list-style-type: none"> <li>- The contracted training service provider will closely work with the national consultant of Anondomela and work under the guidance of the Gender Analyst and the Project Manager of WING.</li> <li>- All costs related to this assignment, including logistics, office arrangements, foods, accommodation, TA (for participants), etc., shall be borne by the training service provider. UNDP shall pay the lump sum amount quoted in the financial proposal and shall be paid to achieve milestones as per the TOR.</li> <li>- Achieving the deliverables shall be the sole responsibility of the training service provider. Any delay shall be communicated to the Anondomela team along with a plan to remedy the delay.</li> <li>- The Training service provider is expected to primarily work from their own offices (local office Bangladesh) and field-level training and attend meetings at selected places/online as and when required.</li> </ul>	
<b>Tasks</b>	<b>The task will be completed by</b>
Organize a kickoff workshop in person	Consulting Training service provider
Prepare and submit inception report (along with proposed method for conducting training)	Consulting Training service provider
Develop 10 training modules	Consulting Training service provider
Review training modules and provide feedback for finalization	WING manager (UNDP) / IC Consultant
Anondomela Beneficiaries selection for training	Wing Manager (UNDP) / IC Consultant
Prepare training Schedule	Consulting Training service provider
Risk register and mitigation plan	Consulting Training service provider
Logistics and Facilities Plan	Consulting Training service provider
Service and Goods Procurement	Consulting Training service provider
Organize training sessions including invitation and confirmation of participation of Anondomela entrepreneurs online and offline	Consulting Training service provider
Conduct training sessions following the methods proposed by the firm	Consulting Training service provider
Training Monitoring	Consulting Training service provider
Completion reports and certificate preparation	Consulting Training service provider
Final project completion Report	Consulting Training service provider
Entire Process monitoring	Wing Manager / IC Consultant
<b>G. Duration of the Work</b>	
The duration of the assignment <b><u>will be for 03 months beginning from October 2021.</u></b>	
<b>H. Final Deliverables /Services from the training service provider</b>	
<ol style="list-style-type: none"> <li>1. Inception report including i) robust schedule and ii) on-time payment, logistics, and facilities plan according to the guideline of COVID-19 and local epidemiological situation iii) risk register with a risk mitigation plan.</li> <li>2. Arrange 100 trainings (online and offline)</li> </ol>	

3. Arrange kickoff workshop with 100 participants (including trainer, invitees, officials, beneficiaries and others) in Dhaka (in a 5 star hotel or similar standard of conference hall, for example Pan Pacific Sonargaon, Intercontinental, similar or BICC)
4. List of beneficiaries who received which training
5. Completion report from each district after completing each batch of training.  
A detailed report (both soft and hard copy) on the delivery of the training program (including participants list, performance sheet) and post-training performance evaluation sheet.

#### **I. Scope of Bid Price and Schedule of Payments**

**Proposed Financial Offer should include (please revisit this part and match this with the financial format)**

- Designing and preparation of training modules
- Conversion cost of training modules into web/app downloadable format
- Subtitle inclusion cost
- Trainer honorarium cost
- Trainer's transportation and accommodation costs
- Cost of training venue for each training session
- Cost of kickoff workshop along with one meal and one snacks
- Cost of banner and other promotional materials for training programs
- Cost for refreshment and food (Two snacks and lunch per day). Food should be standard and healthy (balanced diet)
- Cost of training materials, for example, pen, writing pad, file/folders, etc.
- Cost of Certificate designing and printing
- Training service provider's overhead costs (including all the cost of the training service provider to implement the assignment)

UNDP will fix the remuneration of the successful Training Service Provider, and bids should be submitted on this basis. No adjustment will be given for the period and determined by the specified outputs as per this ToR. The price should consider all HR costs and professional fees, travel costs, DSA, subsistence, and ancillary expenses. UNDP shall make payments via bank transfer to the Training Service Provider's bank account upon review of the above-mentioned deliverables and confirm satisfactory completion by the UNDP project team. Payments will be made in tranches based on the following percentages and milestones:

Cost Breakdown per Deliverable as a guideline for Vendor:

SI	<i><b>Deliverables</b></i>	<i><b>Percentage of Total Price (Weight for payment)</b></i>	<i><b>Tentative deadline</b></i>
1.	Inception report including i) Robust schedule and ii) On-time payment, logistics, and facilities plan according to the guideline of COVID-19 and local situation. iii) Risk register with risk mitigate plan.	20%	Second week of October 2021
2.	After submission of 10 developed training modules.	30%	Last week of October 2021

3.	Completion of training to 3000 beneficiaries including 1000 offline beneficiaries.	30%	Third week of December 2021
4.	After submission of post-training follow-up tools and the detailed report on the delivery of the training program.	20%	Last week of December 2021
<b>J. OTHER TERMS AND CONDITIONS: Special Instruction</b>			
<ul style="list-style-type: none"> <li>▪ The selected consulting training service provider should implement the work in coordination with the focal person of the Anondomela project. The consulting training service provider should inform the focal person on the schedule/program to implement the assigned task.</li> <li>▪ Anondomela/UNDP project has the right to accept or reject any proposal without giving any verbal and written rationale.</li> <li>▪ All reports and documents prepared concerning the assignment will be treated as Anondomela/UNDP project property.</li> <li>▪ Therefore, the reports/documents or any part cannot be sold, used, and reproduced in any manner without the prior written approval of the Anondomela/UNDP project.</li> <li>▪ Anondomela/UNDP project or its representatives reserve the right to monitor the quality and progress of the work during the assignment.</li> </ul>			



Annex 5

***Declaration***

Date:

United Nations Development Programme  
UNDP Registry, IDB Bhaban, Agargaon  
Sher-E-Bangla Nagar, Dhaka, Bangladesh

**Assignment: Hiring Training Service Provider for Capacity Building Training for Anondomela Platform  
Users in Bangladesh**

Reference: RFP-BD-2021-036

Dear Sir,

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

Yours Sincerely,

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