



The Asia Foundation

Terms of Reference (ToR)

For

Hiring Consulting firm for Development of web portal, Enabling Platform for the Women Entrepreneurs of Bangladesh to Access Credit from Banks and FIs

1.0 Background:

SME sector of Bangladesh contribute estimated 25 per cent of the national GDP. This sector creates employment for an estimated 7.8 million people directly and provides livelihood for 31.2 million people (Asia Foundation-2021). In Bangladesh 7.2 percent of business is owned by women and 99 percent is under SME sector (MICROENTREPRENEURS ASIA). However, growth of the women led SME has been hindered by various factors; especially difficulty of getting credit facilities, although the loan repayment behavior of businesswomen is impressively higher and loan defaulter is only between 1% and 2% in most financial institutions (The Business Standard). A survey conducted by ASIA Foundation found that Women entrepreneurs faces difficulties like getting loan as a start-up capital, lack of formal support such as sympathetic public policies, access to financial institutions, and professional training programs (Asia Foundation-2021).

Bangladesh government has been giving priority to support women led SMEs with setting national policy to disburse 15 percent of loan disbursement by financial institutions by 2026, graduation year of Bangladesh as a developing country. The central Bank of Bangladesh has introduced Small and Medium Refinancing Scheme to provide credit loan to women entrepreneur's maximum 5 percent interest rate. It also has directed all Banks and Non-Bank financial to open a separate women entrepreneurs helpdesk.

2.0 Objectives

2.1 Broad objective: Creating Enabling Platform for the Women Entrepreneurs of Bangladesh to Access Credit from Banks and FIs.

2.2 The Specific objectives of the assignment are:

- a) Create a Unique Platform for active Women Entrepreneurs
- b) Educate Women Entrepreneurs about various credit facilities of Banks and FIs for them
- c) Support Women Entrepreneurs to get credit facilities with minimum hurdle
- d) Raise awareness among Women Entrepreneurs about rights in accessing of Credit Facilities from Formal Financial Institution
- e) Make the platform Sustainable by Creating Effective Communication and Agreement with the Banks and Non-Bank Financial Institutions.
- f) To develop a mobile app with the selective data from the web portal.
- g) Both the website and app should be bilingual; i.e. options for both English and Bengali must be there.

3.0 Scope of Services:

3.1 General Scope of Services

- Requirement Analysis and Design
- Development and Release.
- UAT and maintenance
- Testing (QA/Alpha/Beta/Others)
- Development of android app

3.2 Functional Requirements:

- Develop exhaustive list Identify the specific needs- ` Platform for the Women Entrepreneurs of Bangladesh to Access Credit from Banks and FIs`.
- Volume of activities
- Responsive to Modern Devices.
- API Integration with other Systems (If Available)

4.0 Plan:

- Tools and Technology
- Methodology (Agile Method Preferred)
- Training & Capacity Development
- Support Plan

5.0 Tasks and Expected Deliverables:

The scope of services includes the following but not limited to:

Developing the Platform for the Women Entrepreneurs of Bangladesh to Access Credit from Banks and FIs consists of following features -

- a. Product showcasing from different FIs and banks for women only
- b. A directory services
- c. Alternate source of finance
- d. Supporting organizations
- e. Policies & circulars
- f. Training documents and Manuals
- g. Publications
- h. Security features
- i. Sorting, Searching

A. Maintenance Service for the system

- I. The firm will have to provide the maintenance service for the developed software till the end of the work tenure i.e. **August, 2023.**
- II. During the maintenance period, the firm will be responsible for maintaining the software as required.

- III. During the maintenance period, the firm will be responsible to implement the necessary change request (i.e. develop/customize /upgrade etc.) in the software.
- IV. Maintenance service shall be on call/email/online basis.
- V. After every 3(three) months a checkup for regular maintenance is required.
- VI. The firm will be responsible for updating the software up to the end of the works tenure.
- VII. Necessary Functionalities of the developed portal is but not limited to -

➤ **Package/Product showcase:**

- Showcasing every product of every banks and FIs related to women entrepreneur.

➤ **Directory Service:**

- Upload and manage all information/record for women entrepreneur filtered by districts and also in aggregated.

➤ **Alternate Source of Finance:**

- List of non FIs or Banks those provide credit to women sme
- Contact information of those organizations/institutes.
- Other necessary provisions (if required).

➤ **Supporting organization**

- List all organization those help women entrepreneurs to avail credits and also advise them on choosing the right product.

➤ **Policies & Circular**

- List all possible documents publicly available by govt. of Bangladesh on SME loans, guidelines, interest rates, tenure, refund policies, etc.

➤ **Training Materials**

- Upload all training manuals and materials to this portal.
- Materials will be provided by partners.

➤ **Security Features:**

- Strong password management system and stored by adopting Encryption Mechanism.
- Provide daily basis scheduled database back up.
- Easy procedure to restore database.
- Audit Trail to monitor the user activities for every insert, update, delete operations including date, time, device name/IP etc.
- Unauthorized Access must be notified and be prohibited.
- Implement all possible security measures to protect Cyber-attack
- Active Directory/ Two Factor Authentication (OTP) if needed
- Cloud Storage.

➤ **Reporting requirements and Time Schedule for Deliverables.**

- Full Technical Document.
- Business Blueprint mentioning all requirements.
- Source code and Credentials.
- Others relevant documents.

(% of payment will be finalized during Contract Negotiation)				
SL	Tasks/Deliverables	Name of Deliverables	Time-lines For Deliverables	Lump-sum Installment Payment (% of Contract Price) As per PPR Rules
1	Work Plan and Inception Report setting out scope of services to be delivered under the contract	D-1	Within 05 Calendar days from the date of contract signing	20 % On acceptance of D-1
2	Requirement analysis Full Technical Document Project Plan	D-2	7 Calendar Days after completion of D-1	10% On acceptance of D-2
3	System Development Validation Modification and Bug Fixing by feedback	D-3	20 Calendar Days after completion of D-2	30 % On acceptance of D-3
4	Deploy web portal Open for public with limited data	D-4	25 Calendar Days after completion of D-3	20 % On acceptance of D-4
5	Final release User Acceptance Test(UAT) More data entry	D-5	30 Calendar Days after completion of D-4	20% On acceptance of D-5
Total for development time (1 Month)				100 % of Contract price

6. Qualification Requirements for the Key Experts

- A. The Consulting Firm should have 7+ years' relevant experience in the field of similar Software development.
- B. Firm must have key personnel who have experience on similar kind of work
- C. Must be registered.

7. Contract type & Payment Mechanism

The type of contract is Lump-sum contract for the assignments in which the scope and the duration of the services and the required output of the consultant are clearly defined. Payments are linked to outputs (deliverables) as mentioned in Reporting requirements and Time Schedule for deliverables. This contract shall be administering on the principle of fixed price for a defined scope, and payments are due on clearly specified outputs and milestones.

8. Client's Input and Counterpart Personnel

- Only the focal persons shall be appointed for facilitation of implementation of the assignment.
- Access to the earlier version of software including data and templates will be provided to the consultants.

9. Consultant Selection Method

The firm will be selected using Quality and Cost Based Selection [QCBS (National)]

10. Application Procedures and Evaluation Criteria

Applications must be submitted via email to country.bangladesh.jobs@asiafoundation.org, no later than local time in Dhaka 4:00 pm on February 12th, 2023. Only shortlisted applicants will be contacted.

The application should consist of:

1. Technical proposal, that includes the following:
 - a) Consulting firm or individual's information: Name of the contact information of person responsible for the proposal including email address, postal address and phone number; web address (if available);
 - b) Relevant Experience: Information on the history of the consulting firm or individual's work related to:
 - i. Experience in designing and managing Challenge Funds
 - ii. Experience in conducting analysis of Business Plan and Financial, Institutional and Technical Capacity of rural and peri-urban SMEs
 - c) CVs of key personal/team members
 - d) Samples of past work addressing i and ii under 1b above.
2. Financial proposal with a budget of no more than BDT 565,000 that outlines the fees and all costs associated with the implementation of the assignment. The consulting firm or individual must budget for all relevant costs (including Tax/VAT) and provide explanatory notes.

All proposals received will be evaluated against the following criteria:

Criteria	Weight
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Technical soundness of proposed approach	30%
Past consultancies in conducting analysis of Business Plan and Financial, Institutional and Technical Capacity of SMEs; experiences in designing and managing Challenge Funds, experience in working with MSME/SME sectors in rural Bangladesh.	30%
Proficiency in writing and presenting findings in English	20%
Financial proposal	20%