

Project: Building Access to Justice and Legal Support for the Gender Diverse Population in Bangladesh
Supported by: The United Nations Democracy Fund (UNDEF)

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Request for Proposal

To produce a web-based database for AIN-ALAP unit of Bandhu

Section -1: Background

Bandhu Social Welfare Society (Bandhu) started its journey in 1996 aiming to work for the welfare of the gender-diverse population in Bangladesh where every person, regardless of their gender and sexuality, is able to lead a quality life with dignity, human rights, and social justice. Bandhu launched a project in February 2022 titled “Building Access to Justice and Legal Support for Gender Diverse Population of Bangladesh” funded by UNDEF. The major objective of this project is to understand the knowledge, attitudes, practices, perceptions, experiences, and behaviors toward Human Rights, Rule of Law, and Access to Justice among the TG and Hijra communities. Gender Diverse Population (GDP) particularly the Transgender (TG) and Hijra community are stigmatized and victimized in our country. However, to ensure the legal services to the gender diverse community, Bandhu established a legal helpline service titled Ain-Alap in 2013 for addressing the legal issues and served the community through a dedicated legal helpline number since the beginning. Ain Alap also refers to other legal service-providing organizations in Bangladesh where needed. Over the years Bandhu’s Legal Help Unit (AIN ALAP) has recorded an alarming number of Sexual and Gender Based Violence cases. GDP population also encounter unlawful arrest by Law Enforcement Agencies. Bandhu has a proven track record in working with NLASO, DLAC and other legal service-providing organizations. A strong network through Bandhu Panel Lawyers, Watchdog members, and different stakeholders.

To provide the Ain Alap services to the community, Bandhu developed a database in Excel and using it for record and reporting purpose. Therefore, Bandhu decided to uphold its services by systematic management of records of cases of Ain Alap. Improving the data management system is important for effective case tracking and analysis to provide better insights for project management and decision-making. The development of user friendly web-based software is essential nowadays. The database software should reflect all data and reports.

Section -2: Proposed Consultancy:

2.1 Scope of the work	<ul style="list-style-type: none"> • Review the current excel version of the database and identify the area of work • Analyze the current record by reviewing the necessary input of Ain Alap improve inputs • Meeting with Ain Alap unit and IT team to develop the database software. • User, viewer, editor, etc. permission need to be segregated. • The database needs to be developed in web-based and implemented for revisit within the timeframe. • Technical support for computer configuration data store management (if required)
2.2 Objectives of the consultancy	<p>To develop a web-based database; well-organized client information and set in motion workflows for paralegals and staff to prepare accurate legal forms and precise follow-up events. Case status, chronology, deadline, and alert reports enable to support each case's upcoming activities and support the management in deciding on the process.</p>
2.3 Target Beneficiary	Transgender and Hijra Community
2.4 Specific Task	<ul style="list-style-type: none"> • After the announcement of request for proposal (RFP), software companies will be requested to participate and share their technical and financial proposal. • Backend PHP Framework: Laravel Framework • Frontend CSS Framework: Bootstrap CSS Framework • Frontend JavaScript Framework: Vue JS Framework • Database: MySQL • Discuss with respective authorities of Ain Alap in managing the database, users, and management for the outputs/ report. • Develop a flow chart of the database management system. • Automation of Case number, data entry field and attachment field etc. • The selected company will have to in touch with IT team of Bandhu and Ain Alap focal during the development and revisiting process. • Deliver the items as mentioned in the deliverables part to the Communication Point of Bandhu.
2.5 Output of Database Development	<ul style="list-style-type: none"> • Well-organized client information • Categorized • Document retrieval • Online Access • Regular Data Backup • Coordination and communication • Team collaboration • Manage deadline • Reporting
2.6 Key Deliverables	<ul style="list-style-type: none"> • Develop a comprehensive web-based database for legal case

	<p>management.</p> <ul style="list-style-type: none"> • Train database administration to manage the database software. • Access to (3 Editors staff of Bandhu, 2 Administrator from the IT team of Bandhu and report viewers from Bandhu) • Final version of web-based database version. • Suggest for configuration and support (computer logistics, , hosting etc.) • User friendly interface. • Daily back-up (automated). • Options for improvement in the future. • Develop and facilitate a clear manual for the database. • Ensure Initial 6 month technical support for developed data base.
2.7 Application deadline	7 th February 2024.
2.8 Time frame	<p>The contract will be started form the mid of February 2024 and expected to be finalized by May 2024.</p> <p>120 days after signing the contract with the consultant.</p> <p>IT companies are requested to set milestones for the following –</p> <ol style="list-style-type: none"> 1. Web-based database software development 2. Web hosting and storage 3. Training for database administrators, users, and viewers 4. AoB
2.9 Type of contract	Contractual

Section -3: Reporting:

The IT Company report directly to the Executive Director of Bandhu & Project Coordinator UNDEF of Bandhu and will submit any required reports. Moreover, s/he will also communicate with the Deputy Manager IT, Bandhu Social Welfare Society.

Section -4: Requirement of IT Company:

Bandhu is looking for the following criteria from the IT Company:

Technical Team: (“A” category team members) Agency will offer 2/3 names of each category in the proposal.

- Need experienced technical team as follows: (Required CV with photo for each of the personals)
- Database developer
- Webpage developer

Webpage interface:

The agency needs to ensure the following a readable and standard interface for the database.

- Two views entry interface (Desktop/laptop and Mobile view)
- User friendly
- Others required equipment's

Data Security measures:

- At least two administrators for the database for approval of editing
- Ensure data security protocols
- Ensure copywrite protection for the database
- Use of SSL to secure data transmit
- Others required (if any)

Submission checklist:

1. Concept note/story outline of sample work
2. Proposal
 - a. Literature review
 - b. Methodology (the technical analysis of proposed participatory tools)
 - c. Time frame
 - d. Financial proposal
 - e. Prior experience and another form of Database development relevant to the subject
 - f. Legal papers (Copy of trade license, Copy of VAT registration, Copy of TIN certificates)
 - g. Other (if appropriate)

Parameters for selection of firm to carry out the assignment/task:

1. Understanding the assignment
2. Concept notes of the web-based database development
3. Previous experience in similar work.
4. Technical Team and involvement in database development
5. Logistic facilities.
6. Sample of work.
7. Cost Effectiveness.

Deliverable items:

1. Full Database Master copy with
2. Develop and facilitate a clear guideline for the database.
with (Final version)
3. Data files

Tentative timeline:

February to May 2024.

Section -5: Basis of Payment

The mode of payment will be through account payee cheque/bank transfer in the name of the firm. Bandhu will deduct VAT and Income Tax at source as per Bangladesh Government rules. Payment will be paid in 2 installments:

1st Installment (30% of the total budget) will be paid after submission of the inception report and submission of the Invoice.

2nd installment: (40% of the amount) will be paid after the draft completion and implementation of assigned tasks.

3rd installment: The rest 30% will be paid after the successful completion and implementation based on users and administration proper clearance.

Section -6: Guideline for Proposal Writing

Please submit the hard copy of the technical & financial proposal in a sealed envelope to Bandhu Social Welfare Society, 99 Kakrail, Dhaka-1000. Complete technical and financial proposals also can be submitted electronically to: procurement@bandhu-bd.org within the stipulated (7th February 2024) timeline.

The proposal will also be accepted by hard copy. In case of hard copy, the offer should be dropped in the following address: **The Procurement Team, Bandhu Social Welfare Society, 99 Kakrail, 2nd Floor, Dhaka 1000, Bangladesh** (please mention 'Proposal' on top of the envelope). **The closing date for receipt of proposals is 7th February 2024.**



Financial Proposal & Budget detailing out	2 pages
<ul style="list-style-type: none"> • Web-based Database development • VAT and taxes • Total amount including VAT and Tax (it should be BDT) 	
Required annexure	
<ul style="list-style-type: none"> • IT company (submission of interest in org letterhead pad) • Curriculum vitae for database and webpage developers involvement • Legal Status: Registration, TIN, VAT certificate 	

Section -7: Data Sheet

Request for Proposal	To produce a Web-based database on AIN ALAP
Submissions required	Financial Submission or any proposals applicable
Contact details for all conceptual /contextual queries including any clarifications	Bandhu Social Welfare Society (BANDHU) Email: zaman@bandhu-bd.org , procurement@bandhu-bd.org
Language	English for proposal
Currency for Financial Submission	Bangladeshi Taka
Eligibility to apply	As Instructed in Section 4
Address for proposal	The Procurement Team Bandhu Social Welfare Society 99 Kakrail, 2nd Floor, Dhaka 1000, Bangladesh. Phone: +88 02 9339898, 9356868, Email: procurement@bandhu-bd.org
Last date of proposal submission	7 th February 2024

Section-8: Withdrawal/Termination of Agreement

This agreement shall be effective between dates mentioned in the agreement, unless otherwise earlier terminated. **Bandhu** may terminate the agreement with immediate effect on the occurrence of any irregularities, anomalies relating to project implementation and non-compliance with any terms and conditions as agreed upon in this agreement. In the event of a major natural disaster, war or major civil or political unrest this agreement may be renegotiated and jointly revised between the two parties recognizing any consequent change in the environment for implementation

Section-9: Miscellaneous:

- All the terms & conditions of this agreement are binding upon the parties and once executed this agreement no provision of this agreement can be questioned.
- Any modification and amendment to the present agreement shall be made in writing with the consent of both the parties.
- Both parties assume that this assignment does not go against the rules and regulations of the Government of Bangladesh.
- This agreement shall be subject to Bangladeshi Law. Before undertaking legal steps, the parties shall enter into discussion in order to find an acceptable settlement of such dispute by direct negotiation

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