

TERMS OF REFERENCE FOR

Support to Operationalisation of Online Grievance Redress System of the Government of Bangladesh

Introduction

The British Council in Bangladesh invites applications from interested vendors to support operationalisation of online Grievance Redress System (GRS) managed by the Cabinet Division of the People's Republic of Bangladesh. The objective of the activity is to roll out GRS to 21 communities supported by Platforms for Dialogue project as well as support transition of the software from Access to Information project to GRS unit of the Cabinet Division.

Scope of this support includes (1) training relevant GRS officers on using the software and processing grievances and (2) technical maintenance support during transition from A2i to CD and rollout to local communities.

This activity will support the functioning of a user-friendly web based online GRS by building the capacity of GRS focal points to operate and process grievances. It will include workshops for field GRS officials (approximately 100) and operationalisation support to CD GRS unit.

This activity is part of Platforms for Dialogue (P4D): Strengthening Inclusion and Participation in Decision Making and Accountability Mechanism in Bangladesh project, which is a three-year programme funded by the European Union (EU) and implemented by the British Council, in partnership with the Cabinet Division of Bangladesh. P4D aim is to harness, promote and affect collaborative dialogue between civil society and Government of Bangladesh (GoB), ensuring the most marginalised groups in society participate.

Background

Platforms for Dialogue (P4D) in Bangladesh is a three-year programme funded by the European Union (EU) and delivered by the British Council in partnership with the Cabinet Division of Bangladesh. Its aim is to harness, promote and affect collaborative dialogue between civil society and government of Bangladesh (GoB), ensuring the most marginalised groups in society participate. P4D programme has the following objectives:

Overall Objective of P4D is to strengthen democratic ownership and improve accountability mechanisms in Bangladesh.

Specific Objective of P4D is to promote a more enabling environment for the effective engagement and participation of the citizen and civil society in decision making and oversight.

In addition to building the capacity of civil society organisations (CSOs), P4D works with the Cabinet Division of the Government of Bangladesh (GOB) on national and local levels to enhance the capacity of government agencies to respond to the needs of the public, including through proactive facilitation of policy input through various local and national policy platforms.

The Context

Bangladesh has made remarkable progress in economic and social development since independence in 1971. Now it recognizes the need to strengthen governance systems, to decentralize, and to increase citizens' participation to promote both further inclusiveness in Bangladesh's growth and to consolidate the democratic process. To support this policy,

Platforms for Dialogue (P4D) has been established in partnership between the Cabinet Division of the Government of Bangladesh and the European Union Delegation (EUD) in Bangladesh and is being implemented through the British Council. P4D is a three-year programme running from February 2017 - January 2020, with a value of Euro 13 million.

P4D's activities are divided across three Result Areas, which collectively enable it to engage, capacity build and convene citizens, civil society and government at the district, divisional and national level:

- Result Area 1: CSO's ability to influence government policy and practice raised through better accountability to - and more effective representation of - citizen's interests;
- Result Area 2: Accountability and responsiveness of government officials raised through enhanced capacity building of decision makers and engagement with CSOs; and
- Result Area 3: New tools and policy platforms for more effective dialogue between citizens and government are developed and utilised.

Result area 2 of P4D project has a specific focus on strengthening government capacities and capabilities in the delivery of results based on implementation of the main social accountability policy documents: National Integrity Strategy (NIS); Implementing the Right to Information (RTI) Act; Citizen's Charters (CC); Government Redress System (GRS) and Annual Performance Agreement (APA). A series of trainings, consultations, and other sensitization and capacity building activities are designed to achieve this objective. These interventions are designed to strengthen state institutions tasked with building stronger relations with the civil society in the implementation of their mandate and policy commitments, to make these policy areas more functional and the involvement of the society in the implementation of these policies institutionalised. Learning interventions include a combination of formal trainings, study tours to learn from the international best practice, on the job coaching and mentorship, and follow up activities by the beneficiaries in their respective agencies/departments to improve social accountability, greater engagement with CSOs and improved quality of services to the public.

Grievance Redress System (GRS) is recognised worldwide as one of the enabling factors for organisations to be efficient, effective and people-oriented. A functional platform for receiving people's complaints or grievances facilitates administrators to improve their service delivery systems, thereby improving governance in general. In Bangladesh, some ministries/divisions, other government offices and NGOs have their own online grievance redress systems. But it was identified that these systems need to be integrated into a single and centralised GRS to produce better results. This is an important task and much effort will be required before all these systems can be integrated due to administrative and technical implications.

Following a recommendation of the report of the Public Administration Reform Commission (PARC) in 2000, Cabinet Division of the Government of Bangladesh (GoB) took an initiative, the first time to bring together the existing redressal systems in the country under a central GRS platform. In 2007 (revised in 2008), the GoB established a manual grievance redress system in all line ministries in order to help reduce grievances and improve service delivery in public service as a whole. In 2011, Cabinet Division designed, developed and tested a GRS software, which is an interactive web-based software and portal, for all line ministries to

implement grievance redressal for mitigating people's complaints relating to end-to-end service delivery and in 2014-15 financial year, the online GRS software was finally hosted in a server, which is available at www.grs.gov.bd. It is based on Java (Spring boot framework) Development platform. The System has been built on the following technology specifications:

- Development platform: Java (Spring boot framework),
- Front: HTML, JavaScript, JQuery
- Backend Caching: Hibernate
- Database: MySql
- API: rest api,
- Version-control: git

As a follow up to a GRS study tour to Indonesia, CD GRS unit staff members, study visit participants and A2i experts had a follow up meeting to identify capacity building needs to support effective functioning of GRS and transition from A2i to Cabinet Division. Three areas identified include public awareness about the GRS and how to use it, roll out to local governments including training GRS focal points and enabling online compliant systems, and building the capacity of CD GRS team to maintain and monitor regular functioning of the system.

Objectives of the Assignment

The first objective of the assignment is to develop the capacity of Cabinet Division GRS unit and other relevant to effectively manage and maintain (including development and enhancement) the Grievance Redress System (both web and mobile app based), that is interoperable and compatible fully with National Enterprise Architecture (NEA), e-File(e-nothi) and other platforms for being integrated to other national e-services.

To ensure a user friendly and functional GRS relevant officials should be able to ensure sharing of digital information, improve e-services accessibility and facilitate interoperability of inter-government and non-government agencies, and follow up with implementation phase including deployment and training that would satisfy a more efficient disposal of complaints and tracking system, including inclusion of Citizen Charters, that can be implemented uniquely for individual ministry or organization.

The second objective of this assignment is rollout of GRS to 21 districts where P4D project operates, allowing citizens to submit complaints through the system. This includes TOT and trainings for relevant local officials and operationalisation of the software on the local level (no software modification required).

Scope of the work

1. GRS rollout to 21 P4D districts through the following major activities:

- Develop and implement a training for implementation for master trainers;
- With the support of master trainers conduct training for GRS focal points of 21 communities (approximately 63 users in approximately 3 batches);
- Support operationalisation of GRS to ensure all P4D communities have functional grievance system through which community members can elevate their complaints to relevant authorities;
- Provide content expertise for development up to 2 video tutorials for future reference and new staff training.

2. Build the capacity of GRS unit of the CD to be able to maintain and manage the Grievance Redress Software System for efficient management of the grievances in the following areas:

- Provide on the job training and consultation for post-development support and enhancement of bilingual (both Unicode-based Bangla and English), web-based Grievance Redress System of the Cabinet Division, following the GRS Guideline, 2015 (revised 2018) and ensuring interoperability and compatibility with e-File and other related e-service standards;
- Build staff capacity in post-development support and enhancement of GRS Mobile Apps (the same app, but on different platforms);
- Help relevant officers to understand how to update knowledge products such a software design document, SRS, Data Dictionary, hosting specification, test cases, sizing plan, data management/archiving plan, data migration plan, technical administration guide, user manual, and the training manual;
- On the job training for GRS unit staff on how to conduct maintenance and troubleshooting of GRS;
- Train relevant personnel to be able to regularly adjust and update the system in compliance with any Security tests, Load Tests or IT Audits;
- How to conduct regular health check of the Database, tuning database, tuning codes and queries and mitigate the issues;
- Provide staff with relevant knowledge, guidance and skills for recording, managing reporting issues and user level application related technical problems, design and implement necessary solutions;
- Build necessary technical capacity for fixing the bugs in the system irrespective of their nature and complexities;
- Understanding how to fix Authentic Data entered into GRS following structured authorization system;
- Build the capacity for Helpdesk management under the supervision of a dedicated mentors (Support Engineers) to address maintenance and support issues. This is estimated that the vendor will provide at least one full time mentor (Support Engineer) for 3 months as vendor's contact point from Client's Helpdesk at Layer-2.
- Be able to update the system regularly in compliance with Digital Signature incorporation and respective changes by the government;
- Documentation and reporting capacity building, including developing, recording and reporting change documents, source code management and version management.

3. Post-Hosting Sizing Support capacity building that will include the following:

- Increase relevant staff's ability to provide active and operation support to the Data Centre in application/DB sizing the product reconciling and adjusting with user-base and number of offices;
- Understand how to conduct regular database tuning and application configuration support of the hosting environment;
- Ability to provide guidance and coordination to the Data Centre in terms of Backup Scheduling, Back-end service execution, Server Configuration for DB/Application/Load Balancing.

Methodology

The consultant is expected to follow a participatory and consultative approach, ensuring engagement of government counterparts, especially in the Cabinet Division (CD) and P4D team.

The consultant needs to visit and meet with the CD as needed to discuss and agree the design and content of the training modules. Other activities may include:

- Facilitating monthly workshops with client team for knowledge transfer.
- Provide technical consultancy to the CD for operational management during implementation.
- On-demand facilitation of system update information to CD as mini-training session (Monthly and/or in case of major changes executed)
- Provide authentic access to CD experts to source code and documents.

Timeline and Venue

The assignment will be implemented in Dhaka, Bangladesh between November 2019 – January 2020. Note: the date may be extended subject to project extension.

Management, Logistics & Payment

Responsibilities of the consultant:

- The consultant will report to P4D Government Engagement and Sustainability Lead.
- The consultant will be responsible for organising meetings, follow ups, and communication with stakeholders.
- The Consultant is responsible for his/her own equipment and other personal expenses under this activity.
- The Consultant is responsible for timely implementation of agreed activities and the objective of the assignment.

Responsibilities of the P4D Project:

- P4D will provide project documents and other programme support (guidance, coordination, office space, etc.) as agreed in advance.

- P4D will be responsible for logistics and administration of the validation workshop and trainings.
- Will pay agreed upon daily fee/lump sum upon completion of the assignment or as per agreed schedule of payment.

Required Skills and Experiences

- Minimum three years' experience in ICT business as a registered organisation in Bangladesh;
- Must have 3 years practical experience of developing web-based enterprise solution with similar technology having features related to this system as major or partner solution provider;
- Experience of developing Software Solutions for government agencies is not mandatory but will be considered as an advantage;
- Companies having experience of working with software solution development related to public service delivery and international experience in relevant area will be an added quality;
- Vendor needs to have at least one existing running enterprise software solution in Bangladesh in any large corporate Sector in Document management or File Management or decision management or Data Management or Workflow Management;
- Needs to have full time experienced trainers and consultants in Software Development, Database management, System Analysis, Mobile Apps Developer, Project Management and in Support.

Security and confidentiality

The vendor should follow any of the industry standard secure development methodology such as (but not limited to) Comprehensive Lightweight Application Security Process (CLASP) by OWASP etc. The vendor should consider (but not limited to) common vulnerabilities such as SQL Injection, Cross Site Scripting (XSS) etc. Vendor will undertake responsibility for Input Validation Controls, Authorization/Authentication Control and other security controls in place in both test and production environment of application.

Application Process

To apply,

Only shortlisted proposals will be contacted for the next step of the process. We will only shortlist proposals submitted with all relevant documents as part of the RFP. No hard copies will be accepted.

Please include **“Support to Online GRS System”** in the subject line of the email. No proposal will be accepted without proper subject and required documents.

“The British Council believes that all children have potential and that every child matters - everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC, 1989”

“The British Council is committed to a policy of equal opportunity. Our policy aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, age, disability, ethnicity, religion or marital status. We guarantee an interview to disabled candidates who meet the essential criteria”

Pre-bid meeting: 4 November 2019 (Location: Platforms for Dialogue Project, House 13/B, Apartment B2, Road 75, Gulshan 2, Dhaka 1212)

Proposal submission deadline: 9 November 2019