



Terms of Reference (ToR) for One Stop Service Center Plus (OSSC+) development for the Municipality of Jashore, Bangladesh











Table of Contents

Background and Context	3
About the PRABRIDDHI Project	3
About Jashore Municipality, organogram, departments and functions	3
WHY is an OSSC+ required?	3
What is the vision behind OSSC+ ?	4
The OSSC+ Project	5
Additional Information for Proposal Submission	19
Evaluation and Assessment	20











1. Background and Context

1.1. About the PRABRIDDHI Project

PRABRIDDHI is a Local Economic Development (LED) project, funded by Switzerland and Government of Bangladesh, and co-implemented by the Local Government Division (LGD) and Swisscontact. Phase 1, the pilot phase of PRABRIDDHI, came to a successful end by August 2020. Phase 2 of the project started in September 2020 for a period of four years and focuses on further development of the LED approach in participating municipalities, capacity building of stakeholders and facilitators of LED and an anchoring of the approach on national level. Throughout the current phase, the project will expand to six to eight new municipalities. Shibganj, Jashore, Bogura, and Bhairab are the four municipalities where the project is now being implemented. By the first quarter of 2023, PRABRIDDHI intends to begin implementation in two new municipalities: Dinajpur and Kushtia.

1.2. About Jashore Municipality, organogram, departments, and functions

Please see the SRS attached for details.

1.3. WHY is an OSSC+ required?

Jashore is one of the oldest cities in Bangladesh with about three hundred thousand inhabitants. Every day more than 3,000 people come to the municipality office for different services and the citizens face severe challenges in acquiring adequate services in time. Although computers have been introduced in Jashore municipality, streamlined processes supported by the appropriate IT technology executed by well-trained officers are lacking for an adequate local service provision. Some of the key issues identified are briefly described below

- 1.3.1. Citizens are not appropriately guided no clear direction on what services are available and how to avail the services.
- 1.3.2. The current service delivery system depends on interpersonal communication which creates issues of moving from one desk to another. There is also a higher risk of exploitation where the municipal staff might seek personal benefit in the form of financial gains and delay service delivery.
- 1.3.3. There are high levels of bureaucracy, lengthy and complicated procedures in municipal administration and its functions.
- 1.3.4. The payment system is not efficient and transparent, and people mostly have to pay by cash. This is increasing the scope of financial exploitation further.
- 1.3.5. Due to a lack of transparency in fee collection and service delivery, the municipality also loses significant revenues as it is challenging to keep track in a manual system. The digitization of the trade license service in Shibganj municipality clearly shows how the digitization of such services can ensure efficiency and increase municipal revenue.











To address these challenges, PRABRIDDHI aims to deploy a combined approach of process improvement with appropriate use of technology to create a one-stop service center (plus) ie OSSC+¹. This OSSC+ shall be developed in partnership with an IT company through a structured, iterative approach of system development, testing, implementation, support, and capacity building for a -term, high-quality service provision to the citizens of Jashore.

1.4. What is the vision behind OSSC+?

The vision of OSSC+ is to offer smooth, efficient, and prompt municipal services to the citizens from a single location using the right technology and appropriate capacity building of the municipal staff. This will be achieved through continuous process improvement within the municipality and the application of robust, scalable and secure technology that is easy to use.

The objective of this Terms of Reference (ToR) is as follows:

- To shed light on the current functioning of the municipality of Jashore,
- To define the vision of the project
- To outline the scope of the project and to clearly define the deliverables.

The OSSC+ project shall be a partnership between PRABRIDDHI and the IT company where the two partners share a common vision and work in a professional, transparent, and trustworthy business relationship to achieve the goal in the agreed time and budget.

¹ a service structure which provides the citizen with a number of services and benefits in a single location instead of traditional responsibility of multiple bodies/departments.











2. The OSSC+ Project/ Conceptualization of OSSC+

2.1. About OSSC+

The OSSC+ project is an ambitious step towards achieving digitalization at the municipal level for the benefit of the citizens, which in the long term shall also enable business development services providing advisory services and guidance to local entrepreneurs and businesses. Smooth municipal services shall uplift the current economic scope and opportunities for investment in the municipality.

The OSSC+ shall be the online face of Jashore Municipality. SIMPLE. INTUITIVE. MODULAR.

The OSSC+ system shall have a simple, intuitive, user-friendly user interface (UI). The partner IT company should follow a design thinking methodology² and shadow the municipal staff on the field before creating user stories to fully understand the business processes and working style of the municipality from the user's perspective.

The success of this OSSC+ lies in the coordinated action of all stakeholders ie. the PRABRIDDHI team, the IT company, and the Jashore Municipality. The success shall be measured by the level of acceptance of this system by the municipal staff who will be the owners and users of this system.

It is of utmost priority to keep the municipal staff at the very center of the system's development, training, and rollout.

2.2. The expected benefits of OSSC+

- 2.2.1. To ensure efficient service delivery by the municipality accessible to all its citizens through one platform.
- 2.2.2. To ensure improved data storage and record keeping which would be easily accessible by municipal staff and increase data accuracy by reducing the incidence of double entry.
- 2.2.3. To ensure transparency and accountability in the payment system and reduce the scope of corruption and exploitation.
- 2.2.4. Inducing innovation in operational processes and digitizing municipal service through a web-based platform.
- 2.2.5. It shall promote open communication between the municipality and citizens, providing high-quality services as requested.

² Design thinking is a non-linear, iterative process that teams use to understand users, challenge assumptions, redefine problems and create innovative solutions to prototype and test. Involving five phases—Empathize, Define, Ideate, Prototype and Test. It is most useful to tackle problems that are ill-defined or unknown.











3. Project Plan/ OSSC+ Set Up/ Implementation Plan of OSSC+

3.1. The OSSC+ project phases

The OSSC+ shall have the following phases. The phases after MVP shall follow an iterative process for both pilots and the scale up phase of system development and for launching.

During the t MVP phase, a total of two out of five pre-identified municipal services will be digitalized and will become part of the service offered over OSSC+

At this stage, those five municipal services are -

- 3.1.1. Birth Registration/ Certificate
- 3.1.2. Death Registration/ Certificate
- 3.1.3. Holding Tax
- 3.1.4. Trade License Issuing
- 3.1.5. Character Certificate Issuing

A detailed functional description of these services, along with the integration details, is elaborated in the attached SRS.

Project Phases -

S No.	Phases	Status	Deliverable	Remark
1	Conceptualizatio n and Initiation	Finished	SRS	Definition of functional requirements
2	Definition and Planning	In progress	ToR	Definition of the scope of work for commissioning OSSC+ in Jashore Municipality
3	IT Partner selection and Onboarding	Not started	Signed Contract and SLA	Definition of scope, role, person- hours, cost, development life cycle, commissioning, hosting, maintenance, and support, as well as copyright and licensing issues and payment cycle











S No.	Phases	Status	Deliverable	Remark
4	Development and Prototyping (Pilot phase and Scale up phase)	Not started	To-Be design diagrams , Screen designs, High- Level User Journeys Software Training Videos Tutorials and Software User Manual	Define To-Be Processes and ideal changes of processes in the digital state. Design Screens and Process flow diagrams. Short training video tutorials along with "HOW-TO" one pager documents for users to be delivered before pilot Go-Live at every workstation in the municipality. (Assumption - SRS is process discovery. MVP will be developed during the Prototyping phase after the To-Be processes are finalized.)
5	Development Scale up phase	Not started	Release 1 of the application, including all required modules to meet strategic objectives.	Launch additional municipality services following the learnings from phase 4.
6	Launch and Execution	Not started	Launch Report	Description of Prototype OSSC+ Scale-up OSSC+ Training report User online activity report Launch summary
7	Performance and Control	Not started	Maintenance and Support Log	 Description of Incoming service requests per week Incoming incidents per week System report on major incidents Security breach if any
8	Reporting and closing	Not started	OSSC+ completion report with	Description of who will own the











S No.	Phases	Status	Deliverable	Remark
			source code ownership and copyright to the software design and content	copyright ³ after handover it to the municipality

³ For software and web applications, the source code is primarily where copyright exists and a copyright notice should be inserted in the headers of all source code files, help files, user manuals and/or 'about this software' pages, to make the assertion of copyright explicit.











3.2. Time plan

SI. No.	Activity	Timeline	Responsibility	Remarks	Deliverables
1	ToR for hiring IT Company to develop the OSSC+ System	31 August 2022	PRABRIDDHI		ToR draft
2	Finalized ToR	10 September 2022	PRABRIDDHI		ToR
3	Published in relevant sites	15 September 2022	PRABRIDDHI		Advertisement on bdjobs.com
4	Submission of the proposal from IT Company	15 September – 5 October 2022	PRABRIDDHI	deadline for submission - 10 September 2022	Financial and Technical proposals from the IT companies
5	Evaluation of the submitted proposal - shortlisting of top 3 (and sharing of presentation template with those 3)	12 October 2022	PRABRIDDHI		7 slides - presentation template to be sent to shortlisted companies.
6	Presentation by shortlisted companies (Total 3 companies, 45 mins each)	15 October 2022	PRABRIDDHI		Final Score Sheet
7	Contract negotiation and finalization	20 October 2022	PRABRIDDHI	The work can start on 11 September, even if the contract drafting and signing take longer to finish.	Contract terms to be pre-defined internally











SI. No.	Activity	Timeline	Responsibility	Remarks	Deliverables
8	Project Kick-Off Workshop	25 October 2022	PRABRIDDHI	Half day workshop (workshop plan shall be shared with the selected IT company in advance) to be held in SC Office with Project team and IT Company.	Workshop Plan by PRABRIDDHI Project Team
9	Onboarding of IT company and detailed requirements engineering	20 - 31 October 2022	PRABRIDDHI	IT Company will visit Jashore municipality (3 days) for user interviews.	 Requirements Document with AS -IS Process Flow of five municipal services Requirements document sign- off by Municipality/ PRABRIDDHI
10	Desk Research, TO-BE Design	01 – 10 November 2022	IT Company	Based on Requirements Sign Off Document.	 Concept note along with system architecture
11	Review Meeting - Prototype Demo	15 November 2022	IT Company and PRABRIDDHI Team	Demo of TO-BE design prototype at project Office.	 Prototype Link To-Be design process flow diagrams
12	User Acceptance Testing and Training for Pilot Implementation	15 -30 November 2022	IT Company and PRABRIDDHI Team and Jashore Municipality	Identification of Superusers shall be done prior to the start of trial sessions and at least 3 hours per day of user testing is required.	 UAT Testing Plan Training Plan by IT Company Training Videos PRABRIDDHITeam shall prepare an elaborate training plan together with the IT Company and Municipality. Training report at the end of this phase by IT Company











SI. No.	Activity	Timeline	Responsibility	Remarks	Deliverables
13	Trial Sessions	01-05 December 2022	IT Company and Project Team and Jashore Municipality	One Demo to the Mayor and a week's trial with five departments.	Trial session summary.Lessons learned report.
14	Rework on lessons learned and further programming iterations and testing	06 – 10 December 2022	IT Company	Review meeting on 29.11.2022 to evaluate the final version of the prototype.	 The new Prototype Link To-Be design process flow diagrams (incorporating changes after testing and trial sessions)
15	Pre Go-Live activities	15 December 2022	IT Company, Project team and Jashore Municipality	Hardware setup, Network checks, Domain registration, Server Setup, User Manual, Support Hotline, and other final reviews.	 Service Level Agreement for Jashore Municipality One final Training Session for Municipality Staff on 15.12.2022 with behavioral and technical guidelines for all municipal employees to ensure maximum protection from cybersecurity incidents and ransomware attacks.
16	Go- Live (Pilot)	20 December 2022	IT Company, Project Team, and Municipality	A ceremony in Jashore to launch the service with the Municipal officials.	 Go-Live Ceremony Plan by Project Team
17	Post Go-Live Hand Holding Phase	21 December 2022-19 January 2023	IT Company	One IT Company employee shall be stationed in Jashore for the first 3 weeks to handhold the users during this phase when frequent retraining and support are required.	- User online activity report











SI. No.	Activity	Timeline	Responsibility	Remarks	Deliverables
18	Performance and Control	20 December 2022- 16 February 2023	IT Company		 IT Service Management report (based on SLA) including the following - Incoming service requests per week and average resolution time Incoming incidents per week and average resolution time Major incidents reported and resolution time Security breaches if any SLA breaches
19	Scale up planning	29 January-23 February 2023	IT Company, Project Team		Kick Off workshop on 22.01.2023
20	Scale up - requirement engineering	26 February-9 March 2023	IT Company	IT Company will visit Jashore municipality (5 days) for user shadowing and in-depth interviews	Requirements Document Sign off
21	Demo of Scale up - Prototype	6 April 2023	IT Company	To be held at PRABRIDDHI Office	- Scale up prototype weblink It should cover all the municipal services as defined in the requirement sign off document
22	User Acceptance Testing and Trial Sessions	9-18 April 2023	IT Company	As per the UAT Plan and Training Plan	Training Report with number of participants and number of hours of user training per day











SI. No.	Activity	Timeline	Responsibility	Remarks	Deliverables
23	Pre Go Live Activities	19 - 30 April 2023	IT Company	Hardware setup, Network checks, Domain registration, Server Setup, User Manual, Support Hotline, and other final reviews.	 SLA extension to cover IT support for all municipal services and users. One all-staff training with behavioral and technical guidelines to ensure maximum protection from cybersecurity incidents and ransomware attacks on 29.03.2023
24	Full Scale Go Live	3 May 2023	IT Company, PRABRIDDHI and Municipal Officials	Launch Ceremony together with press meet.	- Web Link to the live OSSC+ system
25	Handholding, Support and Maintenance	From 3 May onwards	IT Company	A new contract between IT Company and municipality for long-term maintenance	 Online user activity report based on survey and system report
26	Continuous learning and improvement	From 3 May onwards	IT Company	As per the SLA	 Incident report SLA breach report Major Incidents
27	Transmission of Ownership	From 27 November 2022 till 4 June 2023	IT Company and Municipal Office	A transition plan and systematic capacity development with identification and training of super users from each municipal department to become OSSC+ champions.	 Transition report with Identified super user from each municipal department Their current IT capability and expected IT capacity development post training Number of OSSC+ champions and their skills and responsibilities.
28	Project Closing/ Handover OSSC+ to the municipality	29 June 2023	PRABRIDDHI, IT Company, Municipal	Closing/ Hanover ceremony	Final report by the IT Company











SI. No.	Activity	Timeline	Responsibility	Remarks	Deliverables
			Officials		











3.3. Project deliverables by the IT Company

S No.	Description	Туре
1	Requirements document ⁴ sign off	Detailed Report
2	Concept note along with system architecture	Summary
3	Pilot- Prototype Link	Web Link
4	Pilot To-Be design process flow diagrams	Detailed Report
5	Pilot UAT Testing Plan	Summary
6	Pilot Training Plan along with with Cybersecurity awareness and training Content	Summary
7	Pilot OSSC+ System Training Videos	Web Link
8	Pilot Training report along with Cybersecurity awareness training attendance sheet	Summary
9	Pilot Trial session report	Summary
10	Pilot Lessons learnt report	Summary
11	(Reworked) Pilot Prototype Link	Web Link
12	(Reworked) To-Be design process flow diagrams	Summary
13	Service Level Agreement for Pilot OSSC+ System between PRABRIDDHI and IT Company	Detailed Report
14	Pilot OSSC+ live system link	Web Link
15	Pilot phase User online activity report	Summary
16	Pilot Phase IT Service Management report	Detailed Report
17	Scale-up phase Requirements Document Sign off	Detailed Report

⁴ A requirements document defines in logical terms, how a system will accomplish the requirements laid out in the system requirement specification (SRS). It outlines the functionality of the system in detail by capturing the intended behavior of the system, expressed as services, tasks or functions that the developers have agreed to provide after in depth study of user behavior. Rather than define the 'inner-workings' and specifications, the document focuses on what users might observe when interacting with the system. *It must* include some screen mockups or wireframes to illustrate the system's design. It is normally written by the business analyst or systems analyst.











S No.	Description	Туре
18	Scale up prototype link	Web Link
19	Scale up phase User Acceptance Testing and Trial report	Summary
20	Scale up phase SLA ⁵ between IT Company and Municipality	Detailed Report
21	OSSC+ live system link	Web Link
22	Online user activity report on user survey system reporting tools recommendations on lessons lerant 	Detailed Report
23	 Transition report based on Concept of OSSC+ champions for change management Identification of super user/s from each municipal department Their current IT capabilities and expected IT capacity development post training Number of OSSC+ champions and their skills and responsibilities. 	Detailed Report
24	 Final Report Expectations and outcome of the OSSC+ User testimonials Citizen activity report in April and May 2023 	Detailed Report

⁵ A service-level agreement (SLA) defines the level and mode of service e.g., system support and maintenance service you expect from a vendor, laying out the metrics by which service is measured, as well as remedies or penalties should agreed-on service levels not be achieved (SLA breach). It is a critical component of any technology vendor contract.











4. Scope

4.1. Functional Scope

The target audience for the OSSC+ system shall be the Jashore municipality staff, the citizens of Jashore municipality and members of the PRABRIDDHI team. The project shall be completed in phases, as mentioned in section 3.1, with the launching of the pilot version of OSSC+ covering pre-identified five municipal services followed by the full-scale version covering all the remaining municipal services. Development of both versions shall start after the signing of the respective requirements document by the PRABBRIDHI team, and the launching of both versions shall only take place after approval of the Jashore municipality.

Following are the broad functional requirements. For details on the full functional scope, please see the attached SRS -

- 4.1.1. The OSSC+ system shall be bilingual. English and Bengali.
- 4.1.2. It shall maintain a logical flow of information on all pages, both for municipality users and citizens.
- 4.1.3. It shall be able to display information like the names of all municipal services, clearly and logically categorized with self-explanatory logos (we require very good UX/ UI design⁶) for easy navigation.
- 4.1.4. Additional information like municipal service availability, opening hours, ticketing information, current announcements, contacts, high-definition pictures, latest news and announcements from the municipal departments or mayor's office shall be logically characterized and displayed on the pages.
- 4.1.5. The OSSC+ system shall have a secure payment gateway and SMS integration. Please see the SRS for more details.
- 4.1.6. The OSSC+ system shall have an MIS module for municipal staff for weekly/ monthly reporting, a dashboard for various departments, and one consolidated for the municipality's mayor. For this, the OSSC+ system has to allow data analysis and build business logic at the back-end layer after thorough user shadowing and in-depth interviews with key municipal staff.
- 4.1.7. The OSSC+ system shall allow users and citizens to create their own profiles and personalize content in their profiles.
- 4.1.8. The OSSC+ shall be a mobile and desktop/laptop-friendly web application and shall have a responsive web design for maximum usability on various screens.
- 4.1.9. The project shall prefer a Web View App for the mobile app version of OSSC+ during the pilot version to expedite the development and to gain initial user feedback on acceptance.

⁶ User interface (UI) is the design of user interfaces for machines and software, such as computers, home appliances, mobile devices, and other electronic devices, with the focus on maximizing usability and the user experience. In computer or software design, user interface (UI) design primarily focuses on information architecture. It is the process of building interfaces that clearly communicates to the user what's important. UI design refers to graphical user interfaces and other forms of interface design. The goal of user interface design is to make the user's interaction as simple and efficient as possible.











4.1.10. For the scale-up version, the project shall prefer mobile apps for both android and iOS.

4.2. Technical Scope

The applying company shall provide in their proposal illustrations for a better understanding of all the following topics

4.2.1. **The Layers of Web Application Architecture** (covering all five municipal services of the pilot version with details from the SRS)

4.2.1.1. Presentation layer / Client Layer

- 4.2.1.1.1. Please provide details on front-end technologies
- 4.2.1.1.2. Please provide financial and business usability rationale for the front-end technologies you are proposing

4.2.1.2. Application Layer / Business Logic Layer

- 4.2.1.2.1. Please provide detailed back-end technologies as well as API you are proposing
- 4.2.1.2.2. Please provide financial, scalability and security rationale

4.2.1.3. Data Layer

- 4.2.1.3.1. Please provide detail on the size, speed, scalability, and structure of the database
- 4.2.1.3.2. Please elaborate on how data integrity, privacy and encryption be managed

4.2.2. Functional Modules

- 4.2.2.1. Flexible workflow engine to support digitized forms
- 4.2.2.2. Audit Trail for Historization
- 4.2.2.3. Document Management System with archiving
- 4.2.2.4. Electronic Signature following ICT Act 2006
- 4.2.2.5. Self-service portal for citizens
- 4.2.2.6. Item and Activity based messaging for citizens to government communication (SMS Integration)
- 4.2.2.7. Administrative Dashboard
- 4.2.2.8. Integrations- SSL Commerz, Electronic Signature System, ID verification system

4.2.3. Quality built into the system

- 4.2.3.1. Unit tests for all major modules and processes, with 70% code coverage to decrease future operational costs and eliminate human error.
- 4.2.3.2. Test automation for regression testing and faster time to market after each iteration.

4.2.4. Storage, Hosting and Maintenance

- 4.2.4.1. Details on the storage plan offered
- 4.2.4.2. Hosting plan along with load balancing











- 4.2.4.3. Data Security plan
- 4.2.4.4. Server maintenance and patching routine
- 4.2.4.5. Routine data backup and data restore policy
- 4.2.4.6. Web Application Server security plan including the web application firewall (Scan for web-specific vulnerabilities)
- 4.2.4.7. Evidence of separate environments for development⁷, testing, and production DEV, UAT and PROD

4.2.5. User Support and capacity development plan

- 4.2.5.1. Detailed SLA clearly defines how INCIDENTS and SERVICE REQUESTS are handled and how much time (in hours) is defined.
- 4.2.5.2. IT Support HOTLINE number for Municipality users and clear availability hours on weekdays, weekends, and holidays.
- 4.2.5.3. IT Support Web Page where users could log complaints/ queries and check the status of their queries with a unique identification number.
- 4.2.5.4. User acceptance testing and a comprehensive training plan for both pilot and scale up phases.

5. Project Role and Responsibility

5.1. STAKEHOLDER MATRIX and stakeholder expectations management through PRABRIDDHI and the partner IT company.



⁷ A development environment is the collection of processes and tools that are used to develop the source code for a program or software product. This involves the entire environment that supports the process end to end, including development, staging and production servers.







17





5.2. What are the communication responsibilities?

Following a broad communication plan for the OSSC+ which shall evolve in detail as the project proceeds

S No	Communication Item	Responsibility	Remarks
1	Announcement of Tender	PRABRIDDHI	Online via bdjobs.com
2	Technical and Financial Proposal	IT Company	Online via email
3	Project kick off announcement	PRABRIDDHI	To target audience
4	Project progress announcements	IT Company	Please outline the project milestones, the message, the mode, and context of these announcements to the target audience, and the periodicity of this communication in your proposal.
5	Handover announcement	PRABRIDDHI	To target audience

6. Additional Information for Proposal Submission

The IT company shall adopt a mixed approach with SCRUM and Waterfall methods to deliver the system components in phases, on time and within budget. Please see attached the deliverables and time plan for details in earlier sections of this ToR.

Kindly note -

- **6.1.** The project shall start and finish on time.
- **6.2.** Please provide a Gantt Chart of activities to fit the above-mentioned time plan and requirements based on your current team capacity and availability.
- **6.3.** Flow charts and graphical descriptions are highly appreciated instead of long text in lengthy paragraphs in your technical proposal.
- **6.4.** Kindly do not submit a technical proposal exceeding **15 pages**, elaborating only the To-Be OSSC+ pilot system design and illustrated diagrams as well as bullet points about the functional and technical scope mentioned in point number 4.1 and 4.2
- **6.5.** We expect the partner IT company to dedicate a team of software developers, a software architect, UX and UI designers, a QA engineer and a business analyst headed by a product











owner for the OSSC+ project. Kindly attach a very short description of your team, their skills, and experiences in similar projects with your proposal.

- **6.6.** We expect the partner IT company to put the effort in knowing and understanding the municipality and building rapport with the key municipal staff, part of which is regular personal visits to the office of Jashore Municipality. PRABRIDDHI shall not bear the cost of travel to Jashore. An estimate of the on-site visits is mentioned below -
 - 6.6.1. 3 days field visit for initial user-shadowing (minimum three users) after kick-off
 - 6.6.2. 2 days prototype demo and re-defining of requirements (including demo to the mayor and key users)
 - 6.6.3. 4 days of trial and testing (including key users of five pilot services minimum 8-10 users)
 - 6.6.4. 1 day of Pilot Go live (1 technical staff and one trainer from the IT company to be present on-field)
 - 6.6.5. 3 day in-person-field support after the pilot goes live (either by technical staff or the trainer)
 - 6.6.6. 3 weeks hand holding phase for the municipality (either by technical staff or the trainer)
 - 6.6.7. 2-day workshops after 1 month of pilot go live lesson learned and scope redefinition for scale-up (together with all key users and minimum one day with the mayor)
 - 6.6.8. 1-day workshop to present scale-up solution (product owner to present to the mayor and key municipal officials)
 - 6.6.9. 5-day trial and training with scale-up solution (1 technical staff and one trainer from the IT company to be present on-field)
 - 6.6.10. 1 day off (scale-up) Go-Live (1 technical staff and 1 trainer from the IT company to be present on-field)
 - 6.6.11. Four weeks of handholding after Go-Live (1 technical staff and one trainer from the IT company to be present on-field)
 - 6.6.12. 3 Retraining sessions every year at the municipal office (By one or two trainers from the IT company
- 6.7. All the points above are exclusion criteria; failing to abide would lead to disqualification.

7. Eligibility Criteria

- **7.1.** The company should have delivered local and international government service solutions.
- **7.2.** The company should provide references for three successfully built and deployed projects of similar complexity and a project value of more than 2 crores BDT annually.
- **7.3.** The company should be ISO/IEC 27001 Certified information security management system (ISMS).
- 7.4. The company should demonstrate IT operational capability and full-service expertise











7.5. The company should demonstrate writing skills in process documentation, and technical documentation following modern tools and practices.

8. Evaluation and Assessment

8.1. Submission Procedure

All offers must be received in original hard-copy form (i.e., submission of e-mail tenders alone is unacceptable) with a cover letter signed by a competent authority of the tendering organization, and lodged either via the postal system or courier service or delivered directly to the Swisscontact office at the following address:

Coordinator - Procurement and Logistics

Swisscontact - PRABRIDDHI

House 28 Road 43

Gulshan-2 1212

Dhaka, Bangladesh

In all cases, the offer must be sealed in a covering envelope and addressed as per the RfP notice. Please write the subject as "Technical and Financial proposal for the development and maintenance of OSSC+ for the Municipality for PRABRIDDHI" on top of the envelope.

Separation of financial and technical elements: <u>The technical and financial proposal must be provided in</u> <u>separate envelopes.</u> Failure to do so will disqualify the tendering organization from the tendering process.

Soft copies: An additional soft copy of the Technical Proposal shall be submitted (i.e., not the Financial Proposal) to the Administration Department Tender e-mail address (bd.prabriddhi@swisscontact.org).

8.2. Submission deadline:

The deadline for submission of the proposals is: October 5th, 2022, before 5:00 PM.

If a proposal is not received in the manner specified in the request, especially if it is not received by the due time, it is deemed a non-qualifying proposal, and will not be considered.











8.3. Assessment criteria

The assessment criteria will be as follows:

Criteria	Weight
Background and evidence of the bidder	15
(max. 2 pages)	
Profile of the personnel involved in the assignment	15
(max. three pages)	
Understanding of the scope and proposed idea	25
(max. 5-7 pages)	
The efficiency of the proposed work plan	20
(max. 2-3)	
Financial proposal	25
(max. 3- 4 pages with a precise estimate of person-hours for various project activities)	
Total	100





