We are a leading organisation for the implementation of international development projects. We promote inclusive economic, social, and ecological development to make an effective contribution towards sustainable and widespread prosperity in developing and emerging economies.

1. INTRODUCTION

The Promoting Green Growth in the Ready-Made Garments Sector through Skills (PROGRESS) is a four-year (2022–26) project funded by the Embassy of Sweden and the Embassy of Switzerland in Bangladesh and implemented by Swisscontact. The project supports RMG factories to advance in green transition by building their resilience and competitiveness. The PROGRESS project drives sustainable growth in the RMG sector through a market-driven approach. The project has two major components. **The first component: Skills & Productivity**, aims at improving the technical skills and productivity of RMG workers. Under this component with support from the project, the Consultancy Service Providers (CSPs)[1] and subsequently local technical service providers (LTCPs) develop the skills of the RMG workers in areas like low performance, zero defect, women leadership etc. which make them more competent and productive. Besides, the project supports the factories developing an in-house training system to ensure the sustainability of these initiatives. **The second component: Environment & Social Compliance**, supports RMG factories in their journey of decarbonization. The CSPs with support from the project assess the factories' status of carbon emissions at baseline and help them develop tailored pathways to reach net-zero emissions, while also promoting sustainability reporting. PROGRESS facilitates partnerships between CSPs and RMG factories to

[1] Consultancy service providers (CSPs) are reputed national/international commercial consultancy firms that have certain expertise to implement interventions in partner factories for PROGRESS. They have legal, technical and financially binding contracts with the project. Beyond project, then are expected to provide similar services to the factories in exchange of service fees.

deliver commercially viable solutions. Especially, the project strengthens the local service market, enabling factories to access affordable solutions. Additionally, by leveraging collaborations with international brands, PROGRESS ensures solutions are aligned with industry demand. The ultimate objective is to increase the retention rates and income of the workers, including 60% women while fostering improved productivity, and environmental and social compliance at factory level. Currently, the project is assisted by two co-facilitators teams in project activities.

Monitoring result measurement (MRM) is an integral part of the project management fulfilling three core functions-steering, accountability and learning. It is therefore crucial to ensure real time data flows into decision making. To make the MRM system more robust, the project project seeks to design and deploy a modular, web-based Management Information System (MIS) and reporting system. The new MIS should offer a wide range of benefits:

- Securely store and manage segregated data.
- Allow for different user roles for data entry, viewing, and modification.
- Enable effortless uploading and downloading of data in various formats.
- Automatically align with the project's log frame targets

This strategic upgrade will not only streamline the workflow but also give the agility to ensure data management and reporting with greater efficiency and precision.

2. THE OBJECTIVE OF THE MANAGEMENT INFORMATION SYSTEM (MIS)

The objectives of the management information system will be, but are not limited to:

- Design, develop, test, and deploy a centralized MIS platform ensuring standardized data capture
- Monitor and track project activities
- Support in data analysis
- Real-time dashboard and automated report generation for a meaningful presentation of information

3. SCOPE OF WORK

The scope of work has been divided into three broad categories: software development-Web Based Application, training of users, and support for modification and maintenance. Elements under these categories are described below but may not be limited to this. Other areas and elements may need to be incorporated during the assignment.

3.1 SOFTWARE DEVELOPMENT – WEB BASED APPLICATION

What to capture:

The MIS will capture, organise, and validate comprehensive datasets under *multiple primary components* of the PROGRESS project starting with Skills & Productivity, and Environment & Social Compliance (ESG). Every component will be under sectors, starting with the RMG sector. The system will enter data under the *sub-component* (intervention area) levels, *activities* (type of intervention), *actions* (specific steps under the intervention), and so on.

There must be provisions for different types of service providers/partners, where CSPs will perform as primary service providers. There will be an option to upgrade other service providers to primary service providers. The system should allow addition of these actors and any associated parties playing an implementation and monitoring role in the project. The system should also have option to change status (active/inactive) according to contractual obligation. Specifically, different roles and credentials-based data entry, viewing and editing mechanisms should be in place for different user groups along with predesigned users' approval-based data input, verification and validation mechanism. It is essential to ensure that the application is user-friendly. Information and data will be mostly fed into the system by CSPs, LTCPs and co-facilitators who may not be familiar with using such applications. Therefore, the application must be easy to navigate, and data entry must be made easy and inclusive for all types of user groups.

The system will ideally be built on modular and relational architecture, capable of supporting dynamic dashboards, role-based access control (RBAC), and real-time reporting aligned with the project log frame, and indicators provided by the MRM team, which will act as the main data repository for the project.

The database will contain information about factories, trainings, trainees (factory staff, management officials, etc.), and all associated actors, which will ensure at least the following:

- Contract management:
  - Initial contract and amended contract information between Swisscontact Bangladesh (SCBGD) and partners/service providers or actors
  - If other service provider is promoted to primary service provider, contract information update is mandatory
  - SCBGD works with partners with valid contracts
- Service provider/partner information management:
  - Profiles and portfolios of actors like CSPs, LTCPs, Co-facilitators, etc. including training, area of specialisation, and source of onboarding (e.g., BGMEA, BKMEA, self).
  - CSPs will onboard all factories with facilitation of status tracking (active/inactive)
  - Every activities of the actors will be categorised under components and sub-components, with option for status tracking
  - Actors will create their own visit logs to factories and report their submission timelines and status
  - Work plans and report submission timelines should be verifiable by Swisscontact team.

- Factory information management:
  - Basic details: location, type, category, registration, production, and workforce details.
  - Pre- and post-intervention efficiency, environmental/social compliance scores, investment breakdowns, training adoption (e.g., IBT), and major brands.
  - Energy usage, fuel type, carbon footprint, emission intensity, and GHG metrics baseline and projections till 2026.

- Training and trainee information management:
  - Individual profiles of three types of trainees i.e. worker, employee and management (staff ID, gender, contact, position, department, salary, etc.).
  - Training history, productivity data, income metrics, etc. as applicable
  - Pre-training and post-training assessments (changes in salary, changes in designation, etc.)
  - Training records for both workers and management (trainee profiles, training details, certification status, etc.).
  - Dashboard and searchable database for worker-level reporting, filtering by trainee type, intervention type or activity type, location, CSP, or training area, income change, designation change, etc.

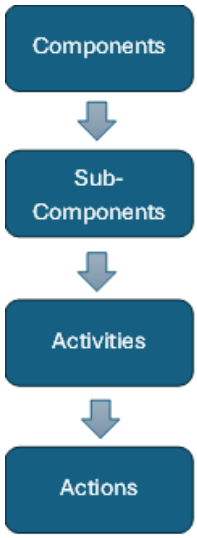

Figure 1: Hierarchy of MIS

The core data flow begins with data inputs from CSPs, LTCPs, co-facillitators and MRM field teams, routed through a single-stage or multi-stage validation structure involving system-level checks, programmatic validation by respective components, and final approval from the MRM unit. If there is rejection in any layer, data will be sent for verification to previous level or as per selection in the level. MRM team will have overall access at all data and validation layer.

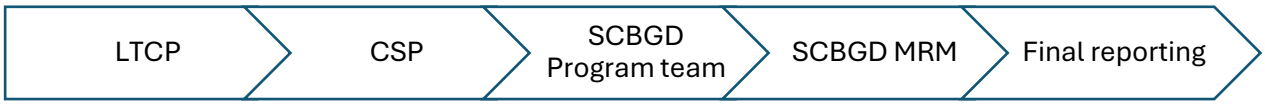

Figure 2: Sample flow of data

The MIS will accommodate various levels of relational system access for CSPs, LTCPs, MRM, co-facilitators and project staff—ensuring that data entry, verification, and report generation responsibilities are appropriately segregated and traceable.

Additionally, the system functionalities might include, but not be limited to the following:

- **Searchable databases** for factories, workers, actors, etc.—allowing multi-field filters (district, intervention, score, category, etc.).

- **Dynamic dashboards** for each stakeholder type (MRM, donor, CSP, etc.) showing intervention-wise, factory-wise, and logframe achievement visuals.
- **Automated reports**, data exports in XLS, CSV, and PDF, and on-screen analytics for performance tracking.
- A **logframe-linked reporting engine** enabling yearly, component-wise, and district-wise breakdowns of progress.
- Factory and worker **profile generation** and visualization tools, environmental score infographics, and ROI calculations.

Type of data and formats:

The system must support excel-based data exchange, with inbuilt validation for both in-system and offline edits. The database needs to be relational and dynamic for which unique ID must be generated for each trainee, trainer/implementor such as by using NID/ DoB / passport of trainee/TIN of TSP. A **unique ID system** must be used for all entities (workers, factories, CSPs, LTCPs) to ensure traceability and relate multiple datasets. Data related to the profile of trainees, course details, enrolment information, completion status of training, training duration and dates are some of the essential fields the data collecting template must ensure. Designated users of the system should be able to search for, view or download queried data, documents or any other file where the trainee database can be filtered using multiple fields and can be exported and downloaded in multiple formats including xls, csv etc. A dynamic form building and integrated design mechanisms to conduct surveys in the same manner as KoBo Toolbox or ODK.

Reports and dashboard:

The web-based platform should be able to generate multiple reports, infographs, or custom dashboard using multiple fields from any filtered dataset. Stakeholders like project team members, CSP, implementing agencies, donors will have varying levels of access and authority for visualizing the project results and updates. Dashboard should have a reporting module to support different type of reporting and export mechanism based on pre-defined segregation instructions (sex-segregated, month wise, year-wise, sector wise district wise, CSP wise, etc.). The dashboard should also be able to track project's progress against targets (target vs achievement) using these segregations.

3.2 TRAINING USERS OF THE MIS

The vendor must conduct hands-on training for all user types—data entry, reviewers, and approvers. There should be at least two training sessions for internal and external stakeholders. These trainings should be supported by comprehensive documentation, including:

- Technical Training Manual
- User Manual (English & Bangla)
- Hosting Specification
- Data Dictionary
- System Requirements Specification (SRS)

All training materials, source codes, and documentation will be the intellectual property of Swisscontact Bangladesh. The vendor must ensure proper documentation of the codebase and avoid any third-party code with licensing restrictions.

3.3 User Acceptance Testing (UAT), ROLLOUT AND POST-IMPLEMENTATION SUPPORT

The service provider should facilitate the UAT environment. After getting the UAT tested, they must support proper rollout and provide at least four months of post-implementation support.

3.4 SUPPORT FOR MODIFICATION AND MAINTENANCE

The selected firm will provide, as per contract, the following:

- Ongoing server and application maintenance, including routine backups, database tuning, and issue mitigation.
- Auto-backup and archiving mechanisms to ensure data protection and disaster recovery.
- Responsive support for updates or system issues based on a hybrid (instant + scheduled) model.

4. TECHNICAL SPECIFICATIONS

The following are some technical specifications for the web-based application:

1. Software Methodology
   DevOps, Agile
2. Software Framework
   At least Laravel Framework 10.0 (Stable Version)
3. Database
   PostgreSQL, MongoDB
4. SRS & Documentation
   Capability Maturity Model Integration (CMMI) level 3 Standard

4.1 SECURITY

For security, the firm should follow any of the industry standard secure development methodology and consider (but not limited to) common vulnerabilities such as SQL Injection, Cross Site Scripting (XSS), session fixation, code injection etc. Input Validation Controls, Authorization/ Authentication Control and other security controls in both test and production environment of application will be the responsibility of the firm.

4.2 SITE AND DASHBOARD UX AND UI

The site should be device-compatible and browser-independent. Site and dashboard color and design will follow the Swisscontact Bangladesh along with PROGRESS branding scheme and will also comply look and feel of other knowledge and logistical products.

5. DURATION OF ASSIGMENT, SPECIFIC ACTIVITIES AND TARGETS

The duration of the project is approximately three months, starting tentatively from September 2025.

6. DELIVERABLES

I. Detailed work plan
II. SRS
III. UI/UX
IV. UAT environment
V. Technical design documentation like ER, schema, etc.
VI. Bug-fixing log and reports
VII. Training sessions and printed training manuals

7. THE ROLE OF SWISSCONTACT WILL BE TO:

I. Provide approval of SRS and work plan.
II. Provide project information and relevant documents as and when required.
III. Connect with relevant stakeholders for data collection and validation
IV. Provide relevant datasets from the project's data repository.
V. Supervise data collection, cleaning and analysis through active participation.
VI. Provide feedback on the draft report and software.
VII. Provide approval for the final SRS and training manuals.
VIII. Provide overall guidance.

8. TASKS AND TIMELINE

Sl.	Activity	Time
1.	Prepare a workplan and SRS	2 weeks
2.	Development, testing and rollout of the Software	2.5 months
3.	Guideline, user manual and training of users (Parallel to Sl # 2)	1 month
4.	Handover (Parallel to Sl # 2)	1 month
5.	Bug fixing and minor modifications (except database or structure)	Contract Period

9. EVALUATION OF THE PROPOSAL

Based on the proposals submitted, shortlisted firms will be invited to give a presentation. Final selection of the firm will take place after the presentation. For the evaluation of the proposal the following criteria will be applied:

Evaluation Phase # 1

Criteria	Score
Understanding of the assignment	20%
Technical Approach and Methodology	30%
Proposed workplan	20%
Resource persons profile	15%
Experience of similar work/service undertaken	15%

Evaluation Phase # 2 (Only for Short-listed firms)

Criteria	Score
Presentation on Proposed Solution	50%
Detailed Resource Mobilisation	20%
Financial proposal	30%

10. REQUIRED DOCUMENTS

All bidding consultancy firms are required to submit the following:

I. Technical proposal- The technical proposal must include the detailed workplan, reflect the understanding of the assignment, the proposed methodology of how the assignment will be carried out.
II. Financial proposal- The budget for providing the service with cost breakdown.
III. Annual Maintenance Plan – The Software Firm must submit an annal maintenance plan with financial details separately to provide support service after the complementary service period. This will be under the Annual Maintenance Contract (AMC) which is separate from the Software Development Contract.
IV. CVs of the team members who will be involved in the service/assignment-Experience in DBMS, RDBMS, web application development, RDMS design and solution analysis, experience In Database design, development and administration using multiple Database system such as PostgreSQL/MongoDB/MySQL/ORACLE/SQL Server will be given preference.
V. Evidence of similar work done in the last three years.
VI. It is mandatory for the bidding organisations to submit documentary evidence demonstrating their legal, taxation and financial status. This includes:
    a. Updated Trade License/s
    b. TIN, BIN and Updated Proof of Submission of Return (PSR)/Return Certificate
    c. BASIS Membership
    d. Audit Reports (Not mandatory but will add value)
    e. CMMI Level 3 Certificate (Not mandatory but will add value)
    f. Any other ISO Certification will add value.

11. SUBMISSION GUIDELINES

- The technical proposal should not be more than 30 pages.
- The email attachments MUST NOT BE over 10 MB.
- Other attachments (if required) MUST BE linked to OneDrive/Google Drive/Dropbox etc.
- Related project links should be on a separate page.
- The resume of the team members MUST NOT BE over one page
- The technical proposal should cover Work Plan, Methodology, Team Hexarchy Diagram alongside other proposed technical details.

- The Team must contain one communication focal point and must be declared during submission.
- Joint Venture proposal will only be considered upon clear declaration of roles of individual firms.
- Sub-contracting the project and project related documents will be under legal obligations and upon identification, contract will be terminated.
- There will be no Pre-Bid meeting/s.
- Only shortlisted candidates will be invited to present their ideas (tentatively last week of August 2025)

N.B. Consultancy firm will receive payment upon achieving target deliverables set in the contract.

Please note that the shortlisted consultancy firms will be contacted to present their detailed methodologies- tentatively in the 1st week of September 2025 at PROGRESS Project Office.

12. **SUBMISSION DETAILS**

Interested applicants must submit their proposals (technical proposal and financial proposal separately) via email to bd.progress@swisscontact.org by 30 August 2025. The email subject line must state: **DEVELOPMENT OF A WEB BASED MANAGEMENT INFORMATION SYSTEM (MIS)**" for the PROGRESS project. In addition to the email submission, a hard copy of the technical and financial proposal should be delivered separately to the following address by the same deadline:
Swisscontact Bangladesh Project Office
House 20 (5th Floor), Road 68, Gulshan-2, Dhaka 1212, Bangladesh
The subject line must state: **DEVELOPMENT OF A WEB BASED MANAGEMENT INFORMATION SYSTEM (MIS)**" on the top of the envelop.

Late or incomplete submissions will not be considered. Swisscontact reserves the right to accept or reject any application, in part or full, or cancel the entire procurement process without assigning any reason whatsoever. Submission of an application does not guarantee the award of the contract.

13. **Reporting**

The selected applicant(s) will collaborate closely with the PROGRESS team, providing regular updates and reporting directly to the PROGRESS Team Leader. Additionally, the selected applicant(s) is expected to maintain seamless communication with team members to ensure timely execution of project tasks and adherence to strategic objectives.