

# Expression of Interest (Eoi)

## Feasibility Study for One Stop Service Centre+ (OSSC+) in Jashore Municipality

### 1. BACKGROUND

#### 1.1 Introduction

The PRABRIDDH project is funded by the Swiss Agency for Development and Cooperation (SDC), represented by the Embassy of Switzerland in Bangladesh, and implemented by Swisscontact aims to promote Local Economic Development (LED) in the selected municipalities in Bangladesh by working closely with the Local Government Division (LGD). The goal is to transform the partner municipalities into more competitive local areas where enterprises can thrive, new businesses are attracted to invest, employment and income opportunities are created, and the citizens enjoy improved standards of living. After successful completion of the two years Phase I, PRABRIDDH has started its current phase of implementation on September 01, 2020. During Phase I, PRABRIDDH worked with the Jashore and Shibganj municipalities primarily in the mango and light engineering sector, respectively. The project will expand to four to five new municipalities throughout the current phase.

#### 1.2 Approach

The LED programme's aim is to create a better Business Enabling Environment and support better services for key actors by the municipalities and key stakeholders. A "territorial change management initiative" will be induced to foster Local Economic Development. The programme supports the municipalities and local businesses to create a common platform and processes for identifying the key blockages for business growth which impacts wealth generation and employment creation. At this moment, multiple projects, and investments (financed by GOB as well as development partners) are focusing on the evolvement of municipalities and to improve the infrastructure at municipal level. The LED programme complements these initiatives by utilizing resources, both physical and administrative, to the planned activities for business growth. The LED programme supports municipalities and local business associations to identify key activities for business growth, design sub projects, while synergies are made with other programs of the government or development partners. The programme also supports private companies and businesses through partnership to reduce the risk associated in piloting new business and growth strategies that create economic opportunities for the poor.

#### 1.3 Background and Context

It is widely known that one of the major challenges that urban citizens face while requiring municipal services from a city authority is to identify the appropriate service and where and how to obtain that specific service. Citizens have to knock different doors in order to complete their applications, pay fees, charges, taxes and dues to obtain the required services. To find the right procedures and departments, to know the right amount of fees, tax and service charges is not only unclear and difficult but also time consuming and often keeps citizens and especially entrepreneurs in the informal sphere, not registering, not obtaining services and accessing business opportunities and not paying fees and levies necessary for improving service provision and inducing economic growth.

During COVID-19 restrictions, city authorities across the country are only providing essential services (water, garbage collection, street lightening etc.) to the citizens. Access to municipal buildings has been restricted and citizens were facing severe limitations to access services which had serious impacts on the citizens and on municipal finances and revenue generation.

Before investing in a business in any municipality, it is important to understand business potentials in the city and understanding how to start a new business in accordance with the local requirements. Unfortunately, there is currently no Business Center or desk existing within in the municipality administration which could provide information and guidance for investors and entrepreneurs. This is due to the absence of Local Economic Development (LED) strategies in the municipality level and subsequently lack of co-ordination among public sector, private sector, and civil society organization for a sustainable local development.

**Jashore** is one of the oldest cities in Bangladesh with about three hundred thousand inhabitants. Everyday 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 the use of computers and IT technology has been introduced in Jashore municipality, simple and streamlined processes supported by the appropriate IT technology and executed by well-trained officers is still lacking for an effective and efficient local service provision.

Through observing and intensive interaction at the local level, the project has identified certain constraints concerning the municipal service delivery system. Some of the **key issues identified** are briefly described as follows:

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

## 2. OBJECTIVES OF THE ONE STOP SERVICE CENTER

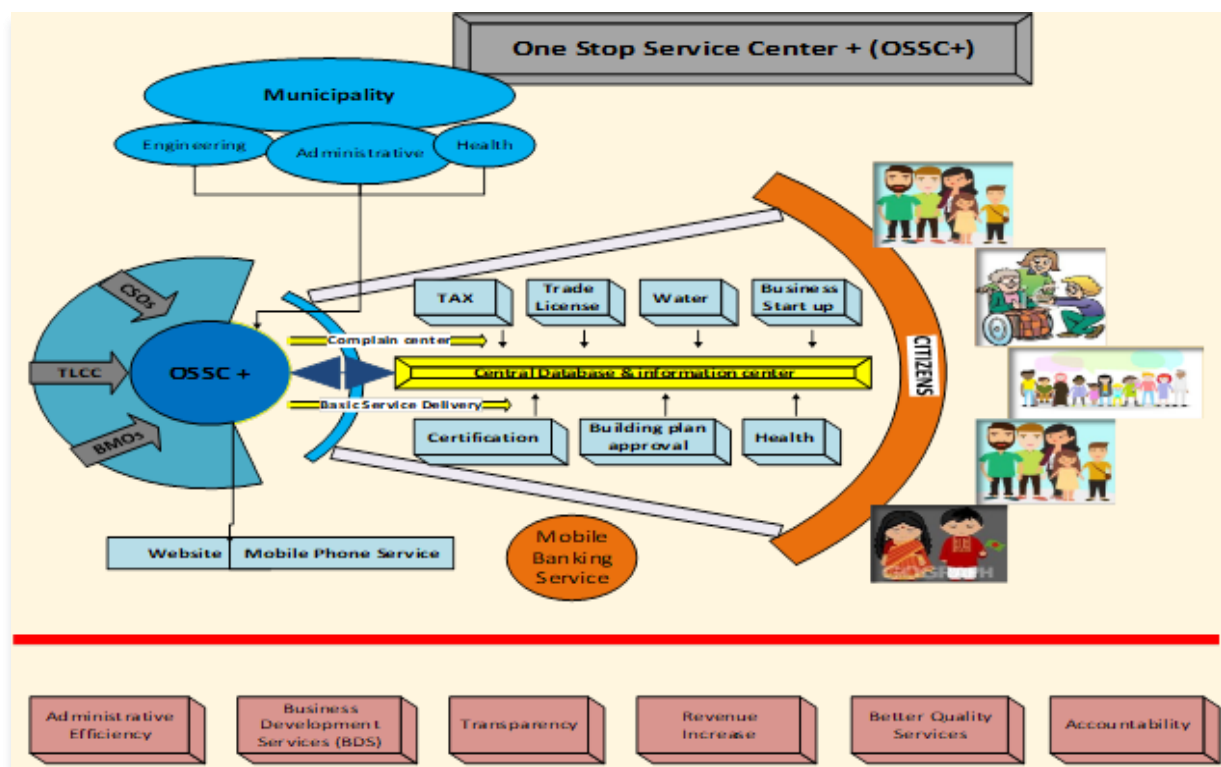
To address the above constraints, the project was requested to pilot a One Stop Service Center + by the Jashore Municipality. **The one stop service center shall have the following objectives:**

- To ensure an **efficient service delivery** by municipalities accessible to all its citizens through one platform.

- 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.
- To ensure **transparency and accountability** in payment system and reduce the scope of corruption and exploitation.
- **Inducing innovation in operational processes and digitizing municipal service** through electronic and web-based platforms.
- It will promote honest and **open communication** between the municipality and citizens providing services as required.

The pilot will further explore the scope of **introducing business enabling and/or business development services** as part of the One-Stop Service Center providing advisory services and guidance to local entrepreneurs and businesses. Information shall be available and provided regarding opportunities in the municipality, the support that the municipality can provide and apprising of the current economic scope and opportunities for investment in the municipality.

The following graph represents a sample concept of an OSSC+



### 3. SCOPE OF THE FEASIBILITY STUDY

To understand the feasibility of introducing such a service center, the project aims to conduct a feasibility study. The **objective** of the feasibility study is to provide a plan with sufficient information to justify the concept of One Stop Service Center. The consultant will conduct an explorative study and investigating the following **key areas in Jashore municipality**:

1. A brief study on the demographic feature of the service receiver group
2. Categorized the list of existing service facilities of the municipality according to the proposed plan of One Stop Service Center.
3. Develop an in-depth analysis about the service receiver's expectation from the municipality and their willingness to pay for the One Stop Service center
4. Critically assess the gender responsive service delivery system based on the existing system.
5. Provide a detail plan of sustainability and scalability of the One Stop Service Center Platform
6. Provide a guideline for capacity building of the municipality resources (human resource, physical space, internet facility etc.) to operate One Stop Service Center
7. Explore the additional value of the citizen services and municipality revenue generation

Following the findings from the feasibility study, a pilot One-Stop Service Center will be designed in partnership with the Jashore Municipality. The pilot will be implemented to gather proof of concept of the One Stop Service Center. Based on the experience and feedback from the municipality and the users, the model will be further refined before it can start operating at full scale and is replicable in additional municipalities throughout the country.

#### 4. REQUIRED QUALIFICATION

The consultant/consultancy firm should meet the following requirements:

- An extensive and proven experience in conducting feasibility studies for projects funded by international development organizations focusing on digitization.
- Sound understanding about urban local government institutes in Bangladesh and its service delivery provision.
- Experiences in conducting Capacity Need Assessment
- Strong knowledge about development sector and the areas of service delivery system
- Excellent track record in designing and conducting quantitative and qualitative research, analysis, and evaluation.
- Excellent and demonstrated understanding of political practice, gender, and cultural diversity issues
- Excellent written and verbal communication and reporting skills in English.

#### 5. DELIVERABLE

The consultancy firm/consultant shall submit the following deliverables:

Tasks	Indicative no. of days
Detail Work Plan including tools, time frame and resource persons (This work plan will be agreed by project team and an integral part of the contract)	2

Revised the concept note incorporating comments	2
Detail Action Plan to set up OSSC+ including activities, timelines, resource person and budgets	4
Capacity Development Need Assessment (CDNA) for municipality and prepare CDNA report	3
First Draft Report of the feasibility study	7
Operational manual for the OSSC	2
Final Report of feasibility study with clear findings and recommendation	5

## 6. TIMELINE

The feasibility study will be finalized from October 2021 to December 2021. The first draft of study report will be completed by the end of November 2021.

## 7. REPORTING STRUCTURE

The selected consultant/consultancy firm will report to the Team Leader, PRABRIDDI and work closely with Public sector Engagement Specialist

## 8. REQUIRED DOCUMENTS FOR EVALUATING THE PROPOSAL

The selection criteria are divided into two parts:

- Technical Proposal (70% of the total possible score);
- Financial Proposal (30% of the total possible score). Consultancy contracts are subject to VAT and AIT deduction as per government regulations.

Soft copies of the technical proposal should be submitted via e-mail. Financial proposal should be sent in a separate e-mail. The name of the assignment should be mentioned in the subject line.

**The technical proposal, not exceeding 3 pages, should include the following elements:**

- Understanding of the assignment and an initial plan detailing the study as per the ToR
- Description of organizational capabilities and related experiences.
- Weblinks or soft copies of relevant previous work
- Proposed staff members who will be assigned to this assignment, including the percentage of time to be devoted by them for this assignment and the description of their experience. CVs should be submitted as Annex and maximum three pages should be allocated for each CV.

- Along with the technical proposal, the bidder is required to submit a financial proposal, in a separate e-mail.

**The financial proposal will be opened only for the applicants scoring 50% and above in the technical proposal. The financial proposal would be evaluated based on:**

- Competitiveness of the financial offer.
- Relevance and consistency with the technical proposal.

In addition to the technical and financial proposals, it is mandatory for the bidders to submit necessary documents demonstrating their legal, taxation and financial statuses. The documents should be part of the technical proposal and include the following:

- A certificate of incorporation (for individual companies- a trade license).
- Joint stock registration certificate (if applicable).
- An organizational organogram of key personnel, inclusive of the names of such personnel.
- Tax Identification Number (TIN).
- VAT registration number.
- Proof of a segregated account (providing the name and address of such an account).
- Other valid papers (Provided by Government institutions).
- The vendor has to bear all Annual Income Tax (AIT) and VAT. The total amount of VAT should be mentioned in the financial proposal.

## 9. ASSESSMENT CRITERIA

The assessment criteria will be as follows:

Criteria	Weight
Background and Evidence of the bidder	20
Profile of the personnel involved in the assignment	15
Proposed Idea	20
Efficiency of the proposed initial work plan	15
Financial proposal	30
<b>Total</b>	<b>100</b>

The selection of the potential agency will be based on:

- Quality and cost-based evaluation by an evaluation team of Swisscontact.
- The bidder achieving the highest score in the proposal will be awarded a contract, provided both parties reach an agreement on the final budget. If there is no agreement on the final budget, then the bidder with the second highest score will be considered.

## 10. ROLE OF PRABRIDDI

PRABRIDDI will do the overall supervision for the assignment and support the selected consultant/consultancy firm by providing project related information and content.

## 11. SUBMISSION PROCEDURE

Interested bidders should submit the technical and financial proposals and other necessary documents by 25 September 2021 to the following e-mail address: [bd.prabridhhi@swisscontact.org](mailto:bd.prabridhhi@swisscontact.org)

The Technical and Financial proposal should be sent in separate e-mails. Failure to do so will disqualify the tendering organization from tendering process. 'Feasibility Study for One Stop Service Centre+ (OSSC+) in the Municipality for PRABRIDDH!' should be mentioned in the subject line.

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 as non-qualifying proposal, and will not be considered.

For more information, please e-mail to [bd.prabridhhi@swisscontact.org](mailto:bd.prabridhhi@swisscontact.org)

***Swisscontact is an equal opportunity employer. We strongly encourage female professionals to apply.***