**Terms of Reference**

**Hiring an IT Firm for Developing a Virtual Platform for Bangladesh Improvement Climate Investment (BICI) program, BIDA**

**1. Introduction**

* 1. **Background**

PRABRIDDHI is a Local Economic Development (LED) project, funded by the Government of Bangladesh and Switzerland, and co-implemented by the Local Government Division (LGD) and Swisscontact. The pilot phase of PRABRIDDHI came to a successful end by August 2020. Phase 1 of the project started in January 2021 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 phase, the project will be implemented in seven municipalities. **Shibganj**, **Jashore**, **Bogura**, **Bhairab**, **Dinajpur** and **Kushtia** are the six municipalities where the project has been operating. In 2024, PRABRIDDHI has recently expanded its operations in **Cox’s Bazar** municipality.

* 1. **Approach**

The LED program’s aim is to create a 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 program 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 program complements these investments by utilizing resources, both physical and administrative, to foster business growth. PRABRIDDHI supports municipalities and local business associations to identify key activities for economic growth while synergies are made with other initiatives of the government or development partners. The program also supports private companies and businesses through partnerships to reduce the risks associated in piloting new business and growth strategies that create economic opportunities for the poor.

* 1. **Context**

In 2023, PRABRIDDHI had signed a Memorandum of Understanding (MoU) with Bangladesh Investment Development Authority (BIDA) to foster economic growth and decentralization by working together through a number of interventions. Bangladesh Investment Development Authority (BIDA) is the apex investment promotion Body in Bangladesh. The BIDA Act 2016, issued on September 1, 2016, mandated BIDA to provide diversified promotional and facilitating services with a view to accelerating the industrial development and investment promotion of the country. To improve the business climate of the country, BIDA has launched “Bangladesh Investment Climate Improvement (BICI) Program.” Under this program, primarily 110 reforms have been identified under 7 pillars.

As a part of the collaboration, PRABRIDDHI is facilitating BIDA to develop Municipality Competitiveness Index (MCI) and a virtual platform for the BICI progam. The MCI will illustrate how the quality of a business environment varies among different municipalities. MCI will complement the BICI program of BIDA with information on the business environments at the municipal level. Besides, this will enable investment entities to access the information and allocate more investments to municipalities with a competitive edge and favorable business environment. And the virtual platform will showcase the progress in reforms under BICI Program and insights from MCI along with other pertinent knowledge and information.

To support the development of the virtual platform, PRABRIDDHI is seeking to engage a **web development firm**.

**2. Objective**

The aim of this assignment is to develop a virtual platform for the BICI program where Municipality Competitiveness Index (MCI) will also be showcased as a part of overall business environment improvement efforts.

**3. Scope of work**

The scope of work for this assignment are as follows:

**Website development:**

* Design and develop a user-friendly website providing comprehensive details on the Municipality Competitiveness Index (MCI) and the Bangladesh Investment Climate Improvement (BICI) Program, including information on municipalities, reform pillars, and ongoing reform initiatives.
* Establish a system for compiling, analyzing, and transparently publishing the findings/insights from the collected feedback/data.
* Establish a system for featuring dashboards providing real-time data visualizations, charts, and graphs.
* Implement a secure and responsive feedback/data collection and response monitoring system and ensure the system adheres to industry standards for data security and provides a seamless user experience across devices.
* Establish a role-based access control (RBAC) system to manage user roles and permissions effectively. User roles (e.g., Administrator, Surveyor, Analyst) shall be clearly defined with specific access privileges.
* Establish a system for exporting reports from the website in various options including PDF, MS Excel, and MS Word, to enhance accessibility and utilization of generated reports.
* Design the website to be bilingual, supporting both Bangla and English.
* Implement best practices in website optimization, including SEO and content strategy.
* User authentication credentials, including user IDs and passwords, shall be encrypted using industry-standard encryption algorithms. The website shall adhere to best practices for securing sensitive information during transmission and storage.
* Facilitate communication with stakeholders to collect opinions on various aspects of BICI program.
* The website should be device compatible and browser independent.
* The website shall have a response time of less than 10 seconds for critical functions to ensure optimal user experience. Regular security audits and vulnerability assessments shall be conducted to identify and address potential security risks.
* Establish a robust content management system (CMS) to facilitate seamless management of textual and multimedia content, ensuring current and easy access to information. Also, to allow administrators to update success stories, share resources, and disseminate announcements. CMS sections should include News, Rankings, Contact, About, FAQs, Updates on reforms, Success Stories, Index, Visuals, Upcoming Events and others.
* Ensure functionality and error-free website before the official roll out of the Website. A changelog should be implemented by the firm to identify the bugs/issues after go-live and this will be shared with the team. The service providing firm will be responsible for establishing an auto backup and database archiving system to prevent the system from collapsing or enabling system recovery in times of data loss. The regular health check of database, tuning codes, or database along with the queries to mitigating the issues will be ensured as well.
* The website should be able to generate multiple reports, info graphs, or custom dashboard using multiple fields from any filtered dataset. The dashboard should also be able to track the municipalities’ performance or progress based on the stored data.
* 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.
* Data hosting should be in the National Data Center or Bangladesh Computer Council to protect the data. The web development firm should be experienced with migration ability to host in National Data Center or Bangladesh Computer Council.

**Capacity development:**

* Provide comprehensive training sessions for officials involved in utilizing and maintaining the website. Offer ongoing support to ensure officials are proficient in optimizing and managing the website effectively.
* Develop training documents, including user manuals, guides, and video tutorials. Training sessions shall be conducted for BIDA personnel, covering system usage, administration, and troubleshooting.
* Establish a monitoring framework to continuously assess the performance of the virtual platform. Evaluate feedback, user interactions, and system analytics to recommend and implement improvements to enhance system functionality.

**4. Technical Specifications**

Following are some technical specifications for the web-based application:

* **Software Methodology**:
  + DevOps, Agile
* **Software Framework**:
  + Laravel Framework 10.0 (Stable Version), AngularJS, jQuery, Java, Python, NodeJS, Laravel/PHP, AngularJS, React.
* **Database**:
  + PostgreSQL, MongoDB
* **SRS & Documentation**:
  + Software Requirement Specification (SRS) Document
  + User Manual
  + UAT Report
  + Relevant Test Report
* **Other requirements**:
  + Providing and Managing Certificates like SSL Certificate
  + Domain Registration and Managing Domain Security
  + Secured Hosting Service (VPS/ VM Recommended)

**5. Deliverables**

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| **Serial No.** | **Task** | **Deliverables** |
|  | Analyzing the functional and technical requirements of the website | A detailed workplan & SRS (software requirements specification) |
|  | Testing after Go-Live of the website and documenting the results of unit testing, ensuring that individual components of the system operate as intended and are free from defects. | Testing report |
|  | Executing User Acceptance Testing to validate that the entire system meets user expectations. | User Acceptance Testing (UAT) and Delivery report |
|  | Developing a fully functional website | A developed website |
|  | Developing a comprehensive manual providing detailed guidance on system usage, administration, and troubleshooting, ensuring BIDA staff can effectively interact with and manage the system | A comprehensive user manual |
| 6. | Delivering the source code of the website and documentation of the source code to BIDA. | Source code and documentation of the source code |
| 7. | Developing and delivering training sessions for BIDA staff, ensuring they acquire the necessary skills and knowledge to utilize the system efficiently. Knowledge transfer sessions will empower officials to manage the system independently. | Training/Workshop/Transfer Knowledge for concerned officials |
| 8. | Providing continuous technical support post-implementation to address any issues, updates, or modifications required by BIDA. This support ensures the sustained functionality and performance of the Online Survey and Response Monitoring System. | Post-implementation technical support |
| 9. | Ensuring timely advancement and successful integration of the website (virtual platform) into BIDA's system. | Monthly progress report, final report of the work done and timesheet. |

**6. Timeline**

The total duration of the project will be 12 months. After on boarding the work, within 3 (three) months the system will be developed, 1 (one) month will be on Testing/debugging/others, 1 (one) month will be on training and trial, 1(one) month for Post Implementation Observation/ Feedback, then the rest of the period will be for support & maintenance of the project tenure and capacity development will start from the beginning. The contract may be extended upon satisfactory performance and availability of budget during the project.

**7. Reporting structure**

The web development firm will report to the Team Leader – PRABRIDDHI and work closely with the Senior Manager – Institutionalization & Advocacy, PRABRIDDHI.

**8. Selection Criteria**

The selection criteria are divided into two parts:

* Technical Proposal (80% of the total possible score).
* Financial Proposal (20% of the total possible score).

The contracts are subject to VAT and AIT deduction as per government regulations.

* **The technical proposal (TP),**not exceeding 6 pages, should include the following elements:
* Understanding of the assignment and an initial work plan detailing the study as per the ToR.
* Description of individual/organizational capabilities and related experiences.
* Weblinks or soft copies of relevant previous work.
* Technical competencies, key skills, and expertise of the expert (Please see section on Team Composition and Key Requirements). CV to be attached as an Annex.
* Experience of similar work/service undertaken
* **The financial proposal**should provide**:**
* Cost breakdown including monthly rates and/or daily rates as per working modality of the expert or the firm.
* 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 must bear all Advance Income Tax (AIT) and VAT. The total amount of VAT should be mentioned in the financial proposal.
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**9. Payment Schedule**

The payment schedule will be decided in consultation with the selected service provider before issuing the contract.

**10. Submission procedure**

* The Technical Proposal should not be more than 15 pages
* The email attachments must not over 10 MB
* Other attachments (if required) must be linked to OneDrive/Google Drive/Dropbox etc.
* Related project links should be in a separate page
* The resume of the team members must not over one page
* The technical proposal should cover Work Plan, Methodology, Team Hexarchy Diagram alongside other proposed technical details
* Sub-contracting the project and project related documents will be under legal obligations and off course terminating the contract upon identification at any point in time

Interested firms should submit the sealed envelope containing hard copies of portfolio and sample work, financial proposals, and other relevant documents separately addressing the following person by **20th April, 2024.**

**Samaun Bhuiyan**

Coordinator – Business Administration

PRABRIDDHI: Local Economic Development (LED)

Swisscontact

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

The technical proposal should also be sent to [bd.prabriddhi@swisscontact.org](mailto:bd.prabriddhi@swisscontact.org) *‘Submission Of Application Developing A Virtual Platform’* should be mentioned in the subject line of the e-mail.

*N.B.: Swisscontact reserves the right to reject or cancel any application.*