Solicitation Number: Ashshash Phase II-ToR-018-2024
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Terms of Reference for Hiring firm(s)/ICT Service Provider(s) for Development of Management Information System (MIS)

Ashshash: Men and Women Who Have Escaped Trafficking

Bangladesh

'Ashshash: For Men and Women Who Have Escaped Trafficking' Phase II a four (4) year program funded by the Embassy of Switzerland in Bangladesh implemented by Winrock International in partnership with Sustainable Reintegration Partners (SRP) who are mainly local Non-Government Organizations. The main objective of Ashshash is to improve the wellbeing of trafficking survivors through social and economic reintegration.

Winrock International seeks proposals from qualified firm(s)/ICT Service Provider(s) with experience in developing an integrated Management Information System (MIS) for development projects in complex setup. Qualified firm(s)/ICT Service Provider(s) are those that have been involved in similar projects in the past, particularly within the last five (5) years.

Interested firm(s)/ICT Service Provider(s) are requested to send technical and financial proposals as outlined in the Terms of reference (ToR).

WINROCK INTERNATIONAL

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INTRODUCTION

'Ashshash: For Men and Women Who Have Escaped Trafficking' Phase II is a four (4) year program funded by the Embassy of Switzerland in Bangladesh implemented by Winrock International in partnership with local NGOs. Ashshash Phase II follows the completion of Ashshash Phase I, which was implemented from June 2018 to May 2023 across five vulnerable trafficking-prone districts in Bangladesh. Phase I provided support to 4,875 male and female survivors, aiding their sustainable reintegration into their communities. Building on the achievements of Phase I, Winrock International launched Phase II in June 2023, aiming to support 6,000 survivors who have escaped trafficking. Phase II is scheduled to conclude in May 2027. The overall objective of the Ashshash Phase II is to restore the dignity and well-being of women and men who have escaped trafficking through enhancing self-reliance. In order to achieve the overall objective of the project, Ashshash has aimed to achieve the following two major outcomes-

- Men and women who have escaped trafficking improve their social and economic well-being by using services for reintegration; and
- Institutions are made more accountable and effective in providing services beneficial to men and women who have escaped trafficking.

Ashshash Phase II focuses on the sustainable psychosocial and economic reintegration of trafficking survivors, primarily women, through collaboration with diverse partners. Sustainable Reintegration Partners (SRPs) play a critical role in identifying survivors, managing cases, providing psychosocial counseling, and facilitating pathways to economic independence. Business Development Support (BDS) partners enhance survivor reintegration by delivering business skills training, identifying viable livelihood options, supporting micro and small enterprises, facilitating access to finance, and exploring employment opportunities across sectors. Awareness & Prevention Partners work on community mobilization to raise awareness, prevent trafficking, and advocate for policy improvements, targeting at-risk communities. Advocacy and strategic network partners in collaboration with GOB support developing a national referral mechanism, national plan of action, track utilization of human trafficking prevention fund, and establish coordination among service providers aiming for a cohesive response to human trafficking. Ashshash, in collaboration with private sector entities, creates job opportunities and mobilizes business support to strengthen economic resilience of the survivors. Recognizing the climate-related vulnerabilities that contribute to migration and trafficking risks, Ashshash Phase II incorporates climate resilience into its reintegration approach to build socio-economic resilience for survivors.

Ashshash Phase II will be implemented across ten districts in three of the most trafficking-prone divisions of Bangladesh: Dhaka, Chattogram, and Khulna. Specifically, in Chattogram, the focal district is Cox's Bazar. In the Khulna division, Ashshash will concentrate its activities in the districts of Khulna, Satkhira, Jashore, and Jhenaidah. In the Dhaka division, the program will intervene in Dhaka, Manikganj, Narshingdi, Faridpur, and Shariatpur districts.

DEVELOPMENT OF ASHSHASH MANAGEMENT INFORMATION SYSTEM

Overview of Ashshash MIS

The Ashshash Phase II project aims to establish a comprehensive and integrated Management Information System (MIS) to support the sustainable reintegration of human trafficking survivors. This robust system will be developed in collaboration with an expert ICT service provider and will serve as the backbone for data management, capturing the complex and multidimensional aspects of project activities. The MIS will facilitate data collection in real-time through both web-based and mobile (Android) interfaces, allowing field staff to input data directly from project sites. This will ensure timely updates, accelerate workflows, and enhance overall project productivity. The MIS will also provide project managers and stakeholders with up-to-date data and generate detailed reports to facilitate evidence-based decision-making. With real-time insights, the project team will be able to make informed decisions quickly, adapt program strategies, and troubleshoot any issues efficiently. Additionally, the system will feature dashboards and alerts to support real-time monitoring, helping project staff respond promptly to challenges and optimize service delivery.

A key feature of the MIS will be its capacity to reduce the time required for data collection and streamline data entry processes. By incorporating validation checks, standardized formats, and user-friendly interfaces, the system will minimize data entry errors and improve data quality. Comprehensive tracking modules will allow for detailed monitoring of each survivor's journey- from identification and registration to training, support services, and post-integration follow-up- enabling tailored interventions that address specific needs. The MIS will be designed to share relevant information with external stakeholders, including donors, partners, and government agencies. This transparency will promote collaboration and demonstrate the project's progress and impact. Another significant feature of the system is the creation of a comprehensive national database for human trafficking survivors, filling a critical gap as no such centralized database currently exists. This database will store detailed records that can be used for survivor tracking, support services, and policy development.

Moreover, the MIS will be designed with adaptability in mind, making it usable for other human trafficking and social reintegration projects. This capability will support a standardized approach to data collection and service monitoring across similar initiatives, fostering broader sectoral improvements and ensuring that best practices are shared and implemented across different programs. Through these features, the Ashshash Phase II MIS will be an essential tool for improving data accuracy, enhancing service delivery, and supporting the comprehensive reintegration of survivors into society.

Objectives of Ashshash MIS

The overall objective of the Ashshash Phase II MIS is to develop an integrated and comprehensive Management Information System that enhances the efficiency and effectiveness of the project's data management. The MIS aims to facilitate real-time data collection, ensure high data accuracy, enable detailed tracking of individual survivor progress, support evidence-based decision-making, and provide a platform for transparent information sharing with external stakeholders. This system will ultimately contribute to the sustainable reintegration of human trafficking survivors and strengthen the overall impact of social reintegration efforts. However, specific objectives include:

- To develop a robust system both web and android-based mobile application that enables real-time data collection and centralized data storage to improve efficiency and reliability in tracking beneficiaries and services.
- To provide comprehensive tracking capabilities for individual survivors, allowing project staff to monitor progress from survivor identification and enrollment through psychosocial counselling, emergency support, career counselling, skills training, business development supports, employment and post-integration follow-ups.
- To implement data validation protocols and user-friendly interfaces to minimize errors, enhance data accuracy and maintain high-quality records.
- To enable real-time reporting and analytics features to help project management make informed, timely decisions and adapt strategies based on data insights.
- To develop and create a platform including a dynamic dashboard and other user-friendly features that enables secure sharing of relevant data and reports with external audiences, including donors, partners, and government agencies, to enhance transparency and collaboration.
- To develop such an MIS with integration capabilities, ensuring replicability and adaptability for use in other trafficking-in-persons (TIP) programs, thereby supporting a standardized approach to survivor tracking and social reintegration across initiatives.

Scope of Works (SoWs)

An exhaustive Scope of Work (SoW) is detailed below, though it is not limited to these tasks, to ensure the development of a fully functional, glitch-free system. SoW will help the consultancy firm(s)/ICT service provider(s) comprehensively cover all aspects necessary to develop, implement and maintain a robust MIS system for Ashshash Phase II.

- Conduct a comprehensive requirements analysis with the partner and Winrock project team to understand project needs, data flow, and user roles.
- Occasionally meet and collaborate with Winrock's US Home Office staff to deepen understanding of the assignment, global indicator integration and for advisory support.
- Design a system architecture that includes web and mobile (Android) interfaces, centralized database, GIS integration, cloud hosting for data entry, data management and real-time syncing.
- Develop a detailed technical design document, including specifications for each module and integration requirements.
- Develop modules for key functionalities such as beneficiary registration, needs assessment, service tracking, counseling sessions, training and employment tracking, and income monitoring.
- Implement data validation checks and error-handling mechanisms to ensure data accuracy and minimize entry errors.
- Design mobile and web interfaces that are accessible and usable in low-bandwidth environments and support offline data entry with synchronization features.
- Develop a reporting module with customizable report templates, dashboards, and data visualization for tracking key project indicators and generating insights.
- Integrate analytics tools to enable data aggregation, analysis, and visualization of project performance metrics.
- Design and set up a secure centralized database for storing beneficiary data, authorization rule, service information, and program performance metrics.
- Implement role-based access control (RBAC) to manage user permissions, ensuring data security and compliance with privacy standards.

- Include encryption for data at rest and in transit, along with audit trails to log and monitor user activity.
- Configure the system to allow seamless data exports and imports, supporting interoperability with other potential systems and datasets.
- Conduct thorough testing of both web and mobile applications, including functional, performance, and security testing.
- Organize User Acceptance Testing (UAT) sessions with Ashshash team members and end-users to ensure the system meets requirements and is user-friendly. Resolve any issues identified during testing and optimize the system for stable performance.
- Provide targeted training for all user groups, along with user manuals and quick guides, and offer field-based, hands-on support during system rollout.
- Offer technical support for a specified period after deployment to resolve issues, answer queries, and ensure smooth system operation.
- Conduct periodic system maintenance, including updates, performance optimizations, and security enhancements.
- Incorporate feedback from the Ashshash team for continuous improvement and future feature enhancements if required by the project.

Key Deliverables

- A detailed document summarizing the findings from consultations, document reviews, and data requirements analysis.
- Detailed blueprint of the MIS, including the layout, workflow diagrams, core modules, data models and user roles with approval from the Ashshash team.
- Visual mockups or prototypes for both web and mobile interfaces, designed for usability and accessibility across different user roles.
- Structured database schema and a comprehensive data security strategy, covering encryption, access control and security compliance.
- Developed and functional core modules (e.g., initial assessment, survivor identification, enrollment, needs assessment, psychosocial counselling, satisfaction survey, general health assessment, skills training management, training follow up, both self and wage employment tracking, income monitoring, employment follow up, job retention survey, and customized form development facilities to conduct surveys, studies, etc. both Bengali and English).
- Reporting module that provides intervention and indicator-wise data analysis, along with a dynamic dashboard tailored for both internal and external users to access real-time insights and project performance metrics.
- The fully developed, functional MIS with all required modules, optimized and validated based on testing and feedback.
- A detailed test plan covering unit, integration, and user acceptance testing (UAT) phases, along with a final report summarizing testing outcomes and adjustments made.
- Comprehensive, easy-to-follow documentation for end-users including user manuals, quick reference guides, and troubleshooting FAQs.
- Training sessions for different user groups, along with training materials such as presentations, video tutorials, and printed guides.
- Migration of any legacy data into the new MIS, may include both digital and physical data.

- A plan outlining post-deployment support, troubleshooting services, and routine maintenance schedule.
- Regular progress reports submitted during the development phase, detailing milestones achieved, challenges faced, regular application update and upcoming tasks.
- A comprehensive final deliverable will includes all reports from each phase of the MIS development, a detailed assignment completion report, and the full functional source code. This package should also contain prototype, database scripts, system backups, technical documentation, and all relevant supporting documents necessary for future maintenance.

METHODOLOGIES, PROCESSESS & APPROACHES

The consultancy firm(s)/ICT service provider(s) will use a structured approach for the MIS development process, incorporating methodologies to ensure a functional, user-friendly, and robust system tailored to project requirements. The firm(s)/ICT service provider(s) are expected to propose appropriate methods, approaches, and processes in the technical proposal. However, following methods, processes & approaches (not limited to) may guide the bidder(s) in MIS development:

Needs Assessment: To develop a clear understanding of the project's objectives, data requirements, user roles, and programmatic needs the consultancy firm(s)/ICT service provider(s) will conduct a systematic MIS needs assessment. The assessment will include (but not limited to) a) review all relevant project documentation, reports, and existing data flow diagrams to understand the scope and specific data needs of the MIS. b) Conduct consultations with the Ashshash project team, relevant Winrock International staff, and partner organizations to capture the diverse requirements across all users. c) Identify any gaps in existing data collection or management processes, focusing on areas that can be improved or automated within the MIS. A comprehensive needs assessment report summarizing system requirements, key user roles, and functional specifications will be included along with Core-system Architecture design.

Core-System Architecture Development: To design and obtain approval for the foundational structure of the MIS, ensuring alignment with project goals, the consultancy firm(s)/ICT service provider(s) will work with Winrock team collaboratively and intensively. The consultant team is expected to perform these activities and processes (but not limited to) A) draft a layout that integrates a web-based interface and Android mobile app, a centralized database, and cloud hosting to support real-time data collection and accessibility. B) Outline core modules in alignment with the program's workflow, such as beneficiary registration, needs assessment, service tracking, training, employment monitoring, and income tracking including integration of GIS. C) Establish role-based access control to secure data and define user roles, such as administrators, authorization role (approval), field staff, and partners. D) Design a reporting module with customizable templates and visual dashboards, allowing stakeholders to generate and access real-time insights. E) Maintain regular communication with Winrock's designated representative (Collaborative check-ins) throughout the design and development process to confirm that the architecture aligns with project expectations and user needs. F) Finalize approved system architecture document that details each component of the MIS, including workflow diagrams, data models, and module descriptions.

System Development and Customization: The consultancy firm(s)/ICT service provider(s) will develop the MIS components according to the approved architecture, with customization to meet Ashshash-specific requirements. The firm(s)/ICT service provider(s) is expected to follow an appropriate approach and processes throughout the system development and customization. However, Winrock expects the firm(s)/ICT service provider(s) will follow A) an incremental/iterative development approach to develop and test each module independently before integrating them into the complete system. B) Implement data validation rules to minimize errors and ensure data integrity. C) Develop an intuitive, user-friendly interface that enhances usability for all user groups, focusing on accessibility and functionality in low-connectivity environments. D) Finalize a fully integrated system that meets all functional requirements, ready for testing and feedback incorporation.

Iterative Testing and Optimization: The consultancy firm(s)/ICT service provider(s) is expected to follow 'trial and error' approach to ensure the system operates smoothly, meets all specified requirements, and is user-friendly for field and administrative users. Throughout the processes, the consultancy firm(s)/ICT service provider(s) is expected to (not limited to) A) conduct unit testing and system integration testing to identify and fix initial issues in both web and mobile applications. B) Organize User Acceptance Testing (UAT) sessions with designated Winrock and partners' staff to incorporate feedback and validate the system functionality, usability, and performance in real-world scenarios. C) Provide continuous support to troubleshoot and resolve any technical issues that arise, optimizing the system for reliable, glitch-free operation.

Capacity Building of Users: The firm(s)/ICT service provider(s) will provide capacity building training for different level of users in collaboration with Winrock International and ensure that all users are proficient in using the system for their respective roles. Training sessions should include (not limited to) hands-on exercise, demonstration sessions, user-wise role clarification, etc. The firm(s)/ICT service provider(s) will provide support materials, such as user manuals and quick guides. Winrock's Ashshash phase II will organize all capacity building trainings and orientations on MIS.

Maintenance Support and Troubleshooting: The firm(s)/ICT service provider(s) expected to offer ongoing maintenance support post-deployment to resolve any issues and ensure smooth operation. The firm(s)/ICT service providers are expected to outline this support mechanism in the technical proposal and financial implication for the next 3 years.

TECHNNICAL TEAM FORMATION

For uninterrupted and successful development and implementation of the Ashshash MIS, the bidder(s) should combine a qualified team with relevant background and experiences. The firm(s)/ICT service provider(s) is expected to propose an appropriate expert team as required, including the following expert roles (not limited to):

Project Manager & Business Analyst: The project Manager will be responsible for analyzing programmatic needs and translate them into detailed technical specifications. S/he will also be responsible for overall project management, planning, coordination, and ensuring timely delivery. The project Manager will act as the primary contact with the Ashshash team, overseeing daily communications, progress updates and milestone tracking.

MIS Solution Architect: The MIS Solution Architect will be responsible for designing the overall system architecture, ensuring alignment with program requirements and technical standards. S/he will also define the database structure, integration framework, security protocols, and scalability of the MIS. Throughout the process, the MIS Solution Architect will look after and guide the team so that the system is developed appropriately and meets program requirements. S/he will lead the development of both the web-based and Android mobile applications.

Software Developer(s): Software developer(s) will be responsible for designing and developing both the web-based and Android mobile applications for data collection in the field. S/he will ensure the integration of all core functionalities and coordinate the development team's tasks. Additionally, s/he will implement offline capabilities, synchronization with the main database, and user-friendly interface design for field staff. Software developer(s) will identify and resolve issues, ensuring a stable and glitch-free system before deployment.

Database Management and Training Specialist: The Database and Training Specialist will be responsible for the design, management, and optimization of the centralized database, ensuring robust data validation, security protocols, and backup solutions, as well as supporting data migration as needed. This role will include implementing comprehensive security measures to protect sensitive data, including encryption, user authentication, and role-based access, while ensuring compliance with data privacy and security regulations. Additionally, the specialist will develop training materials and conduct sessions for Ashshash staff, end-users, and field personnel, providing post-deployment support and facilitating knowledge transfer to ensure long-term sustainability.

ROLES AND RESPONSIBILITIES

For smooth implementation of the assignment, the following roles and responsibilities (not limited to) are defined for the consultancy firm(s)/ICT service provider(s) for day-to-day management and coordination throughout the MIS development assignment.

Consultancy firm(s)/ICT service provider(s) Team

- Conduct scheduled meetings (e.g., weekly or bi-weekly) with Winrock's designated staff to provide progress updates, discuss challenges, and outline next steps.
- Share written status reports summarizing development milestones, pending tasks, and any encountered roadblocks.
- Coordinate with the Ashshash program team to confirm programmatic requirements and ensure these are reflected in the MIS functionalities.

- Address any questions or ambiguities by consulting Winrock's designated staff and the program team to ensure accurate implementation.
- Submit documentation for each phase of development (e.g., needs assessment findings, system design, testing plans) to Winrock for review and approval. Follow up on approval status and integrate any requested revisions in a timely manner.
- Act as the primary point of contact to gather feedback from field staff, end-users, and other stakeholders.
- Maintain a log of any issues or challenges encountered and communicate these promptly to Winrock's designated staff for guidance.
- Coordinate with both the development team and Winrock to ensure timely resolution and avoid project delays.
- Organize UAT sessions, coordinating schedules with the Ashshash team, field staff, and other end-users. Ensure feedback is documented, prioritized, and incorporated effectively, coordinating changes with the development team as needed.
- Prepare and submit detailed reports upon completion of major milestones, including testing phases, system deployment, and user training.
- Ensure all documentation, including test results, user manuals, and system configurations, is shared with Winrock for record-keeping and verification.
- Coordinate with Winrock International to develop tailored materials and review feedback and conduct training sessions for different users and partner staff.
- Prepare the final deliverables package, including all source code, documentation, and reports, and coordinate the official handover process.
- Organize a final review session with Winrock to verify deliverables, address outstanding questions, and ensure full project closure.

Winrock International-Ashshash Team

- Provide overall project oversight and strategic direction to ensure alignment with Ashshash's objectives and goals, including setting priorities and approving key decisions throughout the MIS development process.
- Participate in the needs assessment process to validate program requirements and clarify data collection and reporting needs. Review and approve the finalized requirements documentation.
- Review and approve the system architecture, including workflows, modules, and data structures, to ensure it meets program standards and specifications.
- Validate key milestones to ensure the system is on track with expectations and specifications.
- Maintain regular communication with the MIS consultant to provide timely feedback, resolve questions, and support any programmatic clarifications requested by the consultancy firm(s)/ICT service provider(s).
- Review prototypes, module functionality, and system interfaces to ensure user-friendliness and alignment with project needs, providing feedback on system performance and suggesting adjustments as needed.
- Coordinate and participate in User Acceptance Testing (UAT) to verify that the system meets functional and programmatic requirements, collecting and documenting feedback from end-users and collaborating with the MIS consultant to address any issues.
- Organize and oversee training sessions for Ashshash staff and field users to ensure that all relevant staff receive necessary training and are prepared for system rollout.

- Conduct a final review of all deliverables, including source code, database scripts, documentation, and training materials.
- Formally approve the MIS upon successful completion and handover of all required components.

REQUIRED SKILLS AND EXPERIENCES

- At least 5 years of demonstrated experience in designing and implementing comprehensive MIS platforms, ideally for development projects or non-profit organizations. Track record of successfully completing projects of similar scope and complexity, with references or case studies.
- Proficiency in web application and mobile app development, including technologies such as Java, Python, PHP, ASP.NET Core, .NET, or AngularJS for web-based systems and Java/Kotlin for Android applications.
- Expertise in database management systems (DBMS) such as MySQL, PostgreSQL, SQL Server, MongoDB and Bootstrap for centralized database design and management. Experience in integration of GIS platform into management information system.
- Ability to implement robust security protocols, including data encryption, user authentication, role-based access control, and data privacy measures. Familiarity with data protection regulations (e.g., GDPR) and experience with compliance for sensitive data, especially within the context of human rights or social services.
- Expertise in cloud hosting solutions (e.g., AWS, Azure, Google Cloud) to ensure scalability, data backup, and disaster recovery.
- Experience in building systems that can handle high data volumes, support real-time data sync, and maintain scalability as project needs grow.
- Proven experience in designing mobile applications with offline data collection capabilities, data synchronization, and user-friendly interfaces tailored for field staff.
- Familiarity with tools like ODK, KoboToolbox, Survey CTO or similar platforms for offline data capture, although customization may be required to avoid external ODK systems.
- Skilled in designing intuitive and accessible user interfaces (UI) for both web and mobile platforms, focusing on ease of use for non-technical users. Experience with user-centered design methodologies, conducting usability testing, and incorporating feedback to optimize the user experience (UX).
- Strong background in software testing, including unit testing, integration testing, user acceptance testing (UAT), and performance testing.
- Experience in developing comprehensive test plans and protocols to ensure that all functionalities meet specified requirements and operate glitch-free.
- Ability to develop training materials (e.g., user manuals, quick reference guides) and conduct hands-on training sessions for end-users, administrators, and field staff.
- Experience in knowledge transfer and post-deployment support to enable in-house teams to manage the MIS effectively after project completion.
- Proven track record of providing ongoing technical support and system maintenance, with a structured approach to troubleshooting and updates. Ability to develop and implement a maintenance plan, including regular system health checks, security updates, and feature enhancements.
- Effective project management skills, including planning, timeline management, and coordination with stakeholders.

- Clear communication abilities to maintain ongoing updates with clients, address requirements, resolve issues, and document progress transparently.

ETHICAL CONSIDERATIONS

The potential firm(s)/ICT service provider(s) must follow ethical guidelines as outlined in Winrock International's Code of Conduct and Personal Data Protection Policy. The consultant team is expected to include 'trauma-informed data collection' guideline, 'do not harm' principles and an 'informed consent form' during the needs assessment and every consultation throughout the process. However, the firm(s)/ICT service provider(s) is expected to maintain following trauma-informed principles strictly:

- **Trauma-informed Principles:** The firm(s)/ICT service provider(s) are expected to maintain trauma-informed approaches while discussing with the survivors or conducting dummy interviews to test the system. The consultant(s) team will ensure following principles of trauma-informed data collection-1) incorporating a cultural and equity-focused approach; 2) Honoring and affirming participants' choices; 3) prioritizing physical and emotional safety; 4) building collaboration into data collection; and 4) establishing and maintaining trust.
- **Do no harm:** The consultancy firm(s)/ICT service provider(s) are required to uphold the Do No Harm approach throughout the process of system development and system piloting data collection. This involves ensuring that data collection activities are conducted in a manner that prioritizes the well-being and safety of all survivors and interviewees.
- **Informed Consent:** All participants are expected to provide informed consent following standard and pre-agreed consent protocols. Informed consent will be taken from all respondents prior to data collection during field test of the system. These informed consent forms will be developed in English and translated in Bengali before the data collection training.
- **Data protection policy:** The firm(s)/ICT service provider(s) will strictly adhere to Winrock's code of conduct regarding data handling, data protection policies, and the safeguarding of personally identifiable information. Relevant clauses related to data protection will be included in the contract agreement, which the firm(s)/ICT service provider(s) will be required to comply with.

SUBMISSION DETAILS

General instructions

The firm(s)/ICT service provider(s) wishing to respond to this ToR must submit technical and financial proposals in English in accordance with the following instructions. The bidder(s) must review all instructions and specifications contained in the ToR. Failure to do so will be at the offeror's risk. Issuance of this ToR in no way obliges Winrock to award a subcontract. Offerors will not be reimbursed for any costs associated with preparation of submission of their proposal. Winrock shall in no case be responsible or liable for these costs.

Submission to Winrock of a proposal in response to this ToR constitutes an offer and indicates the offeror's agreement to the terms and conditions of this ToR and any attachments hereto. Winrock reserves the right not to evaluate a non-responsive or incomplete proposal.

Proposal Submission

Proposals must clearly demonstrate alignment with the ToR described above, providing an adequate level of detail. The firm(s)/ICT service provider(s) are expected to elaborate, the conceptual understanding of the assignment, provide a detailed proposed solution including database functional requirements, non-functional requirements, technology stack, customization and flexibility, data security and privacy, user roles and access control, integration with existing systems, mobile application functionality, deployment and maintenance, data backup & contingency plan, user training & support. The bidder(s) will also elaborate quality control mechanisms, team composition, technical qualifications, past experiences, workplan, etc., in the technical proposal. Additionally, the bidder(s) must present a comprehensive financial proposal including detailed breakdown of costs for development, deployment, training, maintenance, and any ongoing support or licensing fees, etc. The financial proposal should also include a narrative explaining the assumptions behind the estimates.

Proposal Submission Deadline

Interested firm(s)/ICT service provider(s) consultants are requested to submit proposals, including both technical and financial aspects, updated CV of technical team members, NID, TIN Number, to **wi.ashshash@winrock.org** **by 25th November 2024**. Please mention **"Submission of Proposal for Ashshash Phase II MIS"** in the subject line. The selection will be competitive and based on the quality of the proposal, the profile and past experience of the firm(s)/ICT service provider(s), and the proposed budget.

Inquiries/questions must be received no later than 20th November 2024 and must be submitted via e-mail to maksudur.rahman@winrock.org. Winrock will review and respond to all potential offers as soon as possible.

Assignment Timeframe

The assignment of the MIS development is anticipated for 4 months, with an expected start date **December 1, 2024, and ending March 31, 2025**. However, the firm(s)/ICT service provider(s) is expected to include a realistic and detailed work plan indicating major activities/deliverables in different phases and timeline.

Evaluation criteria

The evaluation committee will review the technical and financial proposals, assess, score, and rank them according to the technical and financial evaluation criteria shown in the table (Table 1). The proposals will be scored according to the points shown for each criterion. The technical proposal will carry 80% weight (Technical Pass Mark is 60%), and the financial proposal will carry 20% weight. As a part of the evaluation process, the firm(s)/ICT service provider(s) may be interviewed/asked for a presentation on the submitted proposal by the Proposal Assessment Committee. Only bidder(s) that obtain more than 40 points in the technical proposal will have their financial proposal reviewed.

The financial proposal shall include a breakdown of the proposed budget and calculation of total compensation based on the level of effort described and the daily rates proposed for the various positions. Training related costs will be carried out by Winrock Ashshash project.

The technical evaluation criteria and allocated points are summarized in the Table below.

Table 1: Technical assessment criteria

No.	Technical Criteria	Points
Technical Proposal		
1	**Experience of Technical Team & Team Composition (1a, 1b, 1c)**	**25**
1a	Minimum of 5 years of demonstrated experience as a firm(s)/ICT service provider(s) in designing and developing web and android-based integrated MIS for development program including case management workflow, dynamic report & dashboard, etc.	5
1b	Conceptual understanding of the Ashshash background, context, profile of TIP survivors and the overall assignment.	10
1c	Team Leader and Other Team Member previous experience in similar assignments, as described in this scope of work.	10
2	**Proposed Design & Past Performance**	**50**
2a	Proposed design of the MIS considering Ashshash context, survivor profile, program implementation flow, etc.	20
2b	Previous work example for at least 3 clients and (bidder(s) is expected to attach example and demonstrate during discussion and presentation session)	30
3	**Planning and Management**	**5**
3a	Proposed work plan activities and timeframe.	5
Total technical points (1 + 2 + 3)		**80**
Financial Evaluation Criteria for Selection		
1	Sufficiency, reasonableness, and accuracy of detailed expenditures including per unit cost, with budget per unit cost budget clearly defined in BDT.	10
2	Budget explanation and justification of costs.	10
	Total financial Points (1 + 2)	**20**
Grand Total		**100**

Payment modality

The total payment to the firm(s)/ICT service provider(s) will be based on an agreed-upon budget submitted by the bidder(s) based on the phase by phase deliverables. A suggested payment structure is as follows:

Table 2: Key deliverables and payment schedule

Phases	Key deliverables	Percentage
Phase 1: Needs Assessment and System Design	• **Needs Assessment Report**: Document summarizing requirements gathered from consultations, program needs, and data requirements. • **System Design Document:** Detailed blueprint outlining the system architecture, including workflows, core modules, data structures, and security protocols. • **Prototype of Key Interfaces:** Initial design of the user interface for web and mobile applications, based on feedback from needs assessment.	20%
Phase 2: Core System Development and Initial Testing	• **Core Modules Development:** Completed development of key MIS modules (e.g., survivor identification, enrollment, needs assessment, psychosocial counselling, emergency support, healthcare support, career counselling, skills training, satisfaction survey, customized survery, service tracking, reporting, etc.). • **Database Setup:** Creation and configuration of the centralized database with basic data validation and security protocols. • **Data Security and Compliance Measures:** Implementation of data encryption, role-based access, and user authentication features. • **Initial Testing Report:** Results of initial testing (alpha testing) conducted by the development team to ensure core functionality.	30%
Phase 3: User Acceptance Testing (UAT) and Refinement	• **User Acceptance Testing (UAT) Plan:** Detailed plan for UAT, including testing scenarios, user roles, and expected outcomes. • **UAT Sessions and Feedback Collection:** Execution of UAT with Ashshash staff and key users; collection and documentation of feedback. • **Refinement and Optimization:** System adjustments based on UAT feedback to enhance functionality, usability, and performance. • **Finalized User Manuals and Quick Reference Guides:** Comprehensive documentation for system usage, troubleshooting, and navigation.	20
Phase 4: Final Deployment and Handover	• **Final System Deployment:** Deployment of the fully developed and optimized MIS system on the designated server, including web and mobile applications. • **Training Sessions:** Completion of all training sessions for Ashshash staff, end-users, and field personnel, supported by training materials. • **Final Handover Package:** Complete handover of all deliverables, including source code, database scripts, backups, technical documentation, and testing reports. • **Assignment Completion Report:** Summary report covering all phases, achievements, challenges, and recommendations.	30%

Post-Deployment: Operation and Maintenance Support	• **Operation and Maintenance Plan:** Detailed plan for ongoing support, including troubleshooting, routine system maintenance, and any required updates. • **Monthly Support and Maintenance Reports:** Documentation of maintenance activities, issues resolved, and system updates conducted during the support period.	Monthly basis

Winrock International will pay the consultancy fee by an 'Account Payee' cheque / via Online Transfer to the firm(s)/ICT service provider(s). VAT & Tax would be deducted at source, as per the Government rules.

Authority

All components of the MIS developed under this assignment, including source code, databases, documentation, and any associated materials, must be submitted to Winrock International through the Ashshash program management team and will remain the exclusive property of the organization. The firm(s)/ICT service provider(s) engaged in this assignment will not be permitted to retain any hard or soft copies of data, source code, or related documents and may not use any information or components of the MIS for any other purpose without prior written consent from Winrock International. Any changes to this ownership arrangement must receive written approval from Winrock International.