**Terms of Reference**

**for**

**Development of a Training and Information Web based platform**

# 1. Introduction

Humanity & Inclusion (HI) is an international non-profit organization, implementing humanitarian and development actions in over sixty countries. Co-recipient of the 1997 Nobel Peace Prize, HI is a 40-year-old independent and impartial organization working in situations of poverty and exclusion, conflict and disaster. In Cox’s Bazar, Bangladesh, more than 969,719 refugees have found shelter after fleeing from Myanmar. Most of these refugees are settled in makeshift camps in the Cox's Bazar district, making it the largest refugee settlement in the world[[1]](#footnote-2). According to the Inter-Sector Needs Assessment 2024 conducted by the ISCG, 12% of the population in the Rohingya refugee camps in Cox’s Bazar are persons with disabilities. A similar estimate was also reflected in the REACH Age and Disability Inclusion Assessment in 2021, in which around 12% of refugees above 2 years were found to be persons with disabilities and 20% of the adults were reported as having different types of disabilities[[2]](#footnote-3).While all the Rohingya refugees live in challenging conditions, persons with disabilities face even more severe barriers in accessing humanitarian services and participating in the humanitarian response.

### **2. Project Overview**

In the humanitarian response of the Rohingya people, HI is currently implementing a project on “Improving disability inclusion in the Rohingya and Host Communities Humanitarian Response” funded by DFAT. Recent research by HI and other organizations reveals critical gaps in reaching people with disabilities in humanitarian actions, despite six years of efforts to promote inclusion. In the last 6 years, in collaboration with the former Age and Disability Working Group (ADWG), HI have been actively engaged in promoting inclusive humanitarian action through capacity building, training, on-site support, developing and providing appropriate tools, SoPs, training materials, to different sectors and other humanitarian actors. Quality technical support and capacity building on disability, HI will support the current Age and Disability Technical Working Group (ADTWG) in mapping learning and technical resources and producing technical materials such as guidance notes and tip sheets to support the urgent technical needs identified by various sectors and ISCG.

This initiative will support the mapping of disability inclusion learning and teaching resources that have been developed over the past six years since the influx. These resources include study and research reports, surveys, guidelines, IEC materials, and sectoral reviews, created by various agencies in coordination with sectors and the ADTWG. Currently, many of these resources are not widely accessible or consistently utilized by humanitarian organizations in disability inclusion programming, partly due to uncertainties around document ownership and availability.

Based on this effort, a web-based platform will be developed to provide a centralized access point for disability inclusion of learning resources relevant to the humanitarian context in Cox’s Bazar. This platform will facilitate easy access to tools, information, and guidance on disability inclusion for humanitarian organizations. The content will be updated regularly and managed by the Age and Disability Coordinator (ADC) under ISCG, with ADTWG members contributing with newly developed or updated resources. An orientation session will be conducted to guide stakeholders on navigating and utilizing these web-based resources to support disability-inclusive practices.

# 3. Objectives

1. To create a centralized, web-based training platform that facilitates easy access to disability inclusion learning resources and tools for humanitarian actors in Cox’s Bazar.
2. To design and develop a user-friendly, accessible web platform including all features for person with disabilities to access that following international web accessibility standards (WCAG 2.1).
3. Enable robust security features to protect user data and sensitive information.
4. Platform must be visually appealing and have interactive elements to keep users engaged.
5. Visitors’ statistics, download per file/resource, and other relevant metrics should be tracked and visible on the home page.

# 4. System Features and Functionalities:

The developer will be responsible for designing, developing, testing, and delivering a fully functional website with the following features and functionalities

**1. User Authentication and Security – for Admins:**

* **Login System:**
  + Secure login with user ID and password.
  + Captcha or other security mechanisms to prevent bots.
* **Account Recovery:**
  + Users can reset passwords through email or security questions.
  + Admins can help recover accounts and manage user roles.
* **Session Management:**
  + Automatic session time-out after a specified period of inactivity.
* **Data Encryption:**
  + All sensitive data such as user credentials and personal details must be encrypted both at rest and in transit.
* **Role-Based Access Control (RBAC):**
  + Different levels of access rights based on user roles (Super Admin HI Admin, and Normal User).

**2. User Roles and Access Rights:**

* **Super Admin** 
  + Full control over all aspects of the platform, including user management, content, and system configuration.
  + Can create, modify, or delete resources for all user categories.
  + Manages website settings, themes, and layouts.
  + Generates global reports on user activity and content usage.
* **Admin:**
  + Can upload, edit, and delete resources.
  + Tracks training progress, website visitor statistics and generates reports.
* **General User:**
  + Can access training modules and documents without need for log-in – as guest. Might be asked to provide their email and organization details to take short trainings.
  + Completes training and receives certificates upon course completion through their provided email.

**3. Accessibility Features (for Users with Disabilities):**

* **Compliance with WCAG 2.1 (Web Content Accessibility Guidelines): (**[**Details-Anex1**](https://hinside.hi.org/intranet/jcms/pl1_2968685/en/hi-web-content-accessibility-guidelines-wcag-2-1)**)**
  + Ensure the website and mobile apps are perceivable, operable, understandable, and robust for all users, including those with visual, auditory, and motor impairments.
  + **Keyboard Navigation:**
    - The website should be fully navigable using a keyboard, ensuring users who cannot use a mouse can still access all features.
  + **Screen Reader Compatibility:**
    - All content should be compatible with screen readers. Text elements should have clear structure (headings, lists, etc.), and images should have descriptive alt text.
  + **Color Contrast:**
    - Ensure sufficient color contrast between text and background for users with visual impairments.
  + **Captions and Transcripts:**
    - Training videos should include captions, and transcripts should be available for audio content.
  + **Font Size Adjustments:**
    - Users should have the ability to adjust text size for better readability.
  + **Text-to-Speech (Optional):**
    - Integrate a text-to-speech feature that reads content aloud for users with visual impairments.

**4. Content and Document Management:**

* **Document Upload and Version Control:**
  + Admins can upload, edit, and manage documents (PDFs, Word, Excel, Power Point, Audio, videos(MP4, WebM, AVI).
  + Version control for updating training materials, DI learning resources, guideline, IEC etc. While archiving old versions.
* **Content Filtering and Search:**
  + Users can search for documents and training modules using keywords or filters based on categories and file types.
* **Language Support:**
  + Multilingual support for content, allowing users to access training and Disability inclusion learning materials in different languages.
  + Website navigation should have option for multiple Language (English and Bangla).

**5. Training Modules and certification System:**

* **Course Creation and Management:**
  + Super Admins and Admins can create and manage training modules.
  + Courses can have lessons, and quizzes, in a sequence.
* **Quiz Configuration:**
  + Quiz can include multiple-choice, true/false, and short answer questions and will be embedded inside the module or at the end.
  + Passing criteria and time limits can be set for each module.
* **Progress Tracking:**
  + Users can track their progress through modules, with completion statuses for each section.
* **Auto-Generated Certificates:**
  + Certificates are automatically generated and downloadable after successful course completion.
  + Certificate templates can be customized by Super Admin (e.g., logo, organization name).

**6. Reporting and Analytics:**

* **User Activity Reports:**
  + Super Admins and Admins can view and generate reports on user activity, such as training progress, downloads, site visitor report with location and countable.
* **Audit Logs:**
  + Logs of user activity, including login times, document access, and content updates, for auditing purposes.
* **Performance Reports:**
  + Generate reports on system performance, including user engagement - some metrics will be visible from Home page.

**7. Notifications and Alerts:**

* **Email Notifications:**
  + Users will receive notifications, based on consent to subscription, for key events such as new resources available, newsletters.
* **Custom Alerts:**
  + Admins can send custom notifications and alerts to specific user groups or all users.

**8. Scalability and Performance:**

* **Scalable Infrastructure:**
  + The system must be able to scale as more users and organizations are added to the platform.
* **Performance Optimization:**
  + Ensure fast load times and responsiveness, especially for large documents or media files.
* **Backup and Recovery:**
  + Regular backups of all system data to ensure data recovery in case of system failures.

**9. Security Measures:**

* **Data Privacy and Protection:**
  + Ensure compliance with data protection laws (e.g., GDPR) to protect user information.
* **Encryption:**
  + Use SSL/TLS for secure data transmission.
* **Access Control:**
  + Role-based access to ensure users only access the content and features they are authorized to use.
* **Regular Security Audits:**
  + Perform regular security checks and audits to identify vulnerabilities and maintain system security.
* **Data Backup and Disaster Recovery:**
  + Implement automated data backup and disaster recovery mechanisms to prevent data loss.

**10. Dynamic Dashboard for All Users:**

The platform will feature a dynamic dashboard tailored for each user role, providing a personalized and intuitive interface to access relevant information and resources efficiently. The dashboard will display an overview of activities, notifications, and key metrics specific to each user's responsibilities and interactions with the platform.

**1. Dashboard Components:**

**For Super Admin:**

* **User Management:**
  + Quick access to manage users, view user statistics, and monitor user activity.
* **Content Overview:**
  + A snapshot of all uploaded training and disability inclusion learning resources and documents with options to add, edit, or remove content.
* **System Health:**
  + Metrics on system performance, uptime, and security alerts.
* **Reports and Analytics:**
  + Visual representations of user engagement, and overall platform usage.
* **Notifications:**
  + Alerts for pending approvals, system updates, and user feedback.

**For Admin:**

* **Organization Metrics:**
  + Dashboard showing training and learning resources usage statistics, user progress, and completion rates for their organization.
* **Document Management:**
  + Quick links to recently uploaded documents and training materials with edit options.
* **User Overview:**
  + A list of users from their organization with status updates on activity.
* **Alerts and Reminders:**
  + Notifications for users with pending training or upcoming exams.

**For General User:**

* **Personalized Learning Path:**
  + A summary of available training modules and other documents
* **Upcoming Trainings:**
  + Notifications for upcoming training sessions or deadlines for completing modules and exams.
* **Certificate Status:**
  + Information on certificates earned, including downloadable options for completed courses.
* **Document Access:**
  + Quick links to frequently accessed documents and training materials.
* **Feedback and Support:**
  + A section for submitting feedback or requesting support, along with notifications on submitted requests.

**2. Dashboard Functionality:**

* **Interactive Elements:**
  + Each dashboard will feature interactive components such as graphs, charts, and lists that provide real-time data and visualizations.
* **Customization:**
  + Users can customize their dashboards by choosing which widgets or components to display, allowing for a personalized experience.
* **Search and Filter:**
  + Powerful search and filtering options to help users quickly find training modules, documents, or other resources relevant to their needs.
* **Mobile Responsiveness:**
  + Dashboards will be optimized for mobile devices, ensuring users have seamless access to their dashboards on the go.

**3. Accessibility Considerations:**

* **Screen Reader Compatibility:**
  + Dashboards will be designed for compatibility with screen readers, ensuring visually impaired users can navigate and access information easily.
* **Keyboard Navigation:**
  + Ensure all dashboard elements can be navigated using a keyboard for users who cannot use a mouse.
* **Customizable UI Options:**
  + Allow users to adjust dashboard colors, font sizes, and contrast to accommodate various accessibility needs.

# 5. Technical Requirements:

**1. Website Development:**

* **Programming Languages:** PHP, JavaScript, HTML5, CSS3 (or similar technologies).
* **Frontend Framework:** React, Angular, or similar (for a dynamic and responsive UI).
* **Backend Framework:** Laravel (PHP), Django (Python), or a similar robust backend system.
* **Database:** MySQL or PostgreSQL for data storage and management.

**2. Hosting and Server Requirements:**

* **Web Server:** Apache or NGINX.
* **Cloud Hosting:** AWS, Azure, or Google Cloud Platform for scalability and reliability.
* **Load Balancing:** Implement load balancers to distribute traffic and improve site performance.
* **SSL Certificate:** Secure the platform with SSL for encrypted communication.
* **CDN (Content Delivery Network):** Utilize a CDN for faster delivery of static content (images, documents, etc.).

**3. Performance Optimization:**

* **Caching:** Implement server-side caching (e.g., Redis or Memcached) to reduce database load and improve response time.
* **Compression:** Enable GZIP or Brotli compression to optimize loading times.
* **Lazy Loading:** Implement lazy loading of images and videos to improve initial load times.

**4. Accessibility Standards (continued):**

* **Accessible Navigation:**
  + Ensure that all navigation menus are keyboard-friendly, with proper focus indicators for users navigating with a keyboard.
* **Form Accessibility:**
  + All forms should have labels clearly associated with input fields. Provide helpful error messages and guidance for completing forms.
* **Text Resizing:**
  + Ensure text and UI elements can be resized without loss of content or functionality. Implement a "text size" control for users to adjust according to their preferences.
* **Content Structure:**
  + Use semantic HTML elements to provide clear content structure, aiding both screen readers and users navigating via keyboard.
* **Color Customization:**
  + Offer users options to customize color themes (e.g., high contrast mode) to suit their visual needs.

# 6. Ownership and Rights:

* **Domain and Hosting:**  
  All rights to the domain and hosting services will be owned by HI for the first time and in future, it will be transferred and managed by ISCG and ADTWG, subject to available funding. The developer will assist in the initial setup but will transfer all rights and access credentials upon project completion.
* **Source Code:**  
  All rights to the source code, including modifications and updates, will belong to HI for the first time and after the project phase it will be handover to ISCG and ADTWG. The developer must provide a clean and well-documented codebase upon handover, allowing for future maintenance and updates by HI's internal team or other developers.

# 7. Scope of Work

The software developer will work closely with the HI-BGD, ISCG, ADTWG and disability experts to elicit requirements and manage the software development life cycle including capacity building and knowledge transfer. In particular, the scope of the work will be as follows:

1. **Gather requirements and develop user stories/use cases**: In discussion with HI-BGD, gather details of the requirements and develop user stories; prepare software requirements specifications (SRS) and get signed off by HI-BGD. Tentative requirements and expected features of the software are listed above. However, a reasonable adjustment may be required based on need.
2. **Develop and test the web and cloud-based application**: Based on the requirements gathered, develop an application framework that includes user management, access control, security, and workflow for publishing information. This application framework should be able to add modules in the future and be able to share data with other applications. Test the application framework with real users from HI-BGD and gather feedback on the system.
3. **Finalize the web and cloud-based application:** Based on the feedback received from the testing by the real users, finalize the web and cloud-based application and prepare technical documentation and user manuals for orienting the users.
4. **Orient the system admin, users, and HI-BGD concern staff**: Orient the system administrators and end users of HI-BGD (approx. 30-60 persons) on administering and using the system. Finalize the users’ manual based on feedback received from the end users. Make the user manual a help file for the online application so that users can refer to the manual as and when needed.
5. **Hand over the software**: Host the online software at the HI-BGD designated web server and hand over the documented source code, user manuals, and training materials to HI-BGD with a plan of regular maintenance.
6. **Provide troubleshooting support**: Provide troubleshooting support for at least 12 months after handing over the software. The support should be in person, over the phone, via email, or via Skype, as and when necessary.
7. **Handover development documents & manual:** Agree to provide all development documentation (Agile SCRUM framework, workflow diagram, data flow diagram, etc.). Must provide user manual/tutorial with screenshot.
8. **Warranty:** Agree to provide a warranty period of the developed software for at least 1 year.

At the end of the assignment, the HI-BGD will have a fully functional web and cloud-based application and HI-BGD staff will be able to maintain the software.

# 8. Expected Deliverables from vendor/software developer

The vendor/software developer will deliver the following as part of this assignment:

1. Inception Report with the updated project plan.
2. Software developed and delivered as per technical requirements stated in the scope of work and agreed through software requirements specifications (SRS), UX/UI and Design.
3. Delivered the final version of the

* **Website:**
* Fully functional, accessible, and secure web-based platform.
* User manuals and training materials for Super Admins, Organization Admins, and Normal Users.
* Comprehensive technical documentation including system architecture, APIs, and database schema.
* Testing and debugging reports with detailed findings and resolutions.
* **Documentation:**
  + Complete user and technical documentation for both the web platform.
  + API documentation for future integrations.
  + Maintenance and update schedules for both platforms.
* **Testing and Debugging:**
  + Comprehensive testing of the web and mobile applications for performance, security, and accessibility.
  + User Acceptance Testing (UAT) to ensure the system meets all functional and non-functional requirements.
  + Reports detailing testing results and any identified issues, along with resolution strategies.
* **Ongoing Maintenance and Support:**
* A detailed maintenance plan that includes bug fixes, system updates, and security patches.
* Training sessions for HI's in-house team to manage and operate the platform effectively.

1. Software along with documented source code.
2. Delivered user’s manual and training materials.

# 9. Vendor/software developer Responsibilities

For this technical work, the vendor/software developer will be responsible for the followings:

* Managing the software development team.
* Attending meetings, workshops, and discussions with HI-BGD as and when needed.
* Submitting the specified deliverables to HI-BGD for comments and approval.
* troubleshooting during the piloting and after handing over the software.

**Reporting Arrangements**

The vendor/software developer will work under the overall guidance of the HI-BGD\_PROGRAM, IT/Logistics team and will report to the HI-BGD\_PROGRAM, IT/Logistics team. As the assignment will be time-constrained, the vendor/software developer will provide a weekly update on the progress during the assignment.

**Minimum Qualification & Experience Required**

The vendor/software developer with extensive and proven experience in developing Database Software for International NGOs, International Development Agencies, Multinational Organizations, and Overseas Organizations, particularly in Windows-Apache-MySQL-PHP (WAMP) application development may bid for this assignment. The team should consist of the following members at the minimum:

|  |  |  |
| --- | --- | --- |
| **Role** | **Responsibilities** | **Qualification** |
| **Technical Team Lead** | Responsible for managing the database software development project, liaison with HI-BGD to gather requirements; report on the progress of development. | Masters in ICT/CSE/MIS; at least 6 years experience in managing database/HR software development projects. |
| **Web Application Developer** | Develops the database structure and application, suitable open-source software based on requirements gathered; develops appropriately. | Bachelor in ICT/CSE/MIS;  At least 4 years of experience in Windows-Apache-MySQL-PHP (WAMP) application development; and experience in developing web  applications with Laravel PHP framework and mobile application with Android & iOS with updated version. |
| **Technical Trainer** | Develops user manual, and training materials; delivers training to HI-BGD\_PROGRAM, IT/Logistics team. | Bachelor in ICT/CSE/MIS;  At least 4 years of experience in technical writing and training delivery. |

**In addition to the above, the firm should fulfill the following criteria:**

* Legal establishment for a minimum of 10 years (proven document. e.g., trade license, TAX & VAT (registration).
* Extensive and proven experience in developing Database and similar types of Software for International NGOs, International Development Agencies, Multinational Organizations, and Overseas Organizations.
* Should have the capacity to provide post-deployment support for at least 12-60 (twelve) months.

# 10. Timeframe

The vendor/software developer will submit a detailed time frame for completing the assignment in light of the following tentative timeframe for the milestones.

|  |  |  |
| --- | --- | --- |
| **Milestone No.** | **Task/Output** | **Deadline / Time** |
| **1** | Advertise the TOR to hire a consultant | 2 weeks |
| **1** | Inception Report with software requirements specifications (SRS) | Within 2 weeks of starting the assignment. |
| **2** | Finalize the UX/UI Design/specification | Within 2 weeks of starting the assignment |
| **3** | Testing and user feedback | Within 2 weeks of starting the assignment |
| **4** | Software developed and delivered using as per requirements | Within 10 weeks after starting the assignment, must be agreed upon and signed off by HI-BGD |
| **5** | Pre-prod test & MVP | Within 2 weeks of starting the assignment |
| **6** | Delivered refined final version of the Software along with documented source code, users manuals, and training materials | Within 15 working days, the vendor/software developer will deliver the refined final software source code, user manual, training materials |

# 11 Roles and responsibilities

|  |  |
| --- | --- |
| **Party** | **Roles & Responsibilities** |
| **Steering Committee (Operation Manager/ Area Manager, SPM, TS-IHA, ICT Supervisor)** | * Review and validate proposed proposal and methodology. * Assist in the recruitment process of the consultants by forming a review committee. * Review the proposal (Technical & Financial) & evaluate the proposal based on the evaluation criteria * Taking interviews of the shortlisted firms/individual to finalize the award decision * Participate in various project meetings such as the kick-off meeting and the interview of consultants. * Review the draft report and provide feedback for improvement. * Validate the final report using the HI quality checklist |
| **Operations Team (Area Manager and Senior Project Manager)** | * Ensure compliance of implementation with administrative, temporal and financial conditions. * Plan the budgetary needs and process the supply requirements. * Communicate and mobilize stakeholders about the study. * Plan the agenda with stakeholders and beneficiaries as soon as the plan is elaborated. |
| **Country Finance Manager** | * Provide guidance on financial aspects of the project. * Ensure payment is made to the consultant according to the agreed instalments and terms and conditions. |
| **Technical Team**  **(TS-IHA, ICT Supervisor, Technical Supervisor)** | * Review of analysis tools, including identifying needs and relevant infographics. * Supports in developing tools and field visit. |
| **Logistics Team/** | * Assist in hiring a consultant(s) by publishing the job offer, receiving applications and processing the application including other assistance to complete the evaluation work. |

# 12. Financial proposal

The financial proposal by the vendor/software developer should contain itemized costs, at least for the following broader deliverables: System analysis and requirements gathering cost; software development and testing cost; orientation training for HI-BGD\_PROGRAM, IT/Logistics team; and post-handover troubleshooting support cost.

Financial proposal Segregation: Module, AMC, Domain, Hosting,

|  |  |  |  |
| --- | --- | --- | --- |
| **Module** | **Details** | **Mode of Payment**  **One/Monthly/Yearly** | **Amount** |
| Module 1 -4 | What are the functions cover in each & Every Module | One Time |  |
| Module-5 | Training Modules and Certification System | One-time |  |
| AMC Cost | For 5 years cost | Yearly |  |
| On Call Service Cost | Detailed price list | Hourly/Daily |  |
| Domain Cost | Single Domain with SSL | Yearly |  |
| Hosting Cost | 100GB Hosting (Minimum) | Yearly |  |
| Other Cost | (if any) |  |  |

\* HI management may decide to go on-call basis service or monthly basis SLA based on need after the warranty period

# 13. Payment Schedule

The payments are made upon satisfactory completion and acceptance by the HI-BGD for the deliverables:

* + 10% of the contract value upon finalization of the Inception Report, software requirements specifications (SRS) and installation & handover of the Domain and Hosting.
  + 90% of the contract value upon handover of the fully developed software with successful first run and report submission.

# 14. Payment conditions

* + Payment will be made in Bangladeshi Taka (BDT) as per the HI-BGD’s financial rules and payment conditions as stipulated in the service agreement/ purchase order and ToR.
  + Payment will be transferred to the service provider’s bank account directly or can be made by account payee cheque within 15 working days after satisfactory delivery and quality checked by the HI-BGD\_PROGRAM, IT/Logistics team as per the above-mentioned (agreed timeframe table) and after submission of invoice and delivery challan. The service provider must mention Bank Account Name & Number, Bank Name & Branch Name, and work order reference number in the invoice / Bill with a company seal.
  + No advance payment will be entertained.

# 15. VAT & TAX

* + Vendor/software developers must include VAT and TAX in their financial offers. If the vendor/software developers didn’t mention VAT & Tax information clearly, Handicap International will consider their offer including both and VAT & TAX which will be deducted as per Bangladesh Govt. (NBR) rules.

# 16. Application Requirements

* To apply, interested applicants must send an email containing:
  + Cover letter and CV (maximum 4 pages) with references
  + TIN Copy, NID copy
* If the applicant is a company, they must also provide the following documents:
  + Company profile(s)
  + Documentation of legal status, including registration as a company
* Last TAX Submission Copy (Mandatory for Both Individual and Firm)
* Bank Solvency Certificate (optional for both individuals and companies)
* Insurance certificate (optional for both individuals and companies)
* Applicants must include a technical and financial proposal (maximum 15 pages) that outlines proposed methodologies and schedule.
* Applicants must provide documents demonstrating their experience in health system strengthening, inclusion of person with disabilities and other diverse group, SRH-FP.
* Applicants must provide documents of project evaluation for different NGO or INGO.
* The financial proposal should cover all costs of the evaluation, including consultant fees, field operations costs, accommodation, per diem, air tickets, transportation to collect data, food, and other related costs.
* Quoted price should include VAT and TAX following government rules. If any amount is excluding VAT and TAX, it should be shown with a necessary breakdown.
* Payment conditions should be clearly mentioned in the financial offer.
* Bank details, including the name of the account, bank name, branch, swift code, etc., must be provided.
* Proposals must be submitted in BDT.

# 17. Selection Criteria for Evaluation: Total 100%

* + Financial Evaluation: 30%
  + Technical Evaluation: 70%

1. Organization Profile and Technical Team Capacity: 20% (Background of the software firm, team size, qualification, and experience)
2. Similar Work Experience: 20% (Evaluation will be done based on the features which are developed by the software firm)
3. Client List: 10% (International NGOs, International Development Agencies, Multinational Organizations, and Overseas Organizations)
4. Support & Maintenance Plan; 20%

The evaluation will be done based on the above selection criteria. However, vendors who have ready stock or have similar features software will get preference.

# 18. Accept or reject quotations.

* + Handicap International reserves the right to accept or reject any or all quotations without assigning any reason and Handicap International is not bound to select the lowest bidder at any cause.
  + If the vendor/software developer does not attach his sales & service terms and conditions with its quotation, HI terms, and conditions will apply by default (available upon request to HI).

# 19. Submission of proposals

Interested consultants who meet the requirements should submit a proposal by **6th January 2025 (11.59 PM BGD Time)**

*Applications that do not include the above will be considered administratively non-compliant and will not be evaluated further*

**Online Bid Submission address:**

Send a digital file in the form of an email\* sent to the dedicated email address: [log.cox@bangladesh.hi.org](mailto:log.cox@bangladesh.hi.org) ; with the tender reference “**Development of a Training and Information Web Portal, PD-UKHI-01488”** in the subject).

\*If the file is too big to fit into 1 email (limit 15MB per email), bidder should split the submission into multiple emails. Please include numbering also in the subject.

Documents:

[Anex 1: Web Content Accessibility Guidelines (WCAG 2.1)](https://hinside.hi.org/intranet/jcms/pl1_2968685/en/hi-web-content-accessibility-guidelines-wcag-2-1)

1. UNHCR Bangladesh Operational Dashboard 31st March 2021: available at: https://data2.unhcr.org/en/situations/myanmar\_refugees [↑](#footnote-ref-2)
2. REACH Age and Disability Inclusion Needs Assessment 2021 available at https://www.impact-repository.org/document/reach/17afa088/REACH\_BGD\_Report\_Age-and-Disability-Inclusion-Needs-Assessment\_May-2021.pdf [↑](#footnote-ref-3)