

# Request for Proposal (RFP)

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## Developing an Integrated ERP - Management Information System (MIS), and Monitoring, Evaluation, Accountability, and Learning (MEAL) System

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### 1. Background

Bandhu Social Welfare Society (Bandhu) is a community-led organization formed in 1996 and it aims to improve health including SRHR, HIV prevention, human rights, and social inclusion of Gender-Diverse People (GDP) in Bangladesh. Today after 26 years, Bandhu is sincerely continuing to serve the communities with undivided commitment and is paving the way for obtaining their social justice, equality, sexual and reproductive health, and rights (SRHR). Bandhu has scaled up essential SRHR activities including HIV intervention, legal support, advocacy, and policy development programs that work on addressing the social, religious, cultural, and legal impediments of Hijra population in terms of their rights and freedom.

Effective management of information and systematic monitoring, evaluation, accountability, and learning (MEAL) are critical for the success of any organization. An integrated Management Information System (MIS) combined with a robust MEAL system enables organizations to track progress, measure impact, enhance decision-making, ensure accountability, and foster continuous learning. This Terms of Reference (ToR) outlines the scope of work for developing an integrated MIS, and MEAL system that aligns with the organization's objectives, enhances efficiency, and supports strategic decision-making.

Bandhu seeking proposals from qualified consultants or firms to design, develop, and implement a comprehensive web-based Integrated Management Information System (IMIS), and systematic monitoring, evaluation, accountability, and learning (MEAL).

### 2. Purpose of the Assignment

The primary purpose of this assignment is to design and develop an integrated web-based ERP Portal that will include MIS, and MEAL system tailored to the organization's needs. This system should facilitate the collection, storage, analysis, and reporting of data across all programs and operations. Additionally, it should incorporate tools and processes that ensure rigorous monitoring and evaluation, promote accountability, and enable the organization to capture and apply learning for continuous improvement.

The IMIS will be designed to achieve the following key objectives:

- **Centralized Data Management:** Provide a single platform for the collection, storage, and management of data related to Bandhu's programs and operations.
- **Monitoring & Evaluation (M&E):** Enable comprehensive tracking of program activities, outputs, outcomes, and impact.
- **Reporting:** Facilitate the generation of timely and accurate reports for internal management, donors, government agencies, and other stakeholders.
- **Data Security:** Ensure the highest standards of data protection and confidentiality, in compliance with relevant laws and best practices.
- **User Access & Training:** Provide a user-friendly interface with role-based access controls, along with comprehensive training for all users.
- **Update of the system:** To establish a sustainability plan for the ongoing use, maintenance, and updating of the system.


### 3. Scope of Work

The consultant/firm selected for this project will be responsible for delivering a fully functional web-based IMIS. The scope of work includes, but is not limited to, the following:

#### 4.1. System Analysis and Design

- **Needs Assessment:**
  - Conduct a comprehensive assessment of the organization's current MIS and MEAL practices, including data collection, management, and reporting processes.
  - Engage with key stakeholders, including management, program staff, and IT personnel, to understand their requirements and expectations for the integrated system.
- **System Design:**
  - Based on the needs assessment, design an integrated MIS and MEAL system that aligns with the organization's strategic objectives and operational requirements.
  - Ensure the system supports data collection, storage, analysis, and reporting across all programs and functions.
  - Incorporate features that facilitate real-time monitoring, evaluation, accountability, and learning.
  - Ensure the system is user-friendly, with clear workflows and interfaces.
- **Technical Specifications:** Provide detailed technical specifications, including the technology stack, hardware requirements (if any), software requirements, and integration points.

#### 4.2. System Development

- **Database Development:** Create a secure and scalable database structure for storing and managing data related to all of Bandhu's program areas, including Human Rights, SRHR, Livelihood, and Sustainability.
  - **User Interface (UI):** Design a user-friendly, intuitive interface that facilitates easy access and navigation for different user levels (e.g., administrators, program managers, data entry staff).
  - **Functional Modules:** Develop modules for data entry, data management, M&E, reporting, and system administration. Each module should be designed to handle specific types of data and tasks related to Bandhu's programs.
    - **Human Rights Module:** Track cases, advocacy efforts, and outcomes related to human rights protection.
    - **SRHR & HIV Module:** Manage data related to service delivery, client profiles, and health outcomes.
    - **Livelihood Module:** Track vocational training, employment placements, and economic empowerment initiatives.
    - **Sustainability Module:** Monitor organizational sustainability metrics, including financial health and community engagement.
  - **Data Analytics and Reporting:** Integrate data analytics tools that allow real-time analysis of program data and the generation of customizable reports.
  - **System Integration:** Ensure the IMIS can be integrated with any existing systems at Bandhu, such as HR systems, or donor reporting platforms.
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### 4.3. Testing and Quality Assurance

- **System Testing:** Conduct comprehensive testing of the IMIS, including unit testing, system testing, and user acceptance testing (UAT).
  - Pilot the system in selected areas to test its functionality and effectiveness.
  - Make necessary adjustments based on feedback from the pilot phase.
  - Roll out the system organization-wide, ensuring all relevant staff have access to the necessary tools and resources.
- **Quality Assurance:** Implement quality assurance processes to ensure the system is free from bugs, meets all functional requirements, and performs efficiently under expected workloads.

### 4.4. Training and Capacity Building

- **Training Program:** Develop and deliver a training program for Bandhu staff, tailored to different user roles (e.g., administrators, managers, data entry personnel). Ensure staff are equipped to manage, update, and troubleshoot the system independently.
- **Training Materials:** Provide detailed user manuals, video tutorials, and other training resources.
- **Ongoing Support:** Offer a support plan for post-implementation troubleshooting, system updates, and user assistance.
- **Sustainability plan:** Develop a sustainability plan for the ongoing maintenance, updating, and upgrading of the system.

### 4.5. Documentation

- **Technical Documentation:** Provide comprehensive documentation of the system architecture, database schema, codebase, and APIs.
- **User Documentation:** Deliver detailed user guides and operational manuals to ensure smooth operation and maintenance of the IMIS.

### 4.6. Post-Implementation Support

- **Maintenance and Updates:** Provide ongoing system maintenance, including regular updates and patches to ensure system security and functionality.
- **Technical Support:** Offer a helpdesk or support line for resolving technical issues that may arise after the system is live.

## 5. Deliverables

The selected consultant/firm will be expected to deliver the following:

1. **Inception Report:** A detailed report outlining the project plan, timeline, and approach.
2. **System Design Document:** Documentation of the system design, including architecture, data models, and user interface design of the integrated MIS and MEAL system.
3. **Prototype/Demo:** An initial prototype or demo of the IMIS for review and feedback.
4. **Fully Functional IMIS:** A complete, tested, and fully operational web-based IMIS, including all required modules and functionalities.
5. **Training Program and Materials:** Training sessions for Bandhu staff and comprehensive training materials.

6. **Technical and User Documentation:** Complete documentation for both technical and non-technical users.
7. **Post-Implementation Support Plan:** A detailed plan for ongoing support and system maintenance.
8. **Duration of the Assignment:** The assignment is expected to be completed within November 2024 from the start date, including the needs assessment, system design, development, pilot testing, full implementation, and training.

## 6. Proposal Requirements

Interested consultants/firms should submit a proposal that includes the following components:

### 6.1. Technical Proposal

- **Understanding of the Project:** A detailed description of the consultant's/firm's understanding of Bandhu's needs and the objectives of the IMIS and MEAL System.
- **Methodology:** A step-by-step description of the proposed approach to system development, including the technologies to be used and the process for each phase of the project.
- **Work Plan and Timeline:** A detailed work plan with key milestones, deliverables, and a timeline for each phase of the project.
- **Team Composition:** Information about the team that will be involved in the project, including the roles and qualifications of key personnel.

### 6.2. Financial Proposal

- **Budget Breakdown:** A detailed budget that includes all costs associated with the development, implementation, and support of the IMIS and MEAL System. This should include costs for system design, development, testing, training, documentation, and post-implementation support.
- **Payment Schedule:** Proposed payment terms and schedule based on project milestones.

### 6.3. Experience and Qualifications

- **Company Profile:** A brief overview of the consultant's/firm's history, mission, and areas of expertise.
- **Relevant Experience:** A list of similar projects completed by the consultant/firm, with a focus on projects related to non-profits, human rights organizations, or the Hijra community.
- **References:** Contact information for at least three references from previous clients, along with brief descriptions of the projects completed for them.

### 6.4. Project Timeline

- **Detailed Timeline:** A comprehensive timeline that outlines the expected duration of each phase of the project, from inception to post-implementation support.

## 7. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Technical Approach (30%):** The depth and clarity of the proposed methodology, including the alignment with Bandhu's needs and the quality of the proposed technology stack.
- **Experience and Qualifications (30%):** The consultant's/firm's relevant experience in similar projects, the qualifications of key personnel, and the success of previous projects.



- **Financial Proposal (20%):** The cost-effectiveness of the proposed budget, transparency in cost breakdown, and the feasibility of the proposed payment schedule.
- **Project Timeline (20%):** The feasibility of the proposed timeline and the consultant's/firm's ability to meet deadlines without compromising quality.

#### 8. Submission Guidelines

Proposals must be submitted electronically in PDF format to [shale@bandhu-bd.org](mailto:shale@bandhu-bd.org). The email subject line should read "RFP Submission for Development of IMIS and MEAL System – [Consultant/Firm Name]."

- **Submission Deadline:** September 27, 2024
- **Questions/Clarifications:** Any questions or requests for clarification should be directed to **Mohammed Iqbal Hossain, Manager-MEAL, Bandhu Social Welfare Society** no later than Sept 26, 2024.

#### 9. Terms and Conditions

- **Right to Reject:** Bandhu reserves the right to reject any or all proposals received as part of this RFP.
- **Proposal Costs:** All costs incurred in the preparation and submission of the proposal are the responsibility of the bidder.
- **Confidentiality:** All information provided in the proposal will be treated as confidential and will not be shared outside of Bandhu without the consultant's/firm's consent.
- **Contract Award:** The award of the contract will be based on the evaluation criteria outlined above, and Bandhu is not obligated to award the contract to the lowest bidder.

