

Government of the People's Republic of Bangladesh
WTO Cell, Ministry of Commerce
Bangladesh Regional Connectivity Project-1
Level-12 (West side), Probashi Kollayan Bhaban,
Eskaton Garden Road, Dhaka-1000.



Memo No: 26.00.0000.066.07.028.20-*365*

Date: 08/10/2020

REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING FIRM)

Name of the Service: **Selection of Consulting Firm for Conducting Diagnostic Studies to Assess Female Traders and Entrepreneurs Export Potential in the ICT Sub-sectors under BRCP-1.**

Name of the Project: Bangladesh Regional Connectivity Project 1, Ministry of Commerce

Credit No.: 60020; Project ID No.: 154580

Reference number: BRCP/MOC/SD-10

The Government of the People's Republic of Bangladesh has received an SDR 150 million Credit from the International Development Association (IDA) – a member of the World Bank Group – for financing the cost of the Bangladesh Regional Connectivity Project 1 (BRCP-1), being jointly implemented by the Bangladesh Land Port Authority (BLPA), National Board of Revenue (NBR) and Ministry of Commerce. The second component of this umbrella project is being implemented by the Ministry of Commerce as a separate technical assistance project. The overall objective of this technical assistance project is to strengthen trade related institutional capacity in order to ensure active and sustainable cooperation between multiple trade-related stakeholders and economic empowerment of women traders.

The objective of the study is to conduct a diagnostic analysis of the role of ICT sub-sector in facilitating and promoting export sectors of Bangladesh and the role that women currently (or can) play in the ICT enablement of exports.

To accomplish this, the diagnostic study will assess: (a) the current role of ICT in export facilitation for the top ten leading exports of Bangladesh¹; (b) compare and contrast the use of ICT in the aforementioned export sectors and the role of women as ICT workers and entrepreneurs/business owners; (c) identify barriers to ICT adoption in aforementioned export sectors, including regulatory barriers, infrastructure needs, and barriers to engaging women in ICT sector; (d) identify actionable ways in which to increase women's participation in ICT.

The Project Implementation Unit BRCP-1-MOC on behalf of the Ministry of Commerce invites eligible consultants to indicate their interest in providing the services. Interested consultants must provide information indicating that they are qualified to perform the services (brochures, general qualifications, description of similar assignments, general experience in similar conditions, financial capability, number of key staff and **so forth as per TOR**). Consultants may associate to enhance their qualifications. Details of the qualification requirements and responsibilities are available in TOR.

The attention of interested Consultants is drawn to paragraphs 3.14 to 3.18 of the World Bank Group's Procurement Regulations for IPF Borrowers, Procurement in Investment Project Financing, Goods, Works, Non-Consulting and Consulting Services, July 2016 ("Procurement Regulations"), setting forth the World Bank Group's policy on conflict of interest. A Consultant will be selected in accordance with the Quality and Cost Based Selection (QCBS) method set out in the Procurement Regulations.

Terms of Reference (TOR) will be available in the office of the undersigned and also at www.mincom.gov.bd and <http://brcp-1.gov.bd/>. Further information can be obtained at the address below during office hours (i.e. 09.00 to 17.00 hours). Expressions of interest must be delivered in a written form 2 (two) copies (One original and one copy) and one soft copy (in MS word) in sealed envelope to the address below (in person) **by 12.30 PM on October 27, 2020.**

The authority reserves the right to accept or reject any or all EOIs without assigning any reason, whatsoever.

Asad
8-10-20

Md. Mijanur Rahman

Project Director (Joint Secretary)

Phone: +8802- 55138022

E-mail: pdbrcp1moc@gmail.com

Government of People's Republic of Bangladesh
Ministry of Commerce
Office of the Project Director
Bangladesh Regional Connectivity Project-1
Level-12 (West side), Probashi Kollayn Bhaban, 71-72 Old Elephant Road,
Eskaton Garden, Dhaka-1000

Memo No. 26.00.0000.066.07.028.20- 356

Date: 08/10/2020

Request for Expressions of Interest (REOI) for Consulting Firm for Conducting Diagnostic Studies to Assess Female Traders and Entrepreneurs Export Potential in the ICT Sub-sectors under BRCP-1.

General Information		
1.	Ministry/ Division	Ministry of Commerce
2.	Agency	WTO Cell, Ministry of Commerce
3.	Name of Procuring Entity	Project Director, Bangladesh Regional Connectivity Project-1
4.	Procuring Entity District	Dhaka
5.	Expression of Interest for	Consulting Firm for Conducting Diagnostic Studies to Assess Female Traders and Entrepreneurs Export Potential in the ICT Sub-sectors under BRCP-1.
6.	EOI Ref No.	26.00.0000.066.07.028.20- 356 (BRCP/MOC/SD-10)
7.	Date (dd/mm/yyyy)	08/10/2020
Key Information		
8.	Procurement Sub-method	Quality and Cost Based Selection (QCBS)
Funding Information		
10.	Budget and Source of Funds	Development Budget and RPA
11.	Development Partners	IDA
Particular Information		
12.	Project/ Programme Code	2230029
13.	Project/ Programme Name	Bangladesh Regional Connectivity Project-1
14.	EOI Closing Date and Time	27/10/2020 up to 12.30 PM
Information for Applicants		
15.	Brief Description of the Assignment	<p>The objective of the study is to conduct a diagnostic analysis of the role of ICT sub-sector in facilitating and promoting export sectors of Bangladesh and the role that women currently (or can) play in the ICT enablement of exports.</p> <p>To accomplish this, the diagnostic study will assess: (a) the current role of ICT in export facilitation for the top ten leading exports of Bangladesh ; (b) compare and contrast the use of ICT in the aforementioned export sectors and the role of women as ICT workers and entrepreneurs/business owners; (c) identify barriers to ICT adoption in aforementioned export sectors, including regulatory barriers, infrastructure needs, and barriers to engaging women in ICT sector; (d) identify actionable ways in which to increase women's participation in ICT.</p>
16.	Experience, Resource & Delivery Capacity Required	<p>The interested consulting firm should provide evidence of the following in their applications:</p> <ul style="list-style-type: none"> • The Consulting firm shall have the legal capacity to enter into the contract; • The firm should have at least 10 years of general experience in providing consulting services out of which at least 05 years of experience in national and international agricultural/non-agricultural trade related research or studies for public sector; • The firm should have successfully completed at least one service contract related to national and international trade including agriculture sector in Bangladesh within last 5 years; • The firm should have experience in working with development partner's funded projects (IDA financed project experience would be desirable); • The required average annual turnover of the consulting firm shall be at least Tk. 1.0 (one) crore in last three years; • A capacity statement on available training facilities, IT equipment, logistics support, transport and office space; • Undertaking that the firm has not been blacklisted or debarred by any Government Organization or by IDA; • List of key professional staff including proposed core team for the assignment,

		<p>showing qualification and experience including the projects/assignment on which they have worked, their role in the assignment/project and duration of their engagement with the assignment/project.</p> <ul style="list-style-type: none"> The firm should have active web-page with necessary information of company management, legal status, experience and present work with client list. Required Documents: The company must submit the following documents: <ul style="list-style-type: none"> Company Registration document (Up to date Trade License/Incorporation Certificate), Up to date Tax payment certification and VAT registration certificate; Audited Financial statement (last 03 Years); Company Brochure. ISO Certified company will be given preference
17.	Other Details	<p>Expected term of contract is 06 months. The expected date of commencement is 1st January, 2021 and completion 30 June, 2021. The consulting firm shall submit 2 (two) copies of Expression of Interest (EOI) (One original and one copy) and one soft copy (in MS word) in sealed envelope; clearly marked "EOI for Consulting Firm for Conducting Diagnostic Studies to Assess Female Traders and Entrepreneurs Export Potential in the ICT Sub-sectors under BRCP-1." to the Project Director (Joint Secretary), Bangladesh Regional Connectivity Project-1, Level-12 (West side), Probashi Kollayn Bhaban, 71-72 Old Elephant Road, Eskaton Garden, Dhaka-1000 on or before 27/10/2020 up to 12.30 pm. Terms of Reference (TOR) will be available in the office of the undersigned and also at www.mincom.gov.bd and http://brcp-1.gov.bd/.</p>
18.	Association with foreign firms	N/A
Procuring Entity Details		
19.	Name of the Official Inviting EOI	Md. Mijanur Rahman
20.	Designation of the Official Inviting EOI	Project Director (Joint Secretary)
21.	Address of the Official Inviting EOI	Bangladesh Regional Connectivity Project-1, Level-12 (West side), Probashi Kollayn Bhaban, 71-72 Old Elephant Road, Eskaton Garden, Dhaka-1000
22.	Contact Details of the Official Inviting EOI	Tel. No.: +02-55138022; e-mail: pdbcrcp1moc@gmail.com
23.	The Procuring Entity reserves the right to accept or reject any/ all EOI's without showing reason whatsoever.	

Md. Mijanur Rahman
8-10-20

(Md. Mijanur Rahman)
Project Director (Joint Secretary)
Bangladesh Regional Connectivity Project-1,

Distribution (Not according to seniority):

1. Director General, WTO Cell, Ministry of Commerce, Bangladesh Secretariat, Dhaka-1000 (For kind information and request for wide circulation).
2. Director General, CPTU, IME Division, Ministry of Planning, Sher-e-Banglanagar, Dhaka-1207 (for posting in the website).
3. Assistant Programmer (ICT Cell), Ministry of Commerce (for posting in the website).
4. Data Management Consultant, Bangladesh Regional Connectivity Project-1 (for posting in the website).
5. Notice Board.

**Terms of Reference (TOR) for
Selection of Consulting Firm for Conducting Diagnostic Studies to Assess Female
Traders and Entrepreneurs Export Potential in the ICT Sub-sectors under Bangladesh
Regional Connectivity Project (BRCP)**

1. Background

1.1 Project Brief

The Government of the People's Republic of Bangladesh has received an SDR 150 million Credit from the International Development Association (IDA) – a member of the World Bank Group – for financing the cost of the Bangladesh Regional Connectivity Project 1 (BRCP-1), being jointly implemented by the Bangladesh Land Port Authority (BLPA), National Board of Revenue (NBR) and Ministry of Commerce. The second component of this umbrella project is being implemented by the Ministry of Commerce as a separate technical assistance project. The overall objective of this technical assistance project is to strengthen trade related institutional capacity in order to ensure active and sustainable cooperation between multiple trade-related stakeholders and economic empowerment of women traders.

This technical assistance project consists of following three (3) components:

- Component A: Develop (pilot) programs to support female traders and entrepreneurs. This component will pilot activities to help address barriers to women becoming more integrated into regional and global supply chains and trading opportunities.
- Component B: Capacity Development Support for the National Trade and Transport Facilitation Committee. The inter-ministerial National Trade and Transport Facilitation Committee (NTTFC) has been set up during the preparation of the proposed Project to coordinate all trade and transport-related policies and activities in Bangladesh, and will also serve as the Advisory Committee for the Project.
- Component C: Improvements to Bangladesh Trade Portal and to set up a National Enquiry Point for Trade. The Bangladesh Trade Portal (BTP) was launched in March 2016. This component will support further upgradation of the BTP to expand its functionality to include information of relevance to potential Bangladesh exporters and to ensure that content is kept up to date. This component will also set up the National Enquiry Point for Trade, which will help Bangladesh to meet a key requirement of WTO Trade Facilitation Agreement.

This technical assistance project intends to apply part of the IDA Credit for procuring consultancy services from qualified research/consulting firm to conduct Diagnostic Studies to Assess Female Traders and Entrepreneurs Export Potential in Three Identified Sub-sectors to have in-depth understanding about the present situation, export potential and support required for promotion of exports by the women traders in these sectors. The diagnostic studies will also examine the regulatory regime and suggest necessary adjustments for facilitation of export by women traders. These diagnostic studies will enable the government to take appropriate measures for enhancing the capacity of women traders through facilitating and promoting their export potential in regional and international markets.



1.2 ICT and Women: A Bangladesh Perspective

A recent study¹ examining the impact of Internet and e-commerce adoption on bilateral trade flows using a panel of 21 developing- and least-developed countries and 30 OECD countries finds that better access to the modern ICT and adoption of e-commerce applications stimulate bilateral trade flows at various levels. The study notes that the efficient use of ICT equipped with highspeed internet and secured servers is a crucial milestone for unlocking the e-trade potentials for developing- and least-developed countries.

The vision and mission of the Government of Bangladesh is to ensure reliable and secure Information and Communication Technology (ICT) towards sustainable development and support attainment of overall socio-economic development of the country by establishing universal access to ICT for all through research, development successful utilization and digital management of ICT.

In Bangladesh, as elsewhere in the developing world, women play a central role in family, community and social development. However, women often remain invisible and unheard. Women more than men have to balance the complexities of surviving in extreme poverty, yet these women are excluded from discussion because they are often illiterate, they lack confidence and they lack mobility. ICT offer the opportunities for direct, interactive communication even by those who lack skills, who are illiterate, lack mobility and have little self-confidence. Here are some aspects of life which have a direct influence of ICT especially on women:

(i) Women's increased access to job Market and improve entrepreneurship using ICT: In the past women were only considered for household work and were left outside the mainstream of development. In today's Bangladesh, the scenario has not changed much. But with the advent of ICT, this conservative outlook about women is diminishing gradually. As a result we find more women are employed in various knowledge based industries such as computer-aided designing, graphic designing, composing etc. With this growing number of women employment the job environment is becoming more convenient and friendly for women. The provisions for ladies common room, green room etc. are considered as a necessity now a day. This changed scenario indicates a positive attitude towards women employment. Consequently, parents are becoming more aware about ICT and are interested to send their daughter to study computer science for better prospects in life even if they have to pay a fortune for their child's education. ICT is not only creating employment for women but also creating a chance for them to emerge as entrepreneurs especially in SME. Women are encouraged to take initiatives to invest in ICT and they are also improving their competence using ICT as an entrepreneur in different sectors. For example, Grameen Telecommunications has an explicit goal of helping Grameen Bank members shift from relatively low-yield traditional ventures, like animal husbandry, into the technology sector by creating micro-enterprises that can both generate individual income and provide whole village phones. And it has succeeded in many cases in this regard. Village Phones have increased income and savings accumulation among phone owners, mostly women. Moreover women entrepreneurs in other sectors apart from ICT are having more access to market information and as a result they enjoy distinct competency.

(ii) Increase of average household income in villages: The women phone operators are generally poorer than the average villager is. However, the income that they earn is significant, generally accounting for 30-40% of household income and averaging \$300 per year in a country where average per capita incomes \$ 602. The operators are likely to be married (90%), and half

¹ Source: <https://link.springer.com/article/10.1007/s10368-017-0375-5>

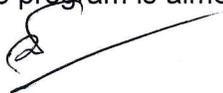
of them have no formal education. Another quarter has primary education and the remaining quarter, some secondary education. 36 % identify themselves as housewives, and only 6% have some kind of formal employment (in government or business). The women operate their phone businesses while doing household chores or operating another business. The phones are used primarily for calls relating to financial matters, particularly relating to remittances, which are a significant source of village income. Strikingly among poor villagers, 38% of phone users had one or more family member living abroad.

(iii) Women empowerment: The role of women in family affairs, especially indecision-making, are no longer ignored. Now women earn for their family by means of ICT and this substantial revenue stream has elevated the women's positions in their own households, and the society they belong to. The role models of women who actively participate in the socio-economic development can increase self-esteem and self-confidence of other women and therefore encourage them to push for changes in their own social status. Information and communication technology (ICT) is not just a technology but an inalienable weapon of women empowerment. In the era of knowledge-based culture, Bangladeshis can achieve excellence through proper use of the ICT. For example, Grameen telecom, Bangladesh have created a 'phone culture' among women by enabling their access to communication tools from which they might otherwise be excluded. They have also shown that poor, largely uneducated women can master the skills and run a small business. Women phone operators have achieved economic and social empowerment within their households and communities.

(iv) Shrinking Information Asymmetry: Women in Bangladesh are now acquiring more bargaining power as they are exposed to ICT, especially World Wide Web through mobile phone, computer, Internet. They have become a potential store house of various news and reports. As Women entrepreneurs globally have said that access to information, especially market information, is their first priority in accelerating the growth of their business. We can reform the economic status of women by shrinking information asymmetry through ICT.

(v) Improved Governance: ICT is also particularly useful in increasing the transparency and accountability of government, an application from which women can particularly make profit. One example demonstrates how women used ICT to call upon a national government and a local administration for greater accountability and transparency. When women students in Bangladesh faced administrative inaction in response to increasing instances of campus rape, they publicized their situation on the Internet. The resulting international and national response pressured the university administration to conduct an inquiry.

(vi) Indigenous Knowledge: Traditionally, women have been the incubators and transmitters of knowledge relating to food processing, preservation, and storage, the growing of specific crop, nutrition, and health. Much of the knowledge that women in rural areas possess are scientific. IT can help organize and transfer this knowledge to outside communities that might benefit from it [11]. Thus, IT can also help empower women through codification and dissemination of their indigenous knowledge. For example, a knowledge center in Bangladesh is assisting the Self-Help Groups of the village to establish a transparent database of saving and credit, and village youths are being enabled in computer application training and services. All these dreams of the past have come to reality now. The process is working well in the southern region of Bangladesh, where 20 villages have been brought under a program called 'Amader Gram Knowledge Centre, Bangladesh' by Bangladesh Education Friendship Society to develop a participatory monitoring and learning system at the village level by using ICT tools. The program is aimed to improve the quality of lives of the poor and the unemployed.



(vii) Easy-Family communication: The use of mobile and Internet even at home has given a wider opportunity to women in general to communicate the world. Women remaining in close-doors or of conservative atmosphere to have the privilege to know about, the where about their relatives and friends by the blessing of ICT.

(viii) Increase Social awareness: Mass media have up righted the position of women in ICT sector all the more, advertisements, cartoons, telecasting, broadcasting all this projects female awareness in society. Female no more lack in knowledge in fitting themselves in right places. This positively highlights the influence of ICT.

2. Objectives and Scope of Consultancy Services:

2.1 Objectives

The objective of the study is to conduct a diagnostic analysis of the role of ICT sub-sector in facilitating and promoting export sectors of Bangladesh and the role that women currently (or can) play in the ICT enablement of exports.

To accomplish this, the diagnostic study will assess: (a) the current role of ICT in export facilitation for the top ten leading exports of Bangladesh² ; (b) compare and contrast the use of ICT in the aforementioned export sectors and the role of women as ICT workers and entrepreneurs/business owners; (c) identify barriers to ICT adoption in aforementioned export sectors, including regulatory barriers, infrastructure needs, and barriers to engaging women in ICT sector; (d) identify actionable ways in which to increase women's participation in ICT.

2.2 Scope of Works of the Studies

Diagnosis and Scoping:

The project will conduct a diagnostic study that looks at ICT adoption levels in export facilitation, as well as, the role of women in provision of these ICT services. The sectoral diagnostic study will examine all relevant critical issues including (but not limited to) the following:

Role of ICT in export facilitation:

- a) The role that ICT plays in trade facilitation of the top ten exports of Bangladesh, especially as it relates to: (i) availability of e-commerce platforms for placing orders; (ii) the ability to place export orders online; (iii) digital tracking of export consignments by shipper and buyer; (iii) use of ICT technologies in various export clearances; and (iv) digital receipt of payments.
- b) Compare and contrast the adoption levels across the dimensions mentioned above in (a) for the ten leading export sectors of Bangladesh. Identify reasons behind why adoptions levels vary (if they do).

² Top ten exports are: (1) Knit or crochet clothing, accessories; (2) Clothing, accessories (not knit or crochet); (3) Footwear; (4) Miscellaneous textiles, worn clothing; (5) Paper yarn, woven fabric; (6) Fish; (7) Leather/animal gut articles; (8) Headgear; (9) Raw hides, skins not furskins, leather; and (10) Plastics, plastic articles.

Role of Women in ICT Service Provision:

- c) Identify the present strengths and weaknesses of the women entrepreneurship development in the ICT sector of Bangladesh ,number of ICT institutes having separate courses for Women , proportion of Women who have access to Internet and other latest technology .and the Job opportunities reserved for Women in ICT industry.
- d) Level of social acceptance : Number of Women receiving support from the family for working in the ICT industry or number of Women supporting their family by working in the ICT industry ,families accepting ICT industry as a feasible working place for Women (Per hundred).
- e) Number of organization where working at the independent decision maker in the ICT organizations and overall number of women entrepreneurs in the ICT industry (Per hundred).
- f) Level of Education: Proportion of Women Students in ICT related disciplines at the University Level, engaged in ICT related job after completing their ICT education. Number of women getting chance in studying in ICT related disciplines (Per hundred). Number of organizations recognizing female ICT graduates as competent as their male counterparts (Per hundred).
- g) Preparation of a comprehensive database of ICT sector women traders and entrepreneurs
- h) Analysis of current involvement of women in the four roles of ICT in export facilitation that are identified in (a). Highlight the barriers that women face in these roles. And perform a needs assessment for support facilities to encourage women at work in ICT sector;

Regulations Analysis

- i) Review of the existing regulatory regimes governing the use of ICT (including policies/plans and strategies, investment climate and bottlenecks, standards, licensing and procedures, and so on) for EXIM trade facilitation in Bangladesh.
- j) Identification of regulatory regimes (in B1) that disproportionately negatively (or positively) impact females.
- k) Identification of the 5 most important regulatory simplifications that would promote of the use ICT sector in trade facilitation in Bangladesh.
- l) Identification of the 5 most important regulatory simplifications that would promote employment of women in EXIM trade facilitation through the ICT sector.. These can be partially overlapping with simplifications identified in (k).
- m) Performing regulatory impact analysis or regulatory impact assessment of the regulatory simplification identified in (k) and (l). This impact analysis should cover both the intended and unintended consequences of the proposed regulatory change.



- n) What are the bottlenecks and gaps identified and suggest adjustments or modifications are required for making the Women entrepreneurs in ICT Industries efficient, effective and harmonized for trade facilitation;

The PIU will refine the abovementioned areas of diagnostic studies in consultation with the Ministry of Commerce and World Bank to organize the agendas under different diagnostic themes. The project will also have flexibility to organize the abovementioned issues in limited/more number of themes depending on the discussion with the MOC and WB.

This study/research will be conducted under a single package or separately as agreed by the World Bank to explore best output from the study.

3. Timeframe of the Services:

The studies on different themes will be conducted concurrently depending on the budget allocation of the project. The PIU will advise the consultancy firm/institution about the chronology of studies. The contract may be a framework agreement with the potential firms/institutions based on procurement rules agreed by the World Bank. The duration for assignments of a single study will be sixth months depending on the volume and nature of the study.

4. Methodology of Study

Survey: a survey with appropriate questionnaire would be carried out to collect data, which will satisfy the objective of the study.

Sampling: Depending on scope of studies, the sampling unit will be decided in consultation with the implementing agency(s). A sample frame including number of participants in different data collection methods will be developed using standard sampling framework for each study area according to agreed catchment area(s)/ principles and discussion with the implementing agencies.

Document Review: The studies will have a large number of document reviews analysis of regulatory (including policies/plans and strategies, investment climate and bottlenecks) regime (including licensing and procedural measures) of trades in Bangladesh and its simplification for effective participation of women traders and entrepreneurs in regional and global trade. Required qualitative data analysis techniques and methods will be used.

Questionnaire: The survey questions will be developed and agreed with the related implementing agency (ies). Testing of the questions will be required.

Key Informants Interviews:

To verify data collected from beneficiaries, group or individual interviews with informants will need to be organized. Approach to selecting KII and guide is to be elaborated by the firm.

Focus Group Discussion:

The study team may use the FGDs tool. FGDs will complement the data generated from the survey questions and through other methods. The FGDs will be carried out in mix separate male/female groups as appropriate and will be carried out based on an elaborated guide approved beforehand by the related implementing agency (ies). Detailed documentation of the proceedings of the FGDs will be maintained.

Public Consultations

These studies will also include public consultations at selected locations with the relevant stakeholders in discussion with the implementing agency (ies).

Data Analysis and reporting

The data will be processed in SPSS or similar data processing software. The qualitative data will be analyzed by using NVIVO or other similar software. Privacy of the diagnosis study data will be strictly maintained by the consultant/firm.

5. Expected deliverables from the firms/institutions:

The consultancy firm will at least submit the following reports to the project authority:

- a) Inception Report
- b) Inception Workshop
- c) Draft Report
- d) Final Report and all relevant input files like quantitative datasets and FGD/KII transcripts.
- e) Dissemination Workshop

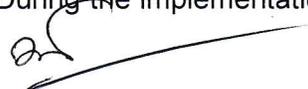
The Inception Report (IR) will contain scopes, methodologies and work plan in detail. The report must have an elaboration of study questions and objectives. This elaboration should follow the detail of research methodologies to be applied for each of the studies. The detail plan of quantitative and qualitative analysis and methods for data analysis will also have to be included in the inception report. The methodologies should include justification for choosing a particular method of data collection, sampling design and indicators, data sources, detail of data collection methods and a set of data collection instruments to be used in each of the areas, detail of field survey or study and limitations in study. The inception report should also contain the detail of key persons engaged in the study and their specific responsibilities. It should also contain the plan for monitoring and evaluation of study progress by the consultancy/research firm and the client's representatives. The work plan also needs to be detail so that the client understands how the studies will reach to final stage of report writing.

Draft Final Report (DFR) will contain detailed findings, qualitative and quantitative analysis on findings. The structure of DFR should at least contain executive summary of the study, introduction, literature survey, methodology of the study, findings of the study, discussion and analysis, recommendations and conclusions, references and annexures. Report should be delivered in English version.

The Final Report (FR) of the study should be submitted to PD/PIU on agreed formats before end of the contract period. The report should at least contain executive summary introduction, literature survey, methodology, findings, discussions and analysis, lesson learned, recommendations/suggestions, conclusions, references and database in the annexure The FR should also have a discussion about the observations of the stakeholders including clients and their answers. Report should be delivered in English version.

All reports will be evaluated by the technical committee of the project and fit recommendations of the technical committee will have to be reflected in the reports before finalization of the same.

The consultant will arrange for proof reading, if required to maintain the quality. All field notes and the data set should be submitted as annexure with the final report. Follow up meetings will be held time-to-time between the contracted agency/consultant and BRCP MOC. Ten (10) printed copies of the final report should be submitted along with soft copies. During the implementation,



any other information that is important may be added /deleted during discussion periods, which may become an integral part of the TOR.

6. Consulting Firms qualification and experiences

The interested consulting firm should provide evidence of the following in their applications:
The Consulting firm shall have the legal capacity to enter into the contract;

- The firm should have at least 10 years of general experience in providing consulting services out of which at least 05 years of experience in national / international ICT trade related research or studies for public and private sector;
- The firm should have successfully completed at least one service contract related to ICT Sub-sector of Bangladesh within last 5 years;
- The firm should have experience in working with development partner's funded projects (IDA financed project experience would be desirable);
- The required average annual turnover of the consulting firm shall be at least Tk. 1.00 crore in last three years;
- A capacity statement on available training facilities, IT equipment, logistics support, transport and office space;
- Undertaking that the firm has not been blacklisted or debarred by any Government Organization or by IDA;
- List of key professional staff including proposed core team for the assignment, showing qualification and experience including the projects/assignment on which they have worked, their role in the assignment/project and duration of their engagement with the assignment/project.
- The firm should have active web-page with necessary information of company management, legal status, experience and present work with client list.

Required Documents: The Company must submit the following documents:

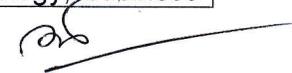
- a) Company Registration document (Trade License/Incorporation Certificate), Up to date Tax payment certification and VAT registration certificate;
- b) Audited Financial statement (last 03 Years);
- c) Company Brochure.
- d) ISO Certified company will be given preference

7. Team Composition and their Qualifications

The proposed services under this Terms of Reference shall be carried out by using a firm (Consultant) with adequate experience in designing and delivering the expected output of the study. The firm should propose the structure and composition of its team members. It should list the main disciplines of the assignment, the key experts, technical and support staff. An indicative team structure may be as follows:



Position	Duration (man months)	Qualification, Experience and Responsibility
Team Leader	06	<p>Team Leader (TL) must have a minimum of 15 years of general experience out of which at least 10 years' relevant prior experience. He must have relevant Master's degree from a recognized university preferably in International Trade, Computer Science and Information technology, Business Administration or other related areas. She/he must have experience in working with ICT trade related agencies and familiarity with trade environment and related international agreements. Must have experience of working with complex, multi-system environments in public sector.</p> <p>The Team Leader will take the overall responsibility for the execution of the assignment in accordance with the TOR and also for the coordination of all professional inputs. She/he will be responsible to the Employer and maintain close contact with Project Director (Employer's representative) to ensure that the contract is implemented in accordance with the World Bank guidelines. The Team Leader will act as the Consultant's authorized representative for both the design and implementation supervision phase and make decisions on all matters pertaining to the consulting services.</p>
System Analyst	04	<p>System Analyst must have a minimum of 10 years of general experience out of which at least 5 years' relevant experience in Information Technology. He must have relevant Master's degree from a recognized university preferably in Computer Science and Information Technology. Preference will be given having experience in working with ICT based entrepreneurship development /value chain development activities and familiarity with processing, value chain development, and marketing related assignment as well as working experience with Software Development , Ecommerce etc. Must have experience of working with complex, multi-system environments in public sector.</p> <p>Consultant will take the overall responsibility for the execution of the assignment in accordance with the TOR and also for the coordination of all professional inputs. She/he will be responsible to the Employer and maintain close contact with Project Director (Employer's representative) to ensure that the contract is implemented in accordance with the World Bank guidelines.</p>
Entrepreneurship Development Expert	04	<p>Entrepreneurship Development Expert must have a minimum of 10 years of general experience out of which at least 5 years' relevant experience. He must have relevant Master's degree from a recognized university preferably in Computer Science and Information Technology, business</p>



		<p>administration or trade and economics related other areas. She/he must have experience in working with ICT business and production, processing, research and consultancy services and familiarity with ICT business strategy, digital commerce etc. Must have experience of working with complex, multi-system environments in public sector. Consultant will take the overall responsibility for the execution of the assignment in accordance with the TOR and also for the coordination of all professional inputs. She/he will be responsible to the Employer and maintain close contact with Project Director (Employer's representative) to ensure that the contract is implemented in accordance with the World Bank guidelines.</p>
Export Promotion Expert	04	<p>The export promotion expert must have a minimum of 10 years of general experience in leading export sectors of Bangladesh out of which at least 03 years' relevant experience in export related studies/projects especially in ICT and ICT related products. She/he must have relevant Master's degree from a recognized university preferably in International Trade, Business Administration, economics, or other related areas. She/he must have experience in export promotion/facilitation of female trader and entrepreneur, logistics, infrastructure/connectivity assessment and planning of ICT products. She/he must have experience of regulatory (including policies/plans and strategies, investment climate and bottlenecks) regime (including licensing and procedural measures) of trades in Bangladesh and its simplification for effective participation of women traders and entrepreneurs in regional and global trade. She/he should have strong written and verbal skills in English Knowledge and understanding of business practices of trade regulating agencies.</p>
Senior Programmer	04	<p>The Information Technology (IT) Expert must have a minimum of 10 years of general experience out of which at least 03 years' relevant experience in Information Communication Technology (ICT) services for access to potential market, financial management, storage and efficient transportation management/tracking and capacity development of female trader to avail ICT based services in export. She/he must have relevant Master's degree from a recognized university preferably in Computer Science, IT or other related areas. Experience of working with trade related studies and project will be given preference. She/he should have strong analytical skills and understanding of export promotion and value chain analytical of products in Bangladesh.</p>
Statistician	02	<p>The Statistician must have a minimum of 10 years of general experience out of which at least 05 years' relevant experience in sampling design, data cleaning and analysis,</p>

		questionnaire design etc. in different development studies, evaluation, and survey. She/he must have relevant Master's degree from a recognized university preferably in Statistic. She/he must have experience of working with donor funded projects will be given preference.
--	--	---

The Consulting firm will also propose diagnostic study office and field support staff as per their work plan.

8. Payment

Payments shall be made in line with agreed-on outputs according to the following schedule:

- **Inception Report: Twenty (20%)** per cent lump-sum of contract price shall be paid upon submission of the Inception Report duly accepted by the Client.
- **Draft Final Report: Forty (40%)** per cent lump-sum of contract price shall be paid after submission the draft report duly accepted by the Client and
- **Final Report: Forty (40%)** per cent lump-sum of contract Price shall be paid after submission the final report duly accepted by the Client.
- All relevant taxes and VAT shall be deducted at source at the applicable rates by the Government of Bangladesh.

9. Selection Method, Duration and Remuneration:

The Consulting firm will be selected by Quality and Cost-Based Selection (QCBS) method following World Bank's Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers - January 2011 (Modified in April 2015) ("Consultan Guidelines") available in the website: <http://documents1.worldbank.org/curated/en/615761468322433244/pdf/578440PUB0REPL0nglish0Final0Jan2011.pdf> and PPA 2006 and PPR 2008. The diagnostic studies should be completed within maximum of 180 days from the date of Contract Signing. The proposed financial proposal must include VAT & Taxes. The payment will be made including VAT and Tax as per NBR rules. There will be no provision for advance payment.

10. Client Supports and Facilities

The consulting firm will facilitate monitoring of studies by the employer, and World Bank officials. The project will provide to the Consulting firm all key program documents & reports such as:

- Relevant extract of Technical Assistance Project proposal (TAPP), if required;
- Sharing relevant up to date project information for a better understanding of the project;
- Providing timely feedback to the consulting firm on inception report, questionnaire, sampling, training module, draft reports etc.;
- Any logistic support such as transportation as well as office space will not be provided by the client.

