



SAARC Development Fund

**SOCIAL ENTERPRISE DEVELOPMENT PROGRAM
(SEDP)**

TERMS OF REFERENCE (ToR) FOR IT FIRMS

TO

**DEVELOP A CLOUD BASED WEB
PORTAL/PLATFORM FOR SEDP PROGRAM**

ASSIGNMENT: To undertake the development of a Cloud based Web Portal/Platform for the SEDP program

AGENCY/PROGRAM NAME: SAARC Development Fund (SDF), SEDP Program

COUNTRY OF ASSIGNMENT: Bhutan

A. Background

SAARC Development Fund (SDF) was established in April 2010 to serve as the umbrella financial institution for SAARC engaged in implementing projects and programmes under the three funding windows; Social, Economic and Infrastructure in fulfillment of the greater developmental goals of the SAARC region. It is aimed to contribute to regional cooperation and integration through project collaboration. To this end the SDF will be initiating the Social Enterprise Development Program (SEDP) in collaborating with the World Bank Group (WBG) as knowledge partner, broadly based on their Development Marketplace program experiences in the SAARC region.

A Social Enterprise is an organization that applies a business-like approach to efficiently and sustainably address grass roots developmental issues for the underserved and poor communities. These are sustainable enterprises that are formed with a specific social objective in mind. They provide services or income generating opportunities to people at the base of the economic pyramid (BoP).

South Asia has been the hub of social enterprise innovations but lack of support to these enterprises, especially in the early stages, has hindered the progress of such enterprises, and only a few have been able to scale. Most social businesses are managed by first-time entrepreneurs that have never built an enterprise nor raised commercial finance previously. They require deep and customized capacity building to assist them in developing sustainable business that follow good practices in functions such as financial management, market analysis, governance, business planning, etc. Due to lack of track record and collateral they are usually unable to raise commercial finance. Many businesses are stuck in the vicious cycle of not being able to raise capital to launch their business and develop a track record; investors are not able to fund them as they do not have a track record and collateral. There is therefore, a clear need to support these social enterprises with capacity building and concessional investment. The support needs to have high risk taking capability and patience, which is not available in the marketplace today.

The Social Enterprise Development Program (SEDP) aims to surface several such successful SEs in all SAARC countries which, along with the efforts of other prominent supporters of social enterprises and inclusive businesses, will raise the awareness of governments, donors, business community, and international development organizations about the largely untapped potential of SEs to provide effective and efficient services to the BoP.

To this end, SDF will engage a consultancy firm to undertake the designing and development of a cloud based web portal/platform in close consultation with SDF.

B. Objective

The objective of this assignment is to develop a cloud based web portal/platform that is user friendly and dynamic. The platform should enable potential social entrepreneurs and others to easily access the web and all its contents, enabling them to submit their proposals online. The web should also enable SEDP/SDF to correspond/communicate, with others and also submit/generate reports, monitor progress etc.

C. Scope of Work and Expected Outputs/Deliveries

The scope of work and expected outputs/deliverables will be the following:

Sl. No	Activity	Output/Deliveries
1.	Design and develop cloud based portal/platform for SEDP as per the requirement.	Draft online portal/platform developed.
2.	Share the draft platform for review, feedback and comment.	SDF feedback incorporated in the Draft.
3.	Undertake mock/trial session to ensure smooth operation of the portal/platform.	Successful trial/user acceptance test completed.
4.	Develop user guide for the web portal/platform.	User guide for operation of SEDP web portal/platform developed.
5.	Make a detailed presentation/demonstration to the SEDP/SDF after the completion portal/platform.	SEDP/SDF officials oriented on the portal/platform.
6.	Orient/train SEDP focal officials in operating and managing of the portal/platform.	SEDP officials able to operate the web portal/platform.
7.	Submit detailed completion report including any limitation or challenges of the portal/platform.	Completion report accepted by SDF.
8.	Provision of the source code in media.	Source code in any media submitted in hard and soft copy (in DVD, USB, etc.)
9.	Technical documentation of the solution (flow diagram, data based linkages, GUI, etc.)	Complete set of technical documents submitted.
10.	Technical and other support for six months after completion of cloud based web portal/platform development and signing of the completion report.	Smooth operation of the SEDP web portal/platform.

D. Methodology

The consultant will strictly follow the work plan and the time schedule agreed with SDF in undertaking this assignment.

- ❖ An appropriate methodology will have to be determined and submitted by the consultant and if required further modification in consultations with the SEDP/SDF at a later stage.
- ❖ The cloud solution details to be used along with hosting plan, and the DNS details.
- ❖ Elaboration of the coding languages used, database (specify) and its linkages, storage and flow diagrams.
- ❖ The consultant shall work in close collaboration with the SEDP/SDF Team.
- ❖ The consultant shall collect all the required data/information from various sources, including Government departments, Ministries and other relevant sources.
- ❖ The consultant shall undertake review, assessment and judgment of the data/information in close consultation with the SEDP/SDF Team.
- ❖ The consultant shall conduct mock/trial run of the web portal/platform.
- ❖ The consultant shall make presentation of the web portal/platform to the SDF officials.
- ❖ The consultant shall orient/train the SEDP officials on the operation and management of the web portal/platform.
- ❖ The firm should submit a completion report to the SEDP/SDF upon completion of the assignment. The methodology should be clearly documented in the report.

E. Duration of the Work

- ❖ The duration of contract shall be for two months.
- ❖ The Consultant will work closely with the SEDP/SDF Team and will from time to time share the progress of activities.

F. Duty Station

- ❖ The assignment will be on and off shore.
- ❖ The firm is expected to use own computer and all other equipments/software etc. required for the task.

G. Required expertise and qualifications

- ❖ Firms based in SAARC Member States.
- ❖ Qualification and expertise in the area of web portal/platform development.
- ❖ Qualified team to undertake the assignment successfully.
- ❖ Demonstrated experience in designing, developing, launching and managing such web portal/platforms.
- ❖ Ability to provide post implementation support.

- ❖ Demonstrated experience of working in SAARC countries is an added advantage.
- ❖ Clearly demonstrated ability to work on time and deliver high quality outputs.
- ❖ Expertise and experience developing such social enterprise web platform is an added advantage.
- ❖ Demonstrated experience of quality report writing.

H. Scope of financial Proposal and Schedule of Payments

- ❖ The consultancy firm will be offered a lump sum fee for the entire assignment inclusive of travel costs etc.
- ❖ The schedule of payment for the services will be guided by the contract agreement.
- ❖ The payments will be made in installments based upon outputs/deliverables specified below and upon certification of satisfactory work as per work plan and endorsed by SEDP/SDF.

Payment Schedule

- ❖ 10% upon signing of the contract and submission of work plan.
- ❖ 30% upon successful completion of the mock/trial session of the platform.
- ❖ 25% upon successful presentation/demonstration to the SEDP/SDF after the completion of the portal/platform.
- ❖ 35% upon successful orientation of the SEDP/SDF focal officials in operating and managing of the portal/platform and submission/acceptance of the detailed completion report.

I. Documents

While submitting the **EoI/Proposal**, the applicant shall, in particular, ensure to attach the following:

- ❖ Profile of the consultancy firm (max 2 page) explaining why they are the most suitable for the assignment.
- ❖ Relevant Experience/Expertise (max 2 pages).
- ❖ Detailed methodology, conceptual framework with expected deliverables and timelines, team composition etc. (3-5 pages).
- ❖ Recent CV.
- ❖ References (minimum 3).

The **financial proposal** shall include a detail breakdown of costs for fee, travel, number of working days etc.). Payments will be made in installments based upon key outputs, i.e. upon delivery of the services specified in the TOR.

J. Submission of the bid/language/currency and deadline

Interested eligible firms/bidders may submit their EoI/Proposal by email and financial proposal shall be password protected and the password shall be separately called for by SDF in due course. The bids should be sent to info@sdfsec.org with copy to dorji@sdfsec.org.

1. Language of EoI/Proposal:

The EoI/Proposal, as well as all correspondence and documents relating to the bid shall be written in English language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English.

2. Currency of Bid:

All financial quotes should be in United States Dollars (USD) only.

3. Deadline for Submission of Bids:

Bids must be received by SEDP/SDF at the address specified above **no later than 10 November 2017**. Late bids will be rejected.

K. Other clause

1. Copyright

All materials produced or acquired under the terms of this consultancy shall remain the property of SDF. SDF therefore retains the exclusive right to publish or disseminate the reports arising from such materials. Notwithstanding the termination of this consultancy the copyrights shall continue to vest with SDF.

The consultancy firm shall not use or reproduce any materials or software developed for the SEDP, without prior written approval of the SDF. Any breach of this clause will be dealt as per the SDF rules and policies.

2. Confidentiality

The consultancy firm will not disclose any information and materials shared between SDF and the consultancy firm or any other information known as a result of this assignment without prior written consent of SDF. A Non-Disclosure Agreement (NDA) to be signed with SDF regarding the confidentiality of all the data pertaining to SDF and SDF related stakeholders. Any breach of this clause will be dealt as per the SDF rules and policies.