

Section 6. Terms of Reference

The Terms of Reference (ToR) is the key document in the RFP. It explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Client and the Consultant, and expected results and deliverables. Adequate and clear ToR are essential for the understanding of the assignment and its correct execution by the Consultant. It also helps reducing the risk of ambiguities during the preparation of proposals by the Consultant, contract negotiation, and execution of the services.

Terms of Reference normally contain the following sections:

▪ **6(a) Background of the project:**

The Government of Bangladesh has set the target of “Hunger and Poverty Free Bangladesh” by 2030 to achieve the SDG’s declared by the United Nations and to make Bangladesh a smart and developed nation by 2041. To achieve this goal, the government has taken various steps like job creation, manpower development and promoting the ICT industry. Information and communication technology is of immense importance to implement these steps.

There is no alternative to transform the population of the country into skilled manpower dependent on ICT. ICT based education can play an important role for the economic liberation of the country. It is possible to bring about important changes in the CHT region through the proper use, management and increasing efficiency of ICT. ICT has spread widely in Bangladesh. But the lack of skilled manpower in ICT compared to the demand is noticeable. By giving proper training to the educated unemployed youth in ICT, the needs of the country could be fulfilled and the surplus manpower could be exported to the developed countries of the world. As a result, it is expected that the unemployment problem will be eliminated to a large extent. Also, engaging the educated unemployed youth in outsourcing at a higher rate, they will be able to not only eliminating unemployment but also contribute to the economic development of the country in the CHT.

Chittagong Hill Tracts Development Board is continuing development activities on a large scale to ensure sustainable development of CHT Region. The present government is committed to continue the progress of development of the country by ensuring the socio-economic development of the people of this region as well as plains. But, due to various adverse environmental conditions, the ICT sector has not expanded much in Chittagong Hill Tracts. Taking these overall considerations into account **scheme on “Creation of skill development and self-employment opportunities to unemployed youth by imparting ICT based training in three hill districts’** has been adopted to implement’.

The main activities under the project are as follows:-

- 80 participants in two batches in Rangamati Hill District and 60 participants in two batches in Bandarban Hill District and 60 participants in two batches in Khagrachari



Hill District to provide training to a total of 200 educated youth on information and communication technology for 200 working days;

- Out of 200 working days 30 working days is for basic refreshers course, 45 working days is for graphics course, 45 working days is for digital marketing, 30 working days is for audio-video and 50 working days is for website design and animation;
- Organizing 2/3 workshops on various modules of the course;
- Creation of income opportunities for trainees by engaging in outsourcing activities during the last 30 working days during training;

- *6(b) Objectives of the assignment:*

The objectives of the assignment are to recruit reputed institute/IT Company to provide the ICT training under the scheme on “**Creation of skill development and self-employment opportunities to unemployed youth by imparting ICT based training in three hill districts**”. The specific objectives of the assignment are as follows-

- To spread information and communication technology (ICT) among the educated unemployed population of three hill districts in CHT Region and to create skilled manpower in ICT.
- Providing basic and advance computer training to a total of 200 unemployed youth in each of Rangamati, Khagrachari and Bandarban hill districts separately in 02 batches of 80, 60 and 60 respectively in CHT Region.
- Improving the quality of life by creating alternative self-employment and Contribute to the empowerment of women;
- Contribute valuable remittance income by creating skilled human resources in freelancing to exploit the immense potential of freelancing in the global market;
- Providing developed project-based course outline and course contents of the selected course including (1) Basic Refresher Course (MS Word, Excel & PowerPoint), (2) Higher Computer Training (Adobe Photoshop, Illustrator), (3) Digital Marketing, (4) Audio and Video Editing, (5) Website Design, Development and Animation, (6) Freelancing etc. at the same time at three different venues in three hill district.
- Replacement to the trainees in the Job market within the training period.
- Generation of source of income by connecting most of the trainees with domestic/foreign institutions during training;
- Developing trained youth as freelancers.

- *6(c) Scope of Services;*

Only one firm will be selected to arrange, provide ICT based training and administrative aspects of the scheme. The firm will be working closely with the CHTDB in three hill districts.

The firm will specifically be responsible for:

- ❖ Arrangement of training in three hill districts.
- ❖ Providing training for 200 working days excluding government holidays.
- ❖ Installation of necessary Software's.
- ❖ Troubleshooting and solution.



- ❖ Providing Certificates after the completion of the course.
- ❖ Arrangement of Inauguration and Award Giving Ceremony
- ❖ Designing & printing the different materials.
- ❖ Supports for Live Broadcast, Social Media engagements and Campaign
- ❖ Audio-Video recording arrangements
- ❖ Speaker management, reward management.
- ❖ Ensuring attendance of the participants and keeping records.
- ❖ Organizing the venue and logistical arrangements for participants.
- ❖ The assigned firm may have to undertake any other activities within the quoted cost to make the scheme successful;
- ❖ Please quote in Govt. rates (wherever possible and applicable);
- ❖ Authority will preserve the ownership of all design / idea / output / production purchased under this RFP;
- ❖ Managing the activities within agreed budget.
- ❖ Extra charge/money can't be claimed out of the contract price.
- ❖ Authority reserves the right to increase/decrease the items; and
- ❖ The quoted price is based on QCBS method.
- ❖ and Other's related task needed to make training program successful

- *6(d) Transfer of Knowledge (training) (when appropriate):*

- Transfer of knowledge is described below in details:

- a) The Assignment of first phase is to conduct the Basic refresher course at least 30 (thirty) working days excluding government holidays (Minimum 5 (five) days per week × 3 (three) hours per day = 90 hours of course delivery including theory and real-world project assignment) on the selected courses by following approach and methodology for MS Word, MS Excel, MS Power Point, MS Access and Internet and Email.
- b) The Assignment of second phase is to conduct the Higher Computer Training at least 45 (Forty five) working days for graphics course (Adobe Photoshop, Adobe Illustrator), 45 (Forty five) working days for digital marketing (SEO, SMM and others), 30 (Thirty) working days for audio-video (Adobe Premier/Audition), and 50 (Fifty) working days for website design and animation (Minimum 5 (five) days per week × 3 (three) hours per day = 510 hours of course delivery including theory and real world project assignment) on the above mention courses.
- c) The Assignment of third phase is to conduct the Outsourcing activities within last 30 working days, the trainees have to make arrangement to create job opportunities with local and foreign organizations by creating profile on various site of Freelancing marketplace (e.g. Upwork, Fiver, Freelancer, Guru, People Per Hour and so on.). It must be conducted by experienced trainers.
- d) The Assignment of first, second and third phase will be applicable for 1st and 2nd batch trainees in three hill districts.
- e) There should be a total of 6 experienced instructors including 1 for Basic Course, 1 for Graphics, 1 for Digital Marketing, 1 for Audio-Video, 1 for Website Design and 1 for Animation. Not all modules can be handled by one instructor. In this way, a total of 18 trainers should be arranged for three hill districts, 6 in each district;



f) Deliver each course outline with required training conduct methodology, course title, course overview, learning outcome, list of topics, pre-requisites, learning activities, assessment scheme and required learning resources.

• 6(e) *List of reports, Schedule of deliveries, period of performance;*

▪ **List of reports:**

Consulting firm will prepare and submit the following reports to the Client after starting the training:

- **Trainees Attendance (every month or attendance of 15 working days)**
- **Trainers' attendance with topics delivered in each class (every month or 15 working days)**
- **Profile report of Trainees in market place- within 150 working days of the training (for each batch in three hill districts)**
- **List of active trainees' activities in market place within 180 working days of the training (for each batch in three hill districts).**
- **Report of Trainees income from market place (From 150 working days of the training for each batch in three hill districts).**
- **Reports of web designers who are able to design the website among trainees.**
- **Reports of trainees' expectation (each trainees) in first day of the training and achievement of the last day of the training**
- **Submission of final video documentation of the whole courses.**

▪ **Schedule of deliveries: As per ToR**

▪ **Period of Performance: 200 (two hundred) working days excluding government holidays. Applicable in 1st and 2nd batches in three hill districts.**

• 6(f) *Data, Personnel, facilities and local services to be provided by the Client, and*

○ **Institutional arrangements:**

The Client will provide the following inputs and facilities:

- CHTDB Computer Lab in Rangamati hill districts consists of 40 computers and one LED TV (as screen). But In Bandarban and Khagrachari hill districts there will have 30 computers along with a LED TV (as screen). respectively. Internet connection will also be provided in each district.
- N.B.:
 - a. No other facilities like office room, accommodation, food, stationary etc. for facilitators (trainers) will be provided.
 - b. The client will not make any arrangement and will not take any responsibility regarding troubleshooting of the Computers and Lab maintenance along with upgrading and updating of application software of Computers of the Lab.



○ Qualification and Experience of the Consulting Firm

1. Consulting Firm

- Should have 5 (five) years practical experience in ICT training and services and minimum 1 (one) no of satisfactory completion of Contract of ICT Training and services with any reputed organization (government/semi government/non-government organization) with minimum value of tk 10 lakh over the period.
- should have knowledge in interactive e-learning and multimedia software development, delivery & maintenance.
- Demonstration capability in delivering projects with diversified technologies.
- Should have excellent understanding and knowledge of local IT/ITES industry, respective values, norms and practices.

2. Team :

Key Professionals:

- a) Team Leader: Minimum 3 (three) years of experience in a leadership role with a minimum BSc in CSE/ICT or relevant field; excellent understanding and knowledge of IT/ITES industry on course content development & e-learning system. The role of Team Leader should be described. Team Leader requires for 1 person-month effort. Three assistants will give their assistance to Team Leader in three hill districts separately.
- b) Expert Trainer(s): should have leadership role with a minimum BSc/BFA or equivalent with Diploma in Computer Science or Diploma in Graphic Design or Diploma in Multimedia or relevant field; excellent understanding, knowledge and experienced on respective values, norms and practices.

