



FPAB FAMILY PLANNING
ASSOCIATION
OF BANGLADESH



Request for Proposal (RFP)

For

*“Appointment of an Agency for Preparation of Information Communication &
Technology Detailed Project Report”*

For

Family Planning Association of Bangladesh

31st January, 2012

Family Planning Association of
Bangladesh (FPAB),
2 Naya Paltan, Dhaka-1000,
Bangladesh

International Planned Parenthood
Federation-South Asia Regional Office
(IPPF SARO),
IPPF House, 66 Sundar Nagar,
New Delhi 110003, India

KEY EVENTS & DATES

1	Tender Inviting Authority	Family Planning Association of Bangladesh (FPAB)	
2	Job Requirement	'Appointment of an Agency for Preparation of Information Communication & Technology Detailed Project Report' for FPAB	
3	Publication of the RFP	2nd February, 2012	
4	Cost of Tender Document	<ul style="list-style-type: none"> • The Bid document can be obtained from the following sources, free of cost: <ul style="list-style-type: none"> ○ Office of Acting Executive Director, FPAB, 2 Naya Paltan, Dhaka-1000, Bangladesh. ○ Office of Director Finance & IT , IPPFSARO, IPPF House, 66 Sundar Nagar, New Delhi 110003, India. ○ Website of FPAB (http://www.fpab.org) and IPPFSARO (www.ippfsar.org). • The bid document will be available on all working days during office hours till 5:00 PM on or before 29th February, 2012 	
5	Contact person for clarification	Mr. K.M.Tarek Acting Executive Director FPAB, 2 Naya Paltan Dhaka-1000, Bangladesh	Mr. Varun Kumar Anand Director (Finance & IT) IPPFSARO IPPF House, 66 Sundar Nagar, New Delhi 110003 India
6	Last date for receiving queries / clarifications	9 th February, 2012 till 5:00 PM	
7	Date & Venue of Pre-Bid Meeting	<ul style="list-style-type: none"> • 3:00 PM IST and 3:30 PM BST on 13th February, 2012 at IPPFSARO, IPPF House, 66 Sundar Nagar, New Delhi 110003. <p>Prospective bidders may join the pre-bid meeting through video conference facility also. The request for the same need to be sent atleast 3 days before the pre-bid meeting date.</p>	
8	Date of FPAB / IPPFSARO Response to Bidder Queries	15 th February, 2012. The responses will be uploaded on the websites of FPAB and IPPFSARO and an email of the same would be sent to the prospective bidders who have sent the queries or attended the pre-bid meeting.	
9	Last date for submission of Bids	Up to 2:00 PM on 1 st March, 2012 at either of the following: <ul style="list-style-type: none"> • Office of Acting Executive Director, FPAB, 2 Naya Paltan, Dhaka-1000, Bangladesh. • Office of Director Finance & IT , IPPFSARO, IPPF House, 66 Sundar Nagar, New Delhi 110003, India. 	

10	Bid Security /Earnest Money Deposit Amount Payable	<p>The Bidder shall furnish, as part of its bid, a bid security in the form of Bank Guarantee / Demand Draft / Banker's Cheque /Fixed deposit in either of the following ways:</p> <ul style="list-style-type: none"> • Drawn in favour of "Family Planning Association of Bangladesh" for an amount of BDT 1,00,000/- (Bangladeshi Takas One Lakh Only) payable at Dhaka, Bangladesh. • Drawn in favour of "International Planned Parenthood Federation, South Asia Regional Office" for an amount of INR 60,000/- (Indian Rupees Sixty Thousand Only) payable at Delhi, India.
11	Opening of Technical Bids	<ul style="list-style-type: none"> • 3:00 PM IST and 3:30 PM BST on 1st March 2012 at IPPFSARO, IPPF House, 66 Sundar Nagar, New Delhi 110003 <p>The bidders may join the technical bid opening meeting through video conference facility. The request for the same need to be sent atleast 3 days before the date of technical bid meeting.</p>
12	Technical Presentation	<ul style="list-style-type: none"> • The same shall be communicated to the bidders. • The presentations would be held at IPPFSARO, IPPF House, 66 Sundar Nagar, New Delhi 110003. However the bidders from Bangladesh or outside India may present via video conference, for which they would have to send their request within 1 day from the date of intimation of the presentation.
13	Date, Time & Venue for the opening of Financial / Commercial Bid for technically qualified bidders	<ul style="list-style-type: none"> • The same shall be communicated to the technically qualified bidders. • The financial bid opening would be held at IPPFSARO, IPPF House, 66 Sundar Nagar, New Delhi 110003. However the bidders from Bangladesh or outside India may attend via video conference, for which they have to send their request within 1 day from the date of intimation of the financial bid opening.

DISCLAIMER

The information contained in this RFP Document or subsequently provided to Bidder(s) or Applicants whether verbally or in documentary form by or on behalf of Acting Executive Director, FPAB or Director (Finance & IT), IPPFSARO and/ or any employees or advisors of FPAB and/ or IPPF SARO, is provided to the Bidder(s) on the terms and conditions set out in this RFP Document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by the Acting Executive Director, FPAB or Director (Finance & IT), IPPFSARO to any party other than the Applicants who are qualified to submit the Bids (“Bidders”). The purpose of this RFP document is to provide the Bidder(s) with information to support the formulation of their Proposals. This RFP document does not purport (claim) to contain all the information each Bidder may entail (require). This RFP document may not be apposite (appropriate) for all persons. It is not possible for the Acting Executive Director, FPAB or Director (Finance & IT), IPPFSARO and/ or any employees or advisors of FPAB and/ or IPPF SARO to ensure that considerations of investment objectives, financial situation, and any other particular needs of each Bidder who reads or uses this RFP Document, has been considered. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP Document and where necessary obtain independent advice from appropriate sources. The Acting Executive Director, FPAB or the Director (Finance & IT), IPPFSARO and/ or any employees or advisors of FPAB and/ or IPPF SARO make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the precision (accuracy), reliability or completeness of the RFP document. The Acting Executive Director, FPAB and/ or the Director (Finance & IT), IPPFSARO may in their absolute discretion, but without being under any obligation to do so, update, improve or supplement the information in this RFP document.

TABLE OF CONTENTS

SECTION 1: INVITATION FOR BIDS	9
1. Invitation for bids.....	9
2. Due Diligence	9
3. Cost of Bidding.....	9
4. Content of Bidding Document.....	9
5. Clarification of Bidding Documents.....	10
6. Amendment of Bidding Documents	11
SECTION 2: TENDER DETAILS	13
1. FPAB Overview.....	13
2. Scope of Work & Deliverables.....	18
3. Composition of the team and expertise required	24
4. Project Timelines /Schedule For Completion Of Task	24
SECTION 3: INSTRUCTIONS TO BIDDERS (ITB).....	26
1. Language of Bid.....	26
2. Documents Constituting the Bid.....	26
3. Bid Price	27
4. Bid Security/Earnest Money Deposit (EMD).....	27
5. Period of Validity of Bids	29
6. Format and Signing of Bid.....	29
7. Sealing and Marking of Bids	30
8. Rejection of Bid.....	30
9. Deadline for Submission of Bids	31
10. Late Bids	31
11. Modification and Withdrawal of Bids	31
12. Opening of Technical Bids	32
13. Opening of Financial Bids	32
14. Clarification of Bids.....	33
15. Preliminary Examination	33
16. Evaluation and Comparison of Bids	34
17. Bid Evaluation Criteria	36
18. Contacting the FPAB / IPPFSARO	37
19. FPAB's / IPPFSARO's right to accept any Bid and to reject any Bid or all Bids.....	37
20. Notification of Award.....	37
21. Performance Bank Guarantee	38
22. Termination for Default	39
23. Termination for Insolvency, Dissolution etc.....	40
24. Termination for Convenience	40
25. No Claim Certificate	40
26. Suspension	40
27. IPR	40
28. Schedule of Payments	41
29. Standards.....	42
30. Standard of Performance.....	42
31. Confidentiality	42
32. Force Majeure	42
33. Arbitration and Jurisdiction	43

34.	Period of contract.....	43
35.	Conflict of Interest.....	43
36.	Indemnity.....	43
37.	Exit Management Schedule	43
Annexure 1: Contents and Format of Technical Bid.....		46
Annexure 2: Content and Format of Financial Bid.....		56
Annexure 3: Evaluation Criteria: Technical Bid.....		57
Annexure 4: Draft Service Level Agreements (SLAs).....		59
Annexure 5: Details on Departments /Divisions of FPAB.....		61

ABBREVIATIONS/ ACRONYMS

The following abbreviations and acronyms have been used in this document.

ABBREVIATION/ ACRONYM	DESCRIPTION
BDT	Bangladeshi Taka
BST	Bangladesh Standard Time
CBD	Community Based Distributor
DPR	Detailed Project Report
EMD	Earnest Money Deposit
FDC	Family Development Center
FPAB	Family Planning Association of Bangladesh
GBV	Gender Based Violence
IPPF SARO	International Planned Parenthood Federation-South Asia Regional Office
ITB	Instruction to Bidder
IST	Indian Standard Time
MR	Menstrual Regulation
PAC	Post Abortion care
PBG	Performance Bank Guarantee
RFP	Request For Proposal
RHP	Reproductive Health Promoters
RTI	Reproductive Tract Infections
SRH	Sexual Reproductive Health
STI	Sexually Transmitted Infections
SWU	Special Work Unit
TEC	Technical Evaluation Committee
VCT	Voluntary Counseling and Testing
VIA	Visual Inspection with Acetic Acid

Section 1: Invitation for Bids

SECTION 1: INVITATION FOR BIDS

1. Invitation for bids

This invitation for bids is for ‘Appointment of an Agency for Preparation of Information Communication & Technology Detailed Project Report’ for Family Planning Association of Bangladesh (FPAB). Sealed offers prepared in accordance with the procedures enumerated in this document should be submitted **on or before 2:00 PM on 1st March, 2012** at either of the following:

- Office of Acting Executive Director, FPAB, 2 Naya Paltan, Dhaka-1000, Bangladesh.
- Office of Director Finance & IT , IPPFSARO, IPPF House, 66 Sundar Nagar, New Delhi 110003, India..

The Bid document can be obtained, free of cost, from the following sources:

- Office of Acting Executive Director, FPAB, 2 Naya Paltan, Dhaka-1000, Bangladesh or
- Office of Director Finance & IT , IPPFSARO, IPPF House, 66 Sundar Nagar, New Delhi 110003, India or
- Website of FPAB (<http://www.fpab.org>) and IPPFSARO (www.ippfsar.org).

The bid document will be available on all working days during office hours till 4:00 PM on or before 29th February, 2012

2. Due Diligence

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. The bid should be precise, complete and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding document in every respect will be at the Bidder’s risk and may result in rejection of the bid.

3. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and Acting Executive Director, FPAB and/ or the Director (Finance & IT), IPPFSARO, will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

4. Content of Bidding Document

The requirements, bidding procedures and contract terms are prescribed in the bidding document. This bidding document include:

- Section 1: Invitation for Bids

- Section 2: Tender Details
- Section 3: Instructions to Bidders
- Annexure 1: Content and Format of Technical Bid
- Annexure 2: Content and Format of Financial Bid
- Annexure 3: Evaluation Criteria: Technical Bid
- Annexure 4: Draft Service Level Agreements (SLAs)
- Annexure 5: Details on Departments /Divisions of FPAB

5. Clarification of Bidding Documents

A prospective bidder requiring any clarification on the bidding document may notify the FPAB and/ or IPPFSARO in writing or by e-mail. The following personnel may be contacted for this purpose:-

Name of the officer	Designation	Contact Particulars
Mr. K.M.Tarek	Acting Executive Director, FPAB	FPAB, 2 Naya Paltan, Dhaka-1000, Bangladesh. (tarek@fpab.org)
Mr. Varun Kr. Anand	Director (Finance & IT), IPPFSARO	IPPF House, 66 Sundar Nagar, New Delhi 110003 (vanand@ippfsar.org)

The bidder shall submit any queries related to the Bid document in the following format not later than 5:00 PM on 9th February, 2012.

S. No	Page No	Reference Clause	Queries	Recommendations/Explanation of the Bidder << Name of the Bidder >>

FPAB / IPPFSARO may convene a pre-bid meeting on **3:00 PM IST and 3:30 PM BST on 13th February, 2012** at IPPFSARO, IPPF House, 66 Sundar Nagar, New Delhi 110003. The prospective bidders may also join the pre-bid meeting through video conference facility. The request for the same needs to be sent atleast 3 days before the pre-bid meeting date. The responses (explanation of the query but without identifying the source of the inquiry) to the queries shall be uploaded on the website of FPAB (<http://www.fpab.org>) and IPPFSARO (www.ippfsar.org).

6. Amendment of Bidding Documents

At any time before the deadline for submission of bids, FPAB / IPPFSARO may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective Bidder, modify the bidding document by amendment.

All such amendments shall be uploaded on the website of FPAB (<http://www.fpab.org>) and IPPFSARO (www.ippfsar.org) and shall be binding on the bidders.

If required in order to allow prospective bidders reasonable time to take the amendment into account in preparing their bids, FPAB / IPPFSARO reserves the right to extend the deadline for the submission of bids.

Section 2: Tender Details

SECTION 2: TENDER DETAILS

1. FPAB Overview

1.1. Background

Family Planning Association of Bangladesh (FPAB) was established in 1953 under the dynamic leadership of Dr. Humaira Sayeed the founding president of the Association. The Association is governed by a National Executive committee consisting of 22 Members. National luminaries like late Alamgir M. A. Kabir, late Professor Dr. Md. Ibrahim, late Dr. (Captain) Abul Kashem, late Dr. Syed A K M Hafizur Rahman, Mr. M Shamsul Islam, Shaheed Md. Maizuddin, Kazi Anisur Rahman and other eminent personalities led FPAB since its inception.

The prime objective which inspired the establishment of the Association was to improve quality of life of the under privileged section of the people by advocating family planning as a basic human right and motivating people towards the concept of small family.

As an affiliate of International Planned Parenthood Federation (IPPF), FPAB is the oldest and largest family planning non-government organization in Bangladesh, which pioneered family planning movement in the country. FPAB played an important role in formulating national family planning programme introduced by the then government of Pakistan in 1965. With the span of more than 56 years of its emergence, FPAB has made a significant achievement in creating awareness among the eligible couples about family planning and annually contributes 7% of the total national family planning performance. In conformity with the global and national needs, FPAB shifted its thrust from lone family planning interventions to the holistic approach of reproductive health in mid 90s of the last century. Instead of targeting fertile couples, interventions of FPAB now involve men and women of all ages with special focus on the disadvantaged segment of the population. Beneficiaries of FPAB have now exceeded ten million people.

In compliance with the changed global and national needs, FPAB developed its five year strategic plan with focus on five thematic areas which are **Advocacy, Adolescent, Abortion, HIV-AIDS and Access**.

1.2. Mission & Vision of FPAB

- FPAB aims to improve the quality of lives of individuals, by campaigning for sexual health and reproductive right through advocacy and services, especially for poor and vulnerable people.
- FPAB defends the right of all young people to enjoy their sexual lives free from ill-health, unwanted pregnancy, violence and discrimination.
- FPAB supports a woman's right to choose to terminate her pregnancy legally and safely.
- FPAB strives to eliminate Sexually Transmitted Infections and to eradicate HIV-AIDS, and FPAB carries its work in partnership with other organizations and donors to achieve our goals more efficiently and effectively.

1.3. FPAB Objectives

- To accelerate human development through quality Reproductive Health including Family Planning services, FPAB will improve sexual and reproductive health through effective advocacy and service delivery primarily to women, children, adolescents/youths emphasizing on underserved and disadvantaged areas through community ownership.
- To establish family planning as a basic human right, FPAB will continue its advocacy role, promote family planning information, education and communication with equality services to eligible couples in underserved areas ; prepare young people for responsible parenthood; help women in development; support beyond family planning measures; foster balance between population, resources and environment; promote community ownership for sustainable development and complement governments efforts to achieve its demographic goals.

1.4. Geographical Coverage

FPAB's service delivery network covers 32 districts of Bangladesh with its branches in 21 districts and special work units in 11 districts.

Organization Category	Numbers	Location			
National Head Quarter (NHQ/HQ)	1	Dhaka			
Branches	21	1) Bogra	8) Khulna	15) Dr. H.S. Clinic – Dhaka	
		2) Chittagong	9) Mymensingh	16) Patuakhali	
		3) Cox's Bazar	10) Noakhali	17) Kushtia	
		4) Dinajpur	11) Pabna		

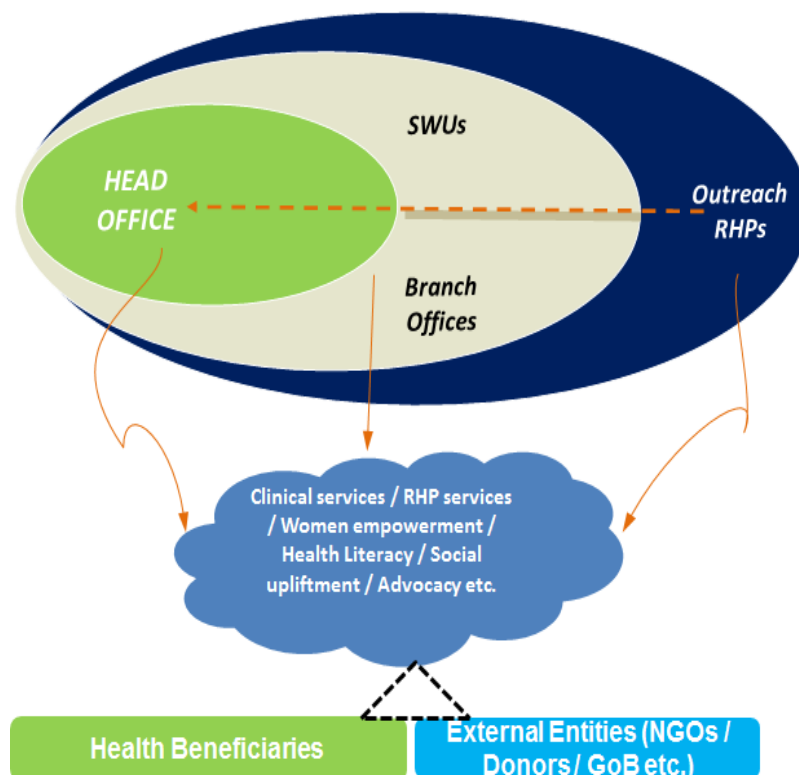
Organization Category	Numbers	Location		
		5) Faridpur 6) Jamalpur 7) Jessore	12) Rajshahi 13) Sylhet 14) Tangail	18) Rangpur. 19) Barisal, 20) Comilla 21) Rangamati.
Special Work Units (SWU)	11	1) Jhalakathi 2) Ghorasal 3) Manikgonj 4) Noyapara	5) Panchagarh 6) Magura 7) Netrakona 8) Laxmipur	9) Khagrachari 10) Saidpur 11) Sunamgonj

It has various service delivery centers comprising of 35 static clinics, 58 outreach clinics, 72 FDCs / Women Development Centres, 72 youth groups, 7000 civil society members and 1417 Volunteers / RHPs (Reproductive Health Promoters).

1.5. FPAB Workflow

The FPAB’s objective of delivery of services to the health beneficiaries and creating health awareness includes a gamut of supplementary activities too such as internal administration, management, advocacy, interaction & involvement of external entities too. The entire workflow can be broadly categorized as per the exhibit depicted on the right and detailed out below:

- the grass root level where there is presence of mobile clinics, RHPs and Family Development Centers
- Branches / Special Work Units
- Head Quarter / Head Office



1.6. Functions /Specialization

FPAB has the following support/integrating functions/ specializations running across the organization:

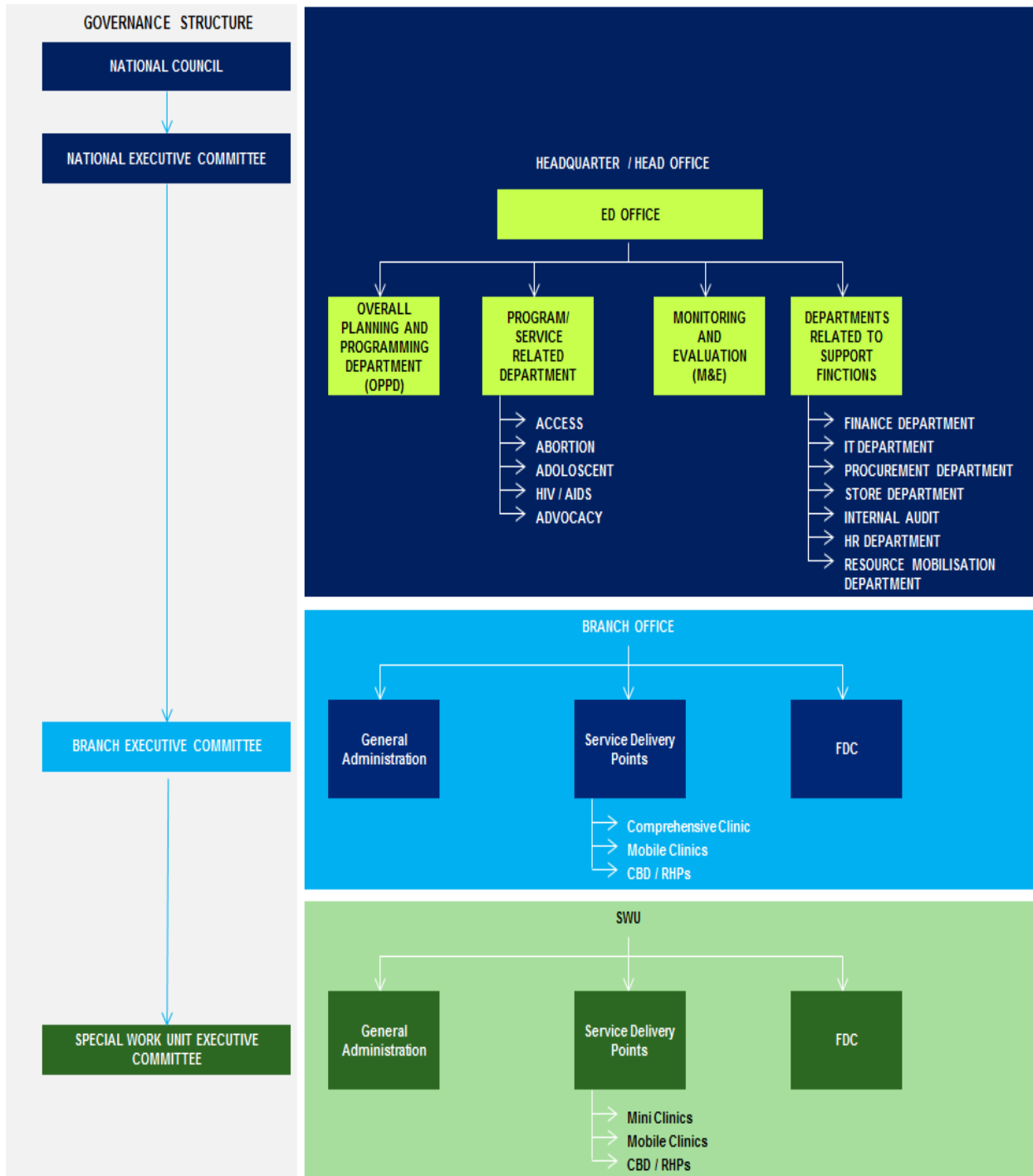
- Access, Abortion, Adolescent, HIV AIDS & Advocacy
- Monitoring & Evaluation
- Clinic Management
- Volunteer Management
- Logistics
- Resource Mobilization
- Training
- Publications and Communication (BCC).
- Finance
- HR (Human Resource Management)
- Administration
- ICT (Information Communication & Technology)
- Internal Audit
- Organization Development (OD) etc.

1.7. FPAB Organization Structure

The overall organization structure of FPAB can be broadly categorized in the following two components:

- **Governance Structure:** FPAB as an organization is governed by the volunteers through elected governing bodies at different levels. National Council being the highest body, the Association has a National Executive Committee (NEC), Branch Executive Committees and committees at the Special Work Units. All these bodies are elected through a democratic process and 5000 members of the organization take part in the process.
- **Administrative and Functional Structure:** is further divided into Head office, Branch offices, Special Work Units and Field units (RHPs/mobile clinics/outreach etc.). They play the major role in the day to day functioning of the FPAB and delivering services to meet the strategic objectives of FPAB.

The overall organization structure of FPAB is depicted in the exhibit given below:



The different functions of FPAB are managed through various entities / departments/ units of FPAB depicted above and detailed out in Annexure 5 of this RFP.

2. Scope of Work & Deliverables

In order to enhance the efficiency and effectiveness of the service delivery and internal functioning, FPAB now wishes to appoint an Agency for preparation of Information Communication & Technology Detailed Project Report (DPR) that inter alia provides recommendations on re-engineered processes, overall solution architecture (including applications/ hardware/ networking/ security products), implementation / deployment strategy, phasing and budgetary estimates.

For the entire scope and deliverables as provided subsequently, the FPAB would monitor the project in association with IPPFSARO.

The detailed scope of work along with the deliverables, for the consultant / agency to be appointed through this RFP is given below:

2.1. Project Kick-off

This will entail preparing a project plan document/presentation that would be presented to the FPAB/ IPPFSARO during the kick off workshop. This will include (but not limited to) project charter, engagement methodology, consultant deployment plan, milestones and timelines. The objective of the Kick-off workshop will be to understand and set FPAB and IPPFSARO's expectations.

Deliverable:

A detailed "*Inception Document*" that will clearly delineate hypothesis / understanding around following areas:

- Detailed approach and methodology of the overall assignment
- Initial stakeholder assessment.
- Key focus areas for FPAB
- Tentative solution portfolio
- Overall project governance structure
- Communication and Reporting mechanism
- Detailed Project Plan along with resource names, tasks , places and dates

2.2. Interim Project Report

This would entail the assessment of the current state of FPAB in the areas of people, process & technology, best practices study, to-be /re-engineered business processes etc.. The consultant need to get the structure of the 'Interim Project Report' approved by FPAB/ IPPFSARO before initiating the report.

The detailed activities to be undertaken are given below:

- Current State Assessment:
 - Field-level study in the sample offices (identified below) of the FPAB covering all functional areas – Access, Abortion, Adolescent, HIV/AIDs, Advocacy, Finance, SRH services, projects, Internal Audit, Clinic Management etc. to gather first-hand knowledge of FPAB operations , needs and expectations of the stakeholders.
 - Understanding of information sharing requirements and modes between FPAB and IPPFSARO.
 - The sample size of the study would include the following:

Organization Category	Numbers
National Head Quarter (NHQ/HQ)	1 Location in Dhaka. All the departments and stakeholders in the Head Quarter
Branches	Following 4 Branches out of total 21 branches spread across the 21 districts of Bangladesh: <ul style="list-style-type: none"> • Pabna • Noakhali • Rangamati • Rajshahi All the stakeholders in these branches along with clinics (static & mobile) and outreach have to be studied.
Special Work Units (SWU)	Following 2 SWUs out of 11 SWUs in Bangladesh have to be studied: <ul style="list-style-type: none"> • Magura • Ghorashal All the stakeholders in these SWUs along with clinics have to be studied.
IPPSARO	Key stakeholders at IPPFSARO, IPPF House, 66 Sundar Nagar, New Delhi 110003, India.
Note:	
<ul style="list-style-type: none"> • For all the above locations in scope, select Volunteers, Staff, RHPs, etc. the Consultant / Agency needs to interact with them while conducting the study in agreement with the FPAB / IPPFSARO . • The locations specified above may change based on the requirement of FPAB/ IPPSARO. 	

- The broad methodology of conducting the current state of assessment would include, inter alia:
 - Conduct the stakeholder interviews, focused group discussions to capture existing processes, key performance indicators etc.
 - Identify the key pain areas, gaps and challenges.

- Assess the roles and responsibilities of each department/entity and profile in the Association in accordance with the objective of ICT initiatives to be proposed through this assignment.
 - Identify and study the current state of the major services and associated processes and existing systems. Prepare the detailed process flows along with the interfacing or information sharing requirement horizontally-vertically in FPAB, with the external stakeholders such as donors, Govt. of Bangladesh and with IPPFSARO.
 - Assess the deployment of current IT systems and applications. Identify non-functional requirements related to scalability, security, maintainability, reliability, future migration and integration with other systems.
 - Identify business process re-engineering opportunities.
- Best Practice Study: The consultant is required to study global best practices from process, people, & technology perspective, create benchmarks and prepare the recommendations which add value to the initiatives envisaged under the project. The consultant will:
 - Study best practices across developing countries in terms of deployment of ICT in the various functional areas of FPAB .
 - Technology scanning by studying Off the Shelf and/ or be-spoke solutions implemented elsewhere catering to the requirements similar to FPAB. The comparative assessment of solutions/ technology deployed should include financial implications, scalability, ease of use, support available, etc.
 - Identify and recommend the technology and best fit solution for FPAB.
 - To-Be Process /Process Re-engineering:
 - In consultation with FPAB and IPPFSARO, prioritize the list of services/processes where improvement is desired.
 - Facilitate stakeholder workshop/ focused group discussions (to be organized by FPAB and IPPFSARO) to take inputs before finalizing the To-Be processes / Re-engineered process along with roles and responsibilities of the stakeholders and the expected service levels / performance parameters, keeping in mind the IT solution being proposed to be deployed.
 - Present the Interim Report to FPAB and IPPFSARO and incorporate the suggestions provided thereof.

Deliverable:

A detailed “*Interim Project Report*”, including the following:

- Current State Assessment
- Issues, pain areas and gaps.
- Recommendations based on best practices for ICT initiatives.
- Technology assessment and recommendation of the technology/products/solutions for FPAB including the software, hardware and networking.
- Assessment of IT skills and capabilities of the FPAB manpower.
- To-Be Process / Re-engineered processes in accordance with the ICT initiatives.
- Expected service levels and performance parameters of services/ processes/ systems keeping the proposed ICT solution to be deployed in mind.

2.3. Detailed Project Report (DPR)

Based on the approved interim project report and interaction / discussion with FPAB and IPPFSARO, the consultant would prepare the Detailed Project Report (DPR). The consultant needs to get the structure of the DPR approved by FPAB / IPPFSARO before initiating the report.

The DPR would include the following:

- Objective of the Project and the overall outcomes
- Key Stakeholders and their expectations
- Current State Assessment
 - People
 - Organization structure with roles and responsibilities
 - Manpower strength at each level (employed /outsourced / consultants etc.)
 - Key issues/ pain areas
 - Process -
 - Process Flows along with interfacing of information sharing requirements
 - Key issues/ pain areas
 - Technology
 - Assessment of existing ICT infrastructure [software / hardware (servers, storage, end user equipments etc.) / networking]
 - Assessment of existing security infrastructure and security guidelines.
 - Key issues/ pain areas

- Key policies, rules & regulations that are currently in existence and would require changes in order to deploy the ICT solution successfully by identifying the key issues/ pain areas
- To-Be Scenario
 - Re-engineered process details and flows.
 - Technology recommendations.
 - Overall Solution Architecture
 - Deployment Model
 - ✓ Cloud computing or in-house setup along with pros-cons of each.
 - ✓ Comparative financial implications of each deployment model along with vendors available for each model in Bangladesh or those who are keen to provide services for FPAB.
 - Deployment Architecture and Specifications for:
 - ✓ Data center / Disaster recovery center /Business Continuity Planning
 - ✓ Secure Networks
 - ✓ Information Systems Security
 - ✓ Interfaces with external systems
 - ICT Infrastructure requirements along with the specifications:
 - ✓ Software (COTS / Be-spoke)
 - ✓ Hardware (servers, storage, end user equipments)
 - ✓ Data Centre Requirements
 - ✓ Security components
 - Service Levels identification based on a set of Service Level Objectives (SLOs), linked to the project objectives.
 - Data migration/ digitization strategy
 - Detailed Functional Requirement Specifications for the recommended solution.
 - Detailed Technical Requirement Specifications for the recommended solution components.
 - Market Potential
 - ✓ Bangladesh:
 - Vendors available in the market i.e. in Bangladesh for the recommended solution proposed for FPAB.
 - Key projects carried out by the identified vendors / implementers.
 - Support structure of the implementers / vendors for implementation and/ or support in Bangladesh
 - ✓ Other countries:

- Vendors available in other countries, who are keen to implement the recommended solution in FPAB.
- Key projects carried out by them preferably in Bangladesh or other developing countries
- Support structure of the implementers / vendors for implementation and/ or support in Bangladesh
- Governance & Implementation structure for the ICT initiatives
 - Governance Structure
 - Implementation Structure
 - Strategic Control
- Project Roll-out and Implementation Plan
 - Project implementation plan
 - Recommendations on organizational set up required at FPAB for the ICT initiatives proposed.
 - Change Management Plan
 - Capacity Building Plan - Recommendation on training requirement to equip FPAB employees with new skills
 - Policy and Code changes in line with the proposed ICT initiatives.
 - Risk Assessment and Mitigation Plan
 - Sustainability Plan
- Project Plan
 - Prioritization Framework
 - Functional Phasing of the project components
 - Geographical phasing of the project components
 - Project timelines and deliverables
- Budgetary Estimates
 - Detailed budgetary estimates for all components of the project.
 - Phase wise project cost indicating capital and operation cost
- Cost Benefit Analysis

Deliverable:

A “*Detailed Project Report (DPR)*”, covering all the points/sections as described above need to be prepared by the consultant. The consultant needs to make a presentation of the prepared DPR to FPAB and IPPFSARO and incorporate the suggestions provided thereof.

3. Composition of the team and expertise required

The team proposed by the bidder for the assignment needs to have a judicious mix of consultants with expertise in the area of technology, domain, processes, capacity building etc.

The entire team should be led by the Project Manager with at least 7 years of relevant experience i.e. with at least 5 years of experience in large scale IT Implementation projects and at least 2 years of experience in preparation of IT Strategy for large scale IT implementations. The project manager should preferably have a good command on Bengali language i.e. both written and spoken.

The Project Manager, an ICT consultant and a Functional Consultant (Family Planning expert / Health expert) need to be deployed full time on-site at FPAB, Bangladesh for the entire duration of the assignment / project. The bidder also need to propose the other team members along with their deployment plan during the course of this project.

Note:

- All the team members deployed for the project need to be on the payroll of the bidder.
- If required, the bidder may hire a Family Planning Expert / Health Expert as advisor who need not be on the payrolls of the bidder. However, the deployment status of the expert need to be clearly provided along with the details of engagement.
- The Project Manager and the team proposed would be evaluated as per the technical evaluation criteria specified in the RFP.

4. Project Timelines /Schedule For Completion Of Task

S.No.	Milestone / Deliverable	Timelines
1.	Inception Report	To*+ 0.5 months
2.	Interim Report	To+ 2 months
3.	Detailed Project Report	To+ 3 months

* *To* is the date of signing of the contract i.e. start of the project.

Section 3: Instructions to Bidders

SECTION 3: INSTRUCTIONS TO BIDDERS (ITB)

Preparation of Bids

1. Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and FPAB / IPPFSARO shall be written in English language only.

2. Documents Constituting the Bid

The Proposal submitted by the Bidder shall comprise the following documents:

- Technical bid in the format as specified in Annexure 1 of this RFP.
- Financial bid in the format as specified in Annexure 2 of this RFP.
- Any other information that is to be submitted during the course of the bid process.

2.1 Consortium

Consortiums are not permitted.

2.2 Technical Bid

Technical Bid shall comprise of the Cover Letter, Technical Proposal and an undertaking (for contents and formats of the technical bid kindly refer Annexure 1).

Kindly note that any reference / mention of the financial quote or price schedule in the Technical Bid shall be at the Bidder's risk and may result in rejection of the bid.

2.3 Financial Bid

The Financial Bid should comprise of the cover letter and price schedule in accordance with ITB Clauses 3 and 4. Kindly ensure that the financial bid is in the format provided in Annexure 2. Non adherence to the format of the financial bid as specified in Annexure 2 of the bid document shall be at the Bidder's risk and may result in rejection of the bid.

2.4 Bid Security

Bid security should be furnished in accordance with ITB Clause 4.

3. Bid Price

3.1 Prices in the Price Schedule

As part of its quote, each bidder shall provide a lump sum quote (F1) inclusive of taxes. The bidder also needs to provide the breakup of the lump sum quote into quote without taxes and state the taxes and duties separately, as per the format provided in Annexure 2. In case the breakup is not given separately as per the formats provided, the bidder would run the risk of being disqualified.

The Financial Bids should strictly conform to the formats to enable evaluation of bids.

A special care must be taken to ensure that the bids do not have any hidden costs or conditional costs, as this shall make the proposal liable for rejection.

3.2 Separation of Price Components

The price components furnished by the Bidder in accordance with ITB Clause 3.1 above will be solely for the purpose of facilitating the comparison of bids by the FPAB / IPPFSARO and will not in any way limit FPAB's / IPPFSARO's right to contract on any of the terms offered.

3.3 Fixed Price

Prices quoted by the Bidder shall be fixed and no variation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejected straightway.

3.4 Bid Currencies

Prices shall be quoted in Bangladeshi Taka (BDT).

4. Bid Security/Earnest Money Deposit (EMD)

4.1 Amount of Bid Security

The Bidder shall furnish, as part of its bid, a bid security in the form of Bank Guarantee / Demand Draft / Banker's Cheque /Fixed deposit in either of the following ways:

- Drawn in favour of "Family Planning Association of Bangladesh" for an amount of BDT 1,00,000/- (Bangladeshi Takas One Lakh Only) payable at Dhaka, Bangladesh.
- Drawn in favour of "International Planned Parenthood Federation, South Asia Regional Office" for an amount of INR 60,000/- (Indian Rupees Sixty Thousand Only) payable at Delhi, India.

The EMD must be valid for a period of 180 days from the date of submission of the bid.

4.2 Currency of Bid Security

The bid security shall be furnished in either Bangladeshi Taka (BDT) or Indian Rupees (INR) in line with the requirement stated in the above clause 4.1.

4.3 Requirement of Bid Security

The bid security is required to protect FPAB / IPPFSARO against the risk of Bidder's conduct, which would warrant the security's forfeiture, pursuant to ITB Clause 4.7.

4.4 Rejection of Bid

Any bid not secured in accordance with ITB Clauses 4.1 and 4.2 mentioned above, shall be rejected by the FPAB / IPPFSARO, without any further correspondence, as non-responsive.

4.5 Discharge of Security Bid of Unsuccessful Bidder

Unsuccessful Bidder's bid security will be discharged / returned as promptly as possible but not later than 60 days after the expiration of the period of bid validity prescribed by FPAB / IPPFSARO, pursuant to ITB Clause 5.

4.6 Discharge of Security Bid of Successful Bidder

The successful Bidder's bid security will be returned subsequent to receipt of the Performance Bank Guarantee from the Bidder pursuant to ITB Clause 21.

4.7 Forfeiture of Bid Security

The bid security can be forfeited if a Bidder

- Withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form or
- Does not accept the correction of errors pursuant to ITB Clause 15 or
- In case of the successful Bidder, if the Bidder fails to
 - sign the Contract in accordance with ITB Clause 15 and 20
 - furnish performance bank guarantee in accordance with ITB Clause 21

5. Period of Validity of Bids

5.1 Validity Period

Bids shall remain valid for 180 days from the date of submission of the bid as specified in this RFP. FPAB / IPPFSARO holds the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

5.2 Extension of Period of Validity

In exceptional circumstances, FPAB / IPPFSARO may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. The bid security provided under ITB Clause 4 shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid security. A Bidder granting the request will not be permitted to modify its bid.

6. Format and Signing of Bid

6.1 Number of Copies of Bid

The bidder shall submit the bid documents as per the details given below:

- Technical Bid in hard copy format, duly signed by the authorised signatory on every page in ink.
- Financial Bid in hard copy format, duly signed by the authorised signatory on every page in ink.
- Soft copy of Technical Bid in a CD.

The Bidder should submit his Bid in the prescribed annexed Performa only. If any Bidder fails to submit his Bid in the prescribed manner, the offer shall be summarily rejected.

6.2 Authentication of Bid

The bid shall be type written and shall be signed in ink by a person or persons duly authorized to bind the Bidder to the Contract. **The letter of authorization shall be supported by a written power-of-attorney / board resolution, accompanying the bid.** Scanned or digitized signatures are not permitted. Non adherence to this clause would make the bid liable for rejection.

6.3 Validation of interlineations in Bid

Any interlineations, erasures or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature.

7. Sealing and Marking of Bids

7.1 Enclosing of Bid

The bids should be enclosed in envelopes as per the following:

- **Sealed Envelope A:** containing EMD . The envelope should clearly provide the contents of the envelop and should be super scribed as “EMD”.
- **Sealed Envelope B:** containing hard and soft copy of the Technical bid. The envelope should clearly provide the contents of the envelop and should be super scribed as “Technical Bid: Hard and Soft Copy”.
- **Sealed Envelope C:** containing only hard copy of Financial bid. The envelop should clearly provide the contents of the envelop and should be super scribed as “Financial Bid- Do not open with Technical Bid”.

All the above mentioned sealed envelopes (i.e. Envelope A, B and C) should be enclosed in another envelope ‘D’ stating the contents of the envelope. The envelope should also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "late".

7.2 Mailing Address for Bids

Depending on the place of submission of bids as per the choice of the bidder, the inner and outer envelopes shall be addressed to either of the following:

Mr. K.M.Tarek Acting Executive Director FPAB, 2 Naya Paltan Dhaka-1000, Bangladesh	Mr. Varun Kumar Anand Director (Finance & IT) IPPF SARO IPPF House, 66 Sundar Nagar, New Delhi 110003 India
--	---

7.3 Responsibility of FPAB / IPPFSARO

If the outer envelope is not sealed and marked as required by the ITB Clauses 7.1 and 7.2, the FPAB / IPPFSARO will assume no responsibility for the bid’s misplacement or premature opening.

8. Rejection of Bid

The Bid has to be submitted in the form of printed document. The bids submitted by Telex, fax or email shall not be entertained.

Any condition put forth by the bidder non-conforming to the bid requirements shall not be entertained at all and such bid shall be rejected.

9. Deadline for Submission of Bids

9.1 Last date for Submission

The Bids (Technical and Financial) must be received by FPAB / IPPFSARO, at the address specified under ITB Clause 7.2, not later than **2:00 PM on 1st March, 2012**. In the event of the specified date for the submission of Bids being declared a holiday for FPAB / IPPFSARO, the Bids will be received up to the specified time on the next working day.

9.2 Extension for Last date for Submission

FPAB / IPPFSARO may, at own discretion, extend this deadline for submission of bids by amending the bid document in which case all rights and obligations of FPAB / IPPFSARO and Bidders previously subject to the deadline, will thereafter be subject to the deadline as extended.

10. Late Bids

Any bid received by FPAB / IPPFSARO after the deadline for submission of bids prescribed by FPAB / IPPFSARO, will be summarily rejected and returned unopened to the Bidder. FPAB / IPPFSARO shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

11. Modification and Withdrawal of Bids

11.1 Written Notice

The Bidder may modify or withdraw its bid after the bid's submission **provided that the FPAB / IPPFSARO receives written notice of the modification or withdrawal before the expiration of deadline prescribed for submission of bids.**

11.2 Signing and Marking of Notice

A duly signed withdrawal notice shall reach the FPAB / IPPFSARO before the expiration of deadline for submission of bids.

11.3 Last Date for Notice

No bid may be modified subsequent to the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity

specified by the Bidder on the bid form. Withdrawal of a bid during this interval may result in the forfeiture of Bidder's bid security.

Bid Opening and Evaluation of Bids

12. Opening of Technical Bids

12.1 Opening of Bids

IPPFSAARO will open all Technical Bids in the presence of Bidders' representatives who choose to attend the Technical Bid opening at **3:00 PM IST and 3:30 PM BST on, 1st March, 2012** in the **office of Director (Finance & IT), IPPFSARO**. The Bidder's representatives who are present shall sign a register evidencing their attendance. The bidders may also join the technical bid meeting through video conference facility. The request for the same need to be sent atleast 3 days before the date of technical bid meeting.

After opening of the technical bids, these will be evaluated in detail.

During the course of evaluation of the Technical Bids the bidders may be requested to make a presentation to the TEC (Technical Evaluation Committee) based on their Technical proposal submitted for the project. The date and time for the presentation shall be intimated to the bidders well in advance through email or fax.

The presentations would be held at IPPFSAARO, IPPF House, 66 Sundar Nagar, New Delhi 110003. However the bidders at Bangladesh or outside India may present via video conference, for which they have to send their request within 1 day from the date of intimation of the presentation by FPAB/IPPFSAARO.

12.2 Announcement of Bids

In the event of the specified date of Bid opening being declared a holiday for FPAB / IPPFSARO, the Bids shall be opened at the appointed time and location on the next working day.

13. Opening of Financial Bids

13.1 Opening of Bids

Financial Bids will be opened and compared after the technical evaluation has been completed for those Bidders whose technical bids reach the minimum score /standard as specified in this RFP.

13.2 Announcement of Bids

The Financial Bids will be opened in the presence of Bidders' representatives who choose to attend the Financial Bid opening on date and time to be communicated to all the technically qualified Bidders. The Bidder's representatives who are present shall sign a register evidencing their attendance. The name of Bidder, Bid Prices, Discount, etc. will be announced at the meeting. In the event of the specified date of Bid opening being declared a holiday for FPAB / IPPFSARO, the Bids shall be opened at the appointed time and location on the next working day.

14. Clarification of Bids

During evaluation of bids, FPAB / IPPFSARO may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, FPAB / IPPFSARO reserves the right to make its own reasonable assumptions at the total risk and cost of the Bidder.

15. Preliminary Examination

15.1 Completeness of Bids

FPAB / IPPFSARO will examine the bids to determine whether they are complete, whether they meet all the conditions of the Contract, the requirements, whether any computational errors have been made, whether required security fee has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

15.2 Rectification of Errors

Arithmetical errors will be rectified on the following basis:

- If there is a discrepancy between words and figures, the amount in words shall prevail.
- If there is a discrepancy between the sum of two or values and the values written as total, the individual values would be summed up again to arrive at the correct bid value.

If the Bidder does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.

15.3 Rejection of Bid

If a bid is not responsive and not fulfilling all the conditions it will be rejected by FPAB / IPPFSARO and shall not subsequently be accepted even if it is made responsive by the Bidder by correction of the non-conformity.

16. Evaluation and Comparison of Bids

16.1 Stages of Evaluation

The evaluation of the proposals will be carried out in two stages:

- i. **Technical Bid Evaluation:** In the first stage only the technical bids would be evaluated:
 - **Technical Presentation:** The bidders may be required to make a presentation of the technical bid submitted by them in order to determine whether the bidders are substantially responsive to the requirements set forth in the RFP. The technical presentation should be in line with the requirements specified in Technical Evaluation Criteria in the RFP. The bidders would be intimated of the time and venue of the presentation through email.

The Technical Evaluation Committee (TEC) of FPAB / IPPFSARO will undertake a detailed evaluation of the technical bids. In order to evaluate the bids the FPAB / IPPFSARO will examine the information supplied by the bidders in their technical bids and the presentation. Each Technical Bid will be assigned a technical score out of a maximum of 100 as per the criteria specified in Annexure 3.

- **Technical Score Formulation :**

The total technical score of the bid would comprise of scores from the Technical Bid evaluation.

- i. These technical scores would be normalized on a scale of 100, with highest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS (Quality and Cost base selection) based evaluation, explained in section below.
- ii. The individual bidder technical scores will be normalized as per the formula below:

$$T_n = T_b / T_{max} * 100$$

Where

T_n = normalized technical score for the bidder under consideration

T_b = absolute technical score for the bidder under consideration

T_{max} = maximum absolute technical score obtained by any bidder

- iii. Minimum absolute technical score to qualify for financial evaluation is 70 with each category of technical evaluation criteria achieving minimum 50% of the marks for that

category as specified in Annexure 3 of the RFP. FPAB's / IPPFSARO's decision in this regard shall be final & binding and no further discussion/interface will be held with the bidders whose bids are technically disqualified/rejected.

Evaluation of Technical Proposals by FPAB / IPPFSARO shall not be questioned by any of the Bidders. FPAB / IPPFSARO may ask Bidder(s) for additional information to verify claims made in Technical Bid documentation from the Bidder on the already submitted Technical Proposal at any point of time before opening of the Financial Proposal.

ii. Financial Proposal Evaluation:

The Financial bids of those bidders who qualify the technical evaluation will only be opened. The bidders whose bids do not qualify on technical evaluation criteria may collect their un-opened financial bids from FPAB / IPPFSARO on prior intimation within 15 days from opening of the financial bids.

The Financial Bids of the technically qualified bidders will be evaluated as per the evaluation criteria explained in section below.

The lowest evaluated Financial Proposal (Fmin) will be given the maximum financial score (Fn) of 100 points. The financial scores (Fn) of the other Financial Proposals will be computed as per the formula for determining the financial scores given below:

$$Fn = 100 \times Fmin / Fb$$

Where,

Fn = normalized financial score for the bidder under consideration

Fb = absolute financial quote (i.e. F4) for the bidder under consideration

Fmin = minimum absolute financial quote obtained by any bidder

iii. Final Evaluation of the Proposal

Proposals will be ranked according to their combined technical (Tn) and financial (Fn) scores using the weights (T = 0.70 the weight given to the Technical Proposal; P = 0.30 the weight given to the Financial Proposal; T + P = 1).

The combined technical and financial (S) = **Tn x T + Fn x P**

FPAB / IPPFSARO shall reserve the right to negotiate with the bidder (s) whose proposal has been ranked first (H1) by the committee on the basis of Joint Technical and Financial Evaluation. If FPAB / IPPFSARO is unable to finalize a service agreement with the bidder ranked first, FPAB / IPPFSARO may proceed to the next ranked bidder, and so on until a contract is awarded. FPAB / IPPFSARO reserves the right to present a contract to the bidder selected for negotiations. A contract will be awarded to the responsible, responsive bidder whose proposal conforms to the RFP and is, in the opinion of the FPAB / IPPFSARO, the most advantageous and represents the best value to the project, price and other factors considered.

Note:

- o The evaluation of the financial proposals shall be carried out considering the cost of the project to FPAB / IPPFSARO as indicated in the format provided for Financial Bids vide **Annexure 2.**
- o Information relating to the examination, clarification, evaluation, and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful Bidder has been announced. Any attempt by a Bidder to influence the Employer's processing of bids or award decisions may result in the rejection of his Bid.

17. Bid Evaluation Criteria

The bid proposal will be evaluated using the following criteria.

Sl. No.	Description	Details
1	Stage-I : <ul style="list-style-type: none"> • Technical Bid. • Technical Bid Presentation. 	This stage is scored out of 100.
	<i>Minimum absolute technical score to qualify for financial evaluation is 70 with each category of technical evaluation criteria achieving minimum 60 % of the marks for that category as specified in Annexure 3 of the RFP.</i>	
2	Stage-II: <ul style="list-style-type: none"> • Financial Bid 	Financial bids of only the bidders having the minimum absolute technical score of 70 with each category of technical evaluation criteria achieving

Sl. No.	Description	Details
		minimum 60 % of the marks for that category as specified in Annexure 3 of the RFP, will be opened
3	Stage-III <ul style="list-style-type: none"> Joint Technical-Financial Evaluation 	Proposals will be ranked according to their combined technical (Tn) and financial (Fn) scores using the weights (T = 0.70 the weight given to the Technical Proposal; P = 0.30 the weight given to the Financial Proposal; T + P = 1).

18. Contacting the FPAB / IPPFSARO

18.1 Contact by Writing

Subject to ITB Clause 12 and Clause 13, no Bidder shall contact FPAB / IPPFSARO on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If the Bidder wishes to bring additional information to the notice of FPAB / IPPFSARO , it should be done in writing.

18.2 Rejection of Bid

Any effort by a Bidder to influence FPAB / IPPFSARO in its decisions on bid evaluation, bid comparison or contract award shall be liable for rejection of the bid.

Award of Contract

19. FPAB's / IPPFSARO's right to accept any Bid and to reject any Bid or all Bids

FPAB / IPPFSARO reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time before the contract is awarded, without thereby incurring any liability to the affected Bidder or Bidders, with or without assigning any reason.

20. Notification of Award

20.1 Notification to Bidder

Before the expiry of the period of validity of the proposal, FPAB / IPPFSARO shall notify the successful Bidder in writing by registered letter or by fax, that its bid has been accepted. The Bidder shall

acknowledge in writing receipt of the notification of award and will enter into agreement within specified time.

20.2 Signing of agreement

The Agreement shall be signed on all the pages by the person(s) duly authorized to bind the bidder to the contract. FPAB / IPPFSARO may negotiate certain terms with successful Bidder before signing of the agreement. After the signing of the agreement the bidder will initiate the execution of the work as specified in the agreement.

20.3 Discharge of Bid Security

Upon the successful signing of the agreement, FPAB / IPPFSARO shall promptly request the Bidder to provide performance bank guarantee. On receipt of the performance bank guarantee the bid security shall be discharged to the successful bidder.

20.4 Expenses for the Contract

The incidental expenses of execution of agreement / contract shall be borne by the successful bidder.

20.5 Failure to abide by the Agreement

The conditions stipulated in the agreement shall be strictly adhered to and violation of any of these conditions will entail termination of the contract without prejudice to the rights of FPAB / IPPFSARO to impose penalties as specified in the Bidding document and the agreement.

21. Performance Bank Guarantee

21.1 Furnishing of Performance Bank Guarantee

- The successful bidder shall at his own expense deposit with FPAB / IPPFSARO, within thirty (30) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a bank acceptable to FPAB / IPPFSARO, payable on demand, for the due performance and fulfillment of the contract by the bidder.
- The performance guarantee shall be denominated in Bangladeshi Takas and shall be in the form of bank guarantee.
- This Performance Bank Guarantee will be for an amount equivalent to 10% of contract value i.e. F1 as per the financial quote of the successful bidder. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the Bidder.

- The performance bank guarantee shall be valid till the end of two months after the completion of the contract period (i.e. 3 months plus two months from date of signing of the contract). This additional two months is required for facilitating closure of the project.
- The Performance Bank Guarantee may be discharged/ returned by FPAB / IPPFSARO upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- In the event of the bidder being unable to service the contract for whatever reason attributable to the Bidder, the organization would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of the organization under the Contract in the matter, the proceeds of the PBG shall be payable to FPAB / IPPFSARO as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. FPAB / IPPFSARO shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
- FPAB / IPPFSARO shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

21.2 Annulment of Award

Failure of the successful Bidder to comply with the requirement shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security in which event FPAB / IPPFSARO may make the award to the Bidder who has obtained the next rank under the QCBS criteria.

Termination of Contract

22. Termination for Default

FPAB/ IPPFSARO may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the qualified Bidder, terminate the contract in whole or in part if:

- The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the FPAB / IPPFSARO.
- The qualified Bidder fails to perform any other obligation(s) under the contract.

However, the disputes if any, may be referred to Arbitration as per ITB clause 33.

23. Termination for Insolvency, Dissolution etc.

FPAB / IPPFSARO may at any time terminate the contract by giving written notice to the qualified Bidder without compensation to the qualified Bidder, if the qualified Bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to FPAB / IPPFSARO.

24. Termination for Convenience

The FPAB / IPPFSARO reserves the right to terminate by prior written notice, the whole or part of the contract. The notice of termination shall specify that termination be for FPAB's / IPPFSARO's convenience, the extent to which performance of work under the contract is terminated and the date on which such termination becomes effective.

25. No Claim Certificate

The qualified Bidder shall not, be entitled to make any claim, whatsoever, against the FPAB / IPPFSARO under or by virtue of or arising out of this contract nor shall the FPAB / IPPFSARO entertain or consider any such claim after Bidder shall have signed a "no claim" certificate in favour of the FPAB / IPPFSARO in such forms as shall be required by the FPAB / IPPFSARO after the works are finally accepted.

26. Suspension

The FPAB / IPPFSARO may by a written notice of suspension, suspend all payments to the qualified Bidder under the contract, if the qualified Bidder failed to perform any of its obligations under this contract, provided that the such notice of suspension:

- shall specify the nature of the failure and
- shall request the qualified Bidder to remedy such failure within a specified period from the date of issue of such notice of suspension.

Intellectual Property Rights**27. IPR**

- FPAB / IPPFSARO shall own and have a right in perpetuity to use all Intellectual Property Rights which have arisen out of or in connection with the implementation of this Contract, including all processes, documents, reports etc. which have been developed by the successful Bidder during the performance of Services.

- The successful Bidder shall ensure that while it uses any software, hardware, processes or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the successful Bidder shall keep the FPAB / IPPFSARO indemnified against all costs, expenses and liabilities howsoever, arising out any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the successful Bidder during the course of performance of the Services.
- FPAB / IPPFSARO shall retain all right, title and interest in and to any and all data, entered or generated by the successful Bidder for FPAB / IPPFSARO pursuant to this agreement, and any modifications thereto or works derived there from.

Payment Terms

28. Schedule of Payments

The amount shall be payable to the successful Bidder/consultant, linked to specific deliverables, as per the following terms.

S.No.	Deliverable	Amount(%)
1.	Submission & Approval of Inception Report	10% of the bid amount (F1)
2.	Submission & Approval of Interim Report	35% of the bid amount (F1)
3.	Submission Detailed Project Report	25% of the bid amount (F1)
4.	Approval of Detailed Project Report	30% of the bid amount (F1)

The payments would be made only on the acceptance of the deliverables by FPAB. The payment to be made to the consultants shall be subject to the performance of the consultants on the SLAs (Service Level Agreements) defined in Annexure 4 of this RFP.

Note:

- The invoices towards the services rendered by the consultant shall be submitted to FPAB.
- FPAB shall release the payments after checking the invoices as per agreement subject to satisfactory performance of the consultant on the SLAs and adherence to the other conditions of the RFP.
- All taxes, duties etc. shall be payable by the consultant.
- Mandatory taxes/duties etc. as applicable shall be deducted by FPAB.

Miscellaneous

29. Standards

The services to be rendered under this contract (signed between FPAB and the Selected Bidder on stamp paper) shall conform to the standards mentioned in this document, and in case no applicable standards are mentioned, to the latest authoritative standards as laid down by the competent institution governing that standard.

30. Standard of Performance

The Selected Bidder shall render out the service and carry out its obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted norms, techniques and practices used in the industry.

31. Confidentiality

The Selected Bidder and its personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or FPAB's / IPPFSARO's business or operations without the prior written consent of FPAB / IPPFSARO.

32. Force Majeure

- Notwithstanding the conditions of the Bid, the Bidder shall not be liable for forfeiture of its performance guarantee or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of FPAB/IPPFSARO either in its sovereign or contractual capacity, wars or revolutions, fires, floods, earthquakes, epidemics, quarantine restrictions and freight embargoes.
- If a Force Majeure situation arises, the qualified Bidder shall promptly notify the FPAB in writing of such conditions and the cause thereof. Unless otherwise directed by FPAB in writing, the Bidder shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. FPAB may terminate this contract, by giving a written notice of minimum 15 days to the Bidder, if as a result of Force Majeure the Bidder being unable to perform a material portion of the services for a period of more than 30 days.

33. Arbitration and Jurisdiction

In the event of any dispute relating to the import or meaning of any terms and conditions which could not be solved amicably by the parties, the parties may refer the matter to the Arbitrator to be appointed by the FPAB on the request of either of the parties for arbitration in consonance with the provisions of the Arbitration Act, on the designated reference in dispute. All legal proceedings shall lie to the jurisdiction of courts situated in Dhaka, Bangladesh.

34. Period of contract

FPAB intends to appoint a Selected Bidder / consultant for the time period as mentioned in Section 2 Clause 5, the time period mentioned in the agreement as mutually decided by both the parties will need to be strictly adhered to.

35. Conflict of Interest

- The bidder should provide professional, objective, impartial advice and services and at all times hold the FPAB's/ IPPF SARO's interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.
- The bidder shall be eligible to bid for the activities which are outcome of this project i.e. implementation of the IT System as an outcome of the approved Detailed Project Report.

Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the FPAB shall forfeit and appropriate the Bid Security or Performance Security, as the case may be.

36. Indemnity

- The consultant shall execute and furnish to the FPAB, a Deed of Indemnity in favour of the FPAB in a form and manner acceptable to the FPAB, indemnifying the FPAB from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of any negligence or wrongful act or omission by the consultant.
- The indemnity shall be to the extent of 100% in favour of the FPAB.

37. Exit Management Schedule

Within 15 days from the date of end of the contract or at the time of the end of the contract, the consultant shall transfer all the IPRs as mentioned in ITB clause 27 to FPAB and get a certificate for successful

closure of the project from FPAB. The Performance bank guarantee would be released to the consultant within 15 days from the date of issuance of 'successful closure certificate' by FPAB to the consultants.

Annexures

Annexure 1: Contents and Format of Technical Bid***Covering Letter***

[On the letterhead of the organization]

To,

Acting Executive Director
FPAB, 2 Naya Paltan
Dhaka-1000,
Bangladesh Director (Finance & IT),

Sub: Technical Bid for ‘Appointment of an Agency for Preparation of Information Communication & Technology Detailed Project Report’ for FPAB

Sir,

1. Having examined the Bid document, Annexures and corrigenda /addenda numbers _____ thereto, we, the undersigned, in conformity with the said bid document, offer to provide the said services on terms of reference to be signed upon the award of contract for the sum indicated as per financial bid.
2. We acknowledge having received the following addenda to the bid document:

Addendum/Corrigendum No.	Dated

3. We have read the provisions of the RFP and confirm that these are acceptable to us. We further declare that additional conditions, variations, assumption, deviations, if any, found in our proposal shall not be given effect to.
4. We undertake, if our proposal is accepted, to provide the services comprised in the contract within time frame specified, starting from the date of receipt of notification of award from FPAB.
5. We agree to abide by this proposal for the period of 180 days from the date of submission of the bid and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

6. We agree to execute an agreement in the form to be communicated by FPAB, incorporating all terms and conditions with such alterations or additions thereto as may be necessary to adapt such agreement to the circumstances of the standard and notice of the award within time prescribed after notification of the acceptance of this proposal.
7. Unless and until a formal agreement is prepared and executed, this proposal together with your written acceptance thereof shall constitute a binding contract agreement.
8. We hereby confirm that we do not have any conflict of interest in accordance with Section 3 Clause 35 of the RFP document.
9. As security for the due performance of the undertaking and obligation of the bid we submit herewith a Demand Draft / Banker's Cheque bearing no. _____ dated _____ drawn in favour of <<">> for an amount of <<>>, payable at <<>>.

We understand that if the details given in support of claims made above are found to be untenable or unverifiable, or both, our bid may be rejected without any reference to us.

We further clearly understand that FPAB is not obliged to inform us of the reasons of rejection of our bid.

Dated this _____ day of _____ 2012

Signature

(Bidder Seal)

In the capacity of

Duly authorized to sign bids for and on behalf of:

Section 1: Firm Details**Form – 1: Power-of-attorney for signing of bid**

The bidder shall submit the Power of attorney / Board Resolution for the authorised signatory(s) of the bidder who has signed the bids.

Form – 2: About the Firm/Company

The details provide should include the following:

- *The details of registered office of the firm*
- *The structure of the firm*
- *The geographical presence and experience of the firm*
- *Service portfolio of the firm*
- *Pool of skill sets available with the firm*
- *Total turnover and profitability of the firm etc.*

(The details should not exceed more than 10 pages. Any other information may be provided as a supplementary document)

Section 2: Past Experience of the Firm**Instructions**

The Bidders should provide their experience for evaluation as mentioned in **Annexure 3, Clause A** of this RFP in various competency areas along with work order and completion certificates for the same.

The maximum number of credentials that can be submitted under each competency area has been specified, in case the bidder provides more than the specified number of credentials, for evaluation purpose only the specified number of credentials will be evaluated, starting sequentially from the first credential.

The Bidder is required to submit credentials for each of the following competencies:

- Experience in preparation of IT Strategy/ IT Detailed Project report within the last 5 years. (only 1 credential)
- Experience in implementation of Large Scale IT Projects within the last 5 years. (only 3 credentials)

The Bidder should submit credentials that best illustrate ability to provide the services required as per the RFP. Even if the same credential covers more than one competency, it still needs to be repeated under the specific competency heading.

Assignment name:	Approx. value of the contract (in BDT):
Country: Location within country:	Duration of assignment (Months):
Name of Client:	Total No of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract :
Start date (month/year): Completion date (month/year):	No of professional staff-months provided by associated Consultants:

Status of the project: (completed/partially completed/on-going etc.):	Two references of the client (Name, Designation & Contact details along with email id)
Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Manager, Project Lead etc.):	Name of associated Consultants, if any:
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	
Relevancy to the current assignment:	

Kindly provide the copy of work order and certificate of completion /self-certificate attested by the authorized signatory of the bidder (In case of self-certificate the bidder needs to provide proof of completion of the stated value of the concerned experience cited). In case these are not provided the experience cited shall not be considered for evaluation.

Section 3: Manpower Proposed for the Project

- The bidder should provide the detailed structure of the team proposed for the project.
- The bidder should submit the CV of the proposed team as per the evaluation criteria mentioned in **Annexure 3, Clause B** of this RFP:
 - Project Manager
 - ICT Consultant
 - Functional Consultant (Family Planning expert / Health expert)
 - Other Team Members
- The Bidder should ensure that the CV details should best illustrate the ability of the resource to undertake the tasks /responsibilities envisaged in the project.
- The Bidder needs to strictly adhere to the formats provided below and provide information against each of the line items. Any non-conformance shall constitute a deviation from Tender conditions.
- The CVs provided by the bidder for the proposed resources shall be treated as final and cannot be substituted before or during the course of the project. In case, the bidder needs to replace/substitute any resource or the FPAB / IPPFSARO finds a resource not meeting their expectation, in that case the bidder shall find a replacement with equivalent or higher skill-set than the manpower proposed in their bid.
- For all the above resources the bidder should use the CV Format as given below:

Proposed position:			
1. Name of Firm:			
2. Name of Staff:			
3. Date of Birth:		Nationality:	
4. Education:	Year	Institution	Degree
5. Certifications if any	<<provide details and documentary proof for the same>>		
6. Countries of Work Experience:			
7. Languages:	Language	Speaking	Reading

Proposed position:	
8. Employment Record:	Total Years of Experience:
	Year Employer Position
9. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned:	Name of assignment / project: Year: Location: Client: Main project features: Positions held: Activities performed:
	Name of assignment / project: Year: Location: Client: Main project features: Positions held: Activities performed:
	Name of assignment / project: Year: Location: Client: Main project features: Positions held: Activities performed:

Apart from the above, the bidder also needs to submit the detailed deployment plan for the team deployed for the project for the entire duration of the assignment in the format provided below:

S.No.	Proposed Position for the project	Name of the resource	On-site deployment*			Off-site support		
			Inception Report	Interim Report	Detailed Project Report	Inception Report	Interim Report	Detailed Project Report
A.	Project Manager		Full Time	Full Time	Full Time	Not Applicable	Not Applicable	Not Applicable
B.	ICT Consultant		Full Time	Full Time	Full Time	Not Applicable	Not Applicable	Not Applicable
C.	Functional Consultant (Family Planning Expert / Health Expert)		Full Time	Full Time	Full Time	Not Applicable	Not Applicable	Not Applicable
D.	Other Team Members (<i>Time of deployment needs to be shown in number of hours</i>)							
1			<<in hrs)	<<in hrs)	<<in hrs)	<<in hrs)	<<in hrs)	<<in hrs)
2			<<in hrs)	<<in hrs)	<<in hrs)	<<in hrs)	<<in hrs)	<<in hrs)
3			<<in hrs)	<<in hrs)	<<in hrs)	<<in hrs)	<<in hrs)	<<in hrs)
n.			<<in hrs)	<<in hrs)	<<in hrs)	<<in hrs)	<<in hrs)	<<in hrs)

* Full time on the project needs to be taken as a minimum of 8 hrs in a working day for the entire duration of the project.

Section 4: Approach & Methodology Proposed for the Project

The bidder should cover the following minimum details:

- Understanding of the project and its objectives.
- Overall approach and its responsiveness to the objective of the assignment.
- Methodology to be adopted.
- Risk Management.
- Exit Management Plan

(The details should not exceed more than 40 pages)

Section 5: Project Plan Proposed for the Project

The bidder should cover the following minimum details on the project plan proposed for the project:

- The detailing of the project plan and coverage of the deliverables as specified in the RFP.
- Parallel execution of the activities in order to comply with the specified timelines.
- Resource deployment plan across the entire project

Annexure 2: Content and Format of Financial Bid**Format for providing financial quote**

S.No.	Category	Rate (A) in BDT	Taxes (B)	Total cost inclusive of taxes in BDT (C=A+B)	
				In Figures	In Words
1.	Financial Quote for the entire project i.e. Preparation of Information Communication & Technology Detailed Project Report for FPAB.				
Total Lump Sum Quote / Bid Amount / Contract Value (F1) (inclusive of taxes) in BDT					

Key considerations on the financial format above

- No deviations will be accepted from the above stated format.
- The above rates shall be fixed and remain valid for the entire contract duration.
- All the prices should be inclusive of all taxes and duties which should be clearly specified.
- Payments will be made as per the payment terms mentioned in this tender document after deducting penalties if any based on the SLAs as defined in the RFP.
- No price variation shall be allowed during the period of contract.
- FPAB will not make any additional payments apart from the amounts quoted in the above provided format.

Signature of Tenderer_____

Business Address_____

Date: _____

Place:_____

Annexure 3: Evaluation Criteria: Technical Bid

S.No.	Evaluation Criteria	Maximum Score	Min. Cut-off
A	PAST EXPERIENCE OF THE FIRM (Kindly provide all citations for each category in the format as provided in Annexure 1 along with the copy of work order and certificate of completion /self-certificate attested by the authorized signatory of the bidder (In case of self-certificate the bidder needs to provide proof of completion of the stated value of the concerned experience cited). <i>Some of the parameters for evaluating the previous experience would include:</i> <ul style="list-style-type: none"> • <i>Total Value of Project.</i> • <i>Status of the Project</i> • <i>Country where the assignment was conducted</i> • <i>Relevance to the assignment etc.</i> 	15	9
A. 1.	Experience in preparation of IT Strategy/ IT Detailed Project report within the last 5 years. (only 1 credential)	3	
A. 2.	Experience in implementation of Large Scale IT Projects within the last 5 years. (only 3 credentials)	12	
B	MANPOWER ASSESMENT (Proposed Team for this project)	55	33
	The capability of the proposed Team along with the deployment status: <ul style="list-style-type: none"> • Project Manager (14 marks) • ICT Consultant (8 marks) • Functional Consultant (Family Planning Expert / Health Expert) (8 marks) • Other team members (25 marks) Some of the parameters to be evaluated would include: <ul style="list-style-type: none"> • <i>Total years of experience</i> • <i>Past relevant experience</i> 		

S.No.	Evaluation Criteria	Maximum Score	Min. Cut-off
	<ul style="list-style-type: none"> • <i>Educational qualifications</i> • <i>Skill sets proposed</i> • <i>The deployment status i.e. the adequate deployment of the team member and their time committed.</i> <p>The details on these resources should be provided as per the format provided in Annexure 1 along with copies of certification if any</p>		
C	APPROACH & METHODOLOGY PROPOSED FOR THE PROJECT	20	12
	<p>Proposed approach and methodology based on the understanding of scope of the project.</p> <p><i>Some of the parameters to be evaluated would include:</i></p> <ul style="list-style-type: none"> • <i>Understanding of the project and its objectives.</i> • <i>Overall approach and its responsiveness to the objective of the assignment.</i> • <i>Methodology to be adopted.</i> • <i>Risk Management.</i> • <i>Exit Management Plan.</i> 		
D	PROJECT PLAN PROPOSED FOR THE PROJECT	10	6
	<ul style="list-style-type: none"> • Proposed project plan <p>Some of the parameters to be evaluated would include:</p> <ul style="list-style-type: none"> • <i>The detailing of the project plan and coverage of the deliverables as specified in the RFP.</i> • <i>Parallel execution of the activities in order to comply with the specified timelines.</i> • <i>The deployment of resources across the entire project.</i> 		
TOTAL SCORE		100	70

Annexure 4: Draft Service Level Agreements (SLAs)

Bidder is expected to meet the following Service Levels in the normal course of carrying out the activities as per the detailed Scope of Work. In case of default on any or all such Service Levels, the FPAB will reserve the right to levy Penalties on the Bidder.

S.No.	Service	Expected Service level	Penalty level in case of breach of the expected service level
1.	Timelines for deliverables	<ul style="list-style-type: none"> On schedule as per the timelines defined in the RFP 	(5)% of the F1 (bid amount) for every week of delay beyond the expected service level.
2.	Deployment of the Program Manager and the team after signing the Contract with FPAB.	<ul style="list-style-type: none"> 4 days for the Project Manager 7 days for the rest of the team as proposed by the bidder. 	$[(0.08 \times N1) + (0.05 \times p \times N2)]\%$ of F1 (bid amount). Where: <ul style="list-style-type: none"> <i>N1</i> is the number of days delay of the deployment of the Project Manager beyond the expected service levels. <i>N2</i> is the number of days delay of the deployment of the team members beyond the expected service levels. <i>p</i> is the number of team members deployed beyond the expected service level.
3.	Replacement of personnel at the request of FPAB / IPPFSARO	<ul style="list-style-type: none"> Maximum 1 week from date of intimation by the FPAB. 	$(1 \times n)\%$ of the F1 (bid amount) for every week of delay beyond the expected service level. Where: <ul style="list-style-type: none"> <i>n</i> are the number of

S.No.	Service	Expected Service level	Penalty level in case of breach of the expected service level
			<i>personnel which are not replaced as per the service levels defined.</i>

Note: In situation, where the Bidder has incurred a penalty of equal to or more than 20% of the bid amount/contract value (F1), at any time during the Contract Period, the FPAB reserves the right to terminate the Contract without further notice.

Annexure 5: Details on Departments /Divisions of FPAB

The overall organization structure of FPAB has been defined into different units such as Head Quarter, Branch Office and Special Work Units. The details of these is given below:

A. FPAB HO (HEAD OFFICE)

The head office of FPAB is located in Dhaka and comprises of different department/divisions for handling various functions. The HQ can be broadly categorized into program/service related departments, monitoring & evaluation department and departments related to support functions. The details on each of these is provided below:

1. Overall Planning & Programming Department

Deputy Director General, Chief of the OPP Division, is responsible for close coordination with other departments for the overall planning & programming and implementation, monitoring and supervision of FPAB's program. This department is supported by Access, Adolescent, Advocacy, Abortion and HIV / AIDs etc. departments. Currently the stated role is being managed by the Executive Director Unit in FPAB.

The key responsibilities undertaken by this division include:

- Develop and articulate objectives (both long term and short term) and plans for FPAB within the strategic framework of IPPF.
- Develop and articulate the organizational mission and strategy.
- Build and develop a well-knit Senior Management Team (SMT).
- Provide feedback to National Executive Council.
- Prepare concept papers and project proposals for submission to the donors.
- Consolidate all programs of branches/projects as well as central level activities relating to different issues and prepare the following reports for submission to the funding agencies.
 - Annual Programme & Budget
 - Half Yearly Review Report
 - Annual Report
 - Annual Contraceptives Requirement Report
 - Long term Plan
 - Program narrative reports

- Prepare IPPF allocations for the central as well as branches/ projects
- Assist and advise department heads/Project co-coordinators of central level and branch managers/ project managers of branches/ projects/ special projects of FPAB to implement the program activities according to annual plans.
- Co-ordinate with all departments working under the OPPD/Projects and branches/ projects in all matters relating to the development, implementation and supervision/ monitoring of programs and ensure logistics and contraceptive supplies required for implementation of programs.
- Monitor and supervise
 - Overall program activities of branches/ projects and in relation to the special projects and prepare reports on a quarterly basis.
 - Program activities implemented under different departments
- Prepare all information and other program issues requested by the specified donors.
- Make annual assessment of program achievements in terms of the program objectives.
- Coordinate/involve in training programs relating to different issues pertaining to different departments, branches/projects
- Help to develop sustainability plans of different projects implemented by FPAB for partnership development.
- Hold meetings of committee for necessary feed backs and suggestions in matters relating to the development of plans and overall programs of FPAB.
- Coordinate and be responsible for the total operations of the organization.

2. Program / Service Related Departments

These departments basically manage the program / service related functions of FPAB and consists of various focal points for the 5 thematic areas i.e. Access, Abortion, Adolescent, HIV/AIDs and Advocacy. Further details on these departments is provided subsequently.

2.1. Access Program Area

The goal of the department is to Increase access of poor marginalized and underserved people and exercise their rights to SRHR (Sexual and Reproductive Health and Rights) information and services.

The objective of the program is to:

- To increase the existing coverage on SRHR information, education and services for all beneficiaries in the project areas.
- To reduce the gender based socio-cultural barriers that prevent men and women from access to SRH services.

The broad functions/activities of the department include the following:

- Conduct a gender sensitive/adolescent friendly baseline survey/operations research on factors influencing lack of access to SRH services.
- Based on the findings of the survey providing SRH services and organize satellite clinics.
- Organize group/community meeting, seminar and health education session on SRHR issues for gatekeepers in the project areas.
- Introduce counseling and services on SRHR issues, clinical contraception and nutrition.
- Strengthen quality integrated SRHR services along with MR/abortion, nutrition, safe motherhood, child health through static and satellite clinics for the underserved and marginalized groups.
- Use BCC materials for behavioral change in the health seeking behaviour of the communities being served by FPAB project areas.
- Establish functional linkage with GO and NGOs for SRH services, Clinical contraception, Emergency Obstetrics Care, nutrition rehabilitation.
- Document and use findings of operations research in order to bring qualitative and quantitative improvements in SRHR.
- Redesign the women forum by involving men and women activists for sharing experience, ideas and resources by formation of a Technical cell composing organizational planning and Gender issues attaining gender equality and equity by setting short term goals.
- Organize group meeting/seminar with husbands, gatekeepers and religious leaders on SRHR, early marriage, early pregnancy, divorce etc. to reduce violence against women.
- Observe national and international days/events involving women to increase awareness and also to improve their moral courage.
- Organize rally involving community people to sensitize the consequences of gender-based violence.

2.2. Adolescent Program Area

The goal of the department is to increase awareness of young people about their sexual and reproductive rights; ensure their access to comprehensive sexuality education and services and develop their skills to make informed decisions in an enabling environment through meaningful participation.

The objective of the program is to:

- To increase young people's participation in governance, programmes, advocacy and community mobilization.
- To increase access of adolescents and young people to comprehensive youth friendly, gender sensitive sexuality education and services.

The broad functions of the department include the following:

- Consistent capacity building of the FPAB Youth Parliament and the youth leaders in the community in leadership, communication, SRHR, advocacy and monitoring through training and orientation.
- Awareness creation among community gatekeepers and FPAB volunteers about the need for adolescent SRHR through orientation and group meetings.
- Provide comprehensive sexuality education to most marginalized and vulnerable adolescent and young people.
- Develop capacity of all clinical and non-clinical service providers on youth friendly services.
- Provide comprehensive, gender sensitive, youth friendly counseling and services through FPAB service delivery points

2.3. Abortion Program Area

Goal: Recognition of the universal right of women to choose and have safe abortion.

The objective of the program is to:

- To raise awareness of target people of project areas, policy makers, politicians, religious leaders and National level high officials of Government and other Agencies about consequence of unsafe abortion on public health within the next five years.
- To increase access to safe abortion for the beneficiaries of the program operation areas of FPA Bangladesh.

The broad functions of the department include the following:

- Conduct base line survey on attitude of people on abortions.

- Intervention of awareness generation and mobilization program among the community on safe abortion issues through focus group discussion, courtyard discussion/meetings, film shows.
- Advocacy seminar with government agencies, politicians, religious leaders, health professionals and media personnel to recognize, protect and fulfill these rights through advocacy meeting, seminars, symposiums, workshops, rallies and campaigns.
- Organize national, International seminar/workshop to affect the rights of safe abortion.
- Develop appropriate and need based BCC and advocacy materials.
- Mobilize human and financial resources to improve the quality of existing facilities for safe abortion post abortion and follow up care.
- Setting up of sensitive, non-judgmental, affordable and quality MR/post abortion services in all clinics of FPAB.
- Provision of treatment of complications of septic abortion, post abortion contraceptive services, creation of functional referral mechanism and referral of high risk abortion and post abortion cases to higher centers.

2.4. AIDS / HIV Program Area

The goal of the department is to bring about reduction in the incidence of HIV-AIDS and protection of the rights of people infected and affected by HIV-AIDS in Bangladesh.

The objective of the program is to:

- To strengthen support of the different stakeholders in project areas in reducing social, religious, cultural barriers that make people vulnerable to HIV-AIDS.
- To increase access of beneficiaries to information and clinical services for the prevention and control of STIs/HIV-AIDS through integrated gender sensitive STI/HIV/AIDS program in the selected project areas.

The broad functions/activities of the department include the following:

- To provide Nine components of HIV continuum of care in 21 branches and 11 SWUs.
 - Behaviour Change Communication
 - IEC material collate and print
 - Capacity building training
 - Condom promotion
 - STI management (diagnosis & treatment)

- Voluntary Counseling & Testing
- Referral linkage
- To change attitude of general population in order to reduce barriers that make people vulnerable to HIV/AIDS.
 - World AIDS Day observation
- To change attitude of persons within the organization in order to reduce barriers that make people vulnerable to HIV/AIDS.
 - Day Long discussion session with District officer and Assistant District officers.
 - Assessment by Monitoring and Evaluation team

2.5. Advocacy Program Area

The goal of the department is to increase public and financial commitment to and support for sexual and reproductive health and rights at the community and national levels.

The objective of the program is to:

- To strengthen support for promotion of SRHR with special focus on preventing gender based violence among government and non-government activists and leading print and electronic media organizations which promote, respect and protect these rights.

The broad functions/activities of the department include the following:

- Conduct needs assessment survey on SRHR.
- Conduct orientation program for FPAB policy makers and management staff on SRHR/GBV.
- Organize sensitization seminar with community gatekeepers including religious leaders on reproductive rights and their role.
- Organise mass media campaign for sensitisation and support for promoting reproductive rights and preventing gender based violence.
- Develop BCC materials on GBV discrimination and RR.
- Organise round table meeting, dialogue, TV talk show with government, donor and NGO officials on SRHR.
- Organise conference with media personnel for more coverage of the issues on RR/GBV.
- Organise seminar with legal support organizations and law enforcing agencies.
- Conduct a mid-term survey to assess the impact of advocacy efforts and redesign action plan accordingly.

- Undertake media monitoring through a working group at the NHQ.
- Conduct impact evaluation on attitudinal changes on SRHR.
- Document best practices and lessons learnt and disseminate the same among development partners and donor community for mobilizing resources.

3. Monitoring & Evaluation (M&E) Department

The M&E department undertakes the following activities:

- Plan, design and implement all research, monitoring and evaluation studies for FPAB and provide recommendations for program improvement and decision-making based on the findings.
- Design and carryout needs assessment and baseline surveys for projects as required and recommend appropriate strategy and intervention models.
- Carryout evaluation of programs implemented by FPAB branches, projects and headquarter on regular basis and recommend corrective measures and appropriate strategies.
- Prepare terms of reference (TOR), evaluate research proposals and supervise and monitor research activities implemented by outside consulting institutions, universities and individuals and ensure their quality.
- Disseminate FPAB's information including preparation of executive information report, quarterly monitoring reports, annual statistical reports, and other reports according to needs of different levels of management, funding agencies and other stakeholders.
- Provide training and technical assistance to branches/projects to develop appropriate mechanism for monitoring and evaluation of program activities of area based projects on the use of information.
- Implement selected pilot projects for action research and recommend appropriate strategies and replicable models for program interventions.
- Prepare selected strategic paper, concept paper, and project proposals for FPAB.
- Maintain and develop networking with other relevant organizations, including government agencies, universities, research institutes, NGOs/INGOs, bilateral and multilateral donor agencies within and outside the country for information and resources.

4. Departments Related to Support Functions

These departments basically support the entire functioning of the organization and include the finance department, IT department, Procurement/Store department, Internal Audit department, Resource mobilization department. The details on each of these is given below:

4.1. Finance Department

FPAB's Financial Rules act as guiding principles for all staff members and volunteers of the association in discharging their duties and responsibilities as far as financial matters are concerned. All staff members are expected to exercise all financial activities with due diligence and within framework of the Financial Rules.

The department undertakes the following activities:

- Budgeting and budget controlling
 - Assist other departments of FPAB in preparation of their annual budget tied up with their programs
 - Keep records up to date regarding budgetary/financial information of the Association in prescribed financial formats
 - Release budget to the departments, branches and projects as per the approved budget in annual work program in close coordination with related departments.
 - Revise budgets based on budgeted amount and actual expenses if necessary in consultation with the departments and reallocate the budget for best utilization
- Financial management
 - Forecast short-term long-term financial resource requirement including major commodities (equipments, contraceptives, medicines, and utensils) of the Association.
 - Arrange timely budget release (internally generated revenue and grants received from the donor agencies) to divisions, sections, branches and projects
 - Arrange systematic payment planning of the Association
 - Monitor and supervise fund utilization by FPAB's branches and projects
 - Prepare quarterly, half yearly and annual financial reports of the Association in prescribed formats as required by the FPAB's management and respective donor agencies.
 - Prepare cash flow forecast based on time line plan.
- Maintain books of accounts
 - Maintain up to date recording of the financial transactions of the Association

- Maintain books of accounts of the Association
- Compile account information/data of the Association
- Reconcile financial statements of the Association
- Prepare final account report of the Association
- Record keeping, maintenance and control of inventory
 - Carry out need assessment of the Association on inventory control system
 - Maintain records of the inventory
 - Maintain placement record of the inventory
 - Conduct physical verification of the inventory
 - Prepare inventory reports of the Association as required
- Fixed assets management
 - Maintain up to date records of the fixed assets of the Association
 - Update the book records with the physical balance
 - Take timely corrective action to reconcile the variation in fixed assets
 - Prepare action plan for writing-off fixed assets
 - Report to appropriate persons about valuation and revaluation of fixed assets as and when required
- Support for Auditing
 - Follow the prescribed procedures for the appointment of auditor
 - Develop audit plan/program in co-operation with the auditor
 - Present the financial reports to the auditors (internal & external)
 - Provide clarification on the financial reports to the auditors (internal & external) if required
 - Submit the audited financial reports to the donors
- Reporting
 - Prepare progress report of the department.
 - Report financial status of the Association time to time accompanied by financial progress report
 - Assist FPAB branch/project to prepare financial reports to be submitted to the donor agencies
 - Monitor financial reports submitted by the departments, branches and outside parties as per financial rules and requirements of the Association
- Training to FPAB's staff
 - Support to carryout need assessment on training requirement of FPAB's staff on financial matters and support to organize basic and refresher training in close coordination with other departments of the Association

- Support to develop/update financial and store inventory manuals of the Association in close coordination with respective departments.
- Other Responsibilities
 - Ensure appropriate use of prescribed financial formats and compliance of financial rules within the Association through supervision and monitoring visits to the branches/projects
 - Assist in the preparation of financial terms of reference prepared for general publication
 - Adhere with the Financial Acts of the Nation in tax clearance and other financial matters
 - Adhere with the Laws and By- laws of the Association
 - Adhere with the rules prescribed by the donor agencies
 - Implement suggestion provided by the donors, internal auditor, statutory auditor and other governing authority in relation to the financial matters.
 - Prepare time plan of financial activities
 - Provide assistance in the revision of the Financial & Administrative Rules and Regulations of the Association to other division and sections of the Association
 - Scrutinize financial records of the branches
 - Assist the branches/projects in financial record keeping preparation of financial reports
 - Prepare vouchers, cheque collection, cash receipt, voucher deposit to bank, bank reconciliation, petty cash maintenance etc.

4.2. IT Department

The IT Department manages the entire IT Systems of FPAB and ensures that the systems are running smoothly for the stakeholders to function efficiently.

4.3. Procurement Department

The department undertakes the following activities:

- Receives the requirements from the different departments, projects, branches, clinics etc.
- Access the stated requirements and identify the specifications required for the procurement of the stated equipment / drugs / medicines etc.
- Analyse the availability and the suppliers /competitors available in the market.
- Conduct the bidding process for the selection of the supplier or the procurement of the goods.
- Prepare and manage the contract with the appointed supplier /vendor.
- Ensure & Check Supply Material Budgeting and budget controlling
- Manage the transportation and logistics in purchasing/

- Maintaining optimum inventory level.

4.4. Store Department

The department undertakes the following activities:

- Management of storage of the goods (equipment / drugs / medicines).
- Receive the goods (equipment / drugs / medicines etc) from the suppliers
- Store the goods.
- Dispatch the goods based on the requirement of the stakeholders.
- Maintain all records of the inventory including inventory category, type, available i.e. in-stock etc.
- Take care of, Information Dissemination to out let
- Provide support to the auditors (internal & external).

4.5. Internal Audit Department

The department undertakes the following activities:

- Conduct financial management audit of FPAB branches, projects and headquarter on regular basis and prepare and submit an internal audit report to the Director General / Executive Director.
- Maintain appropriate inventory system in the branches/projects and headquarter (contraceptives, medicine, equipment, vehicle, utensils and other physical properties) through periodic checking and system improvement.
- Review and appraise the monthly financial reports submitted by branches/projects in FPAB's headquarter to ensure compliance of financial rules and regulations in all financial transactions.
- Ensure compliance of existing financial rules, procedures and management control systems at all levels of FPAB's networks.
- Assess the suitability of existing financial rules, procedures and management control systems and recommend for necessary reforms, if any
- Review and appraise fixed assets reports submitted by branches, projects and store / central warehouse and safeguard from waste, extravagance and inefficient administration, fraud and other offences, poor valuation and other losses.
- Review financial reports prepared by Finance and Resource Mobilisation Department to ensure compliance of financial rules and procedures as stated in the contract papers and given financial guidelines by IPPF and other donor agencies and suggest for necessary corrections.
- Provide technical assistance to FPAB's branches and projects on financial management/reporting.

- Ensure appropriate use of non-operating account, operating account, revolving fund account, medicine bank account, clinic account and sustainability account of the branches/projects through periodic field visit and revision of reports

4.6. Human Resources (HR) Department

The department undertakes the following activities:

- Recruitment –including advertisement , formation of selection Committee, recording of procedure etc.
- Promotion
- Transfer
- Retirement
- Termination
- Fixation of seniority
- Leave and record
- Staff development plan

4.7. Resource Mobilization Department

The department undertakes the following activities:

- Develop resource mobilization, development and sustainability plans of the Association in line with the Strategic Plan of the Association.
- Develop short and long-term plan in close coordination with other departments as follows:
 - Service charges & fees
 - Contraceptives social marketing
 - Renting of building and training halls
 - Lab services
 - Selling training packages to other GO/NGOs
 - Other income generating programs
- Develop an inventory of existing and potential bilateral and multilateral, national and international donor agencies in sexuality and reproductive health.
- Develop a reserve bank of concept paper and project proposal on 5As, including adolescent, abortion, advocacy, HIV/AIDS and access to SRH information and services in close coordination with the relevant departments of the Association through which selected concept papers or proposals can be submitted to funding agencies.

- Analyze the funding gaps at national level in SRH information, education and services and help Advocacy department of the Association to design and implement advocacy programs at community, national and international levels to bridge up the funding gaps.
- Lobby with national and international relevant organizations for financial, materials and technical support to FPAB.
- Perform other duty and responsibilities as required

B. FPAB BRANCH OFFICE

This section provides a brief overview of existing Branch office operations in FPAB covering the following:

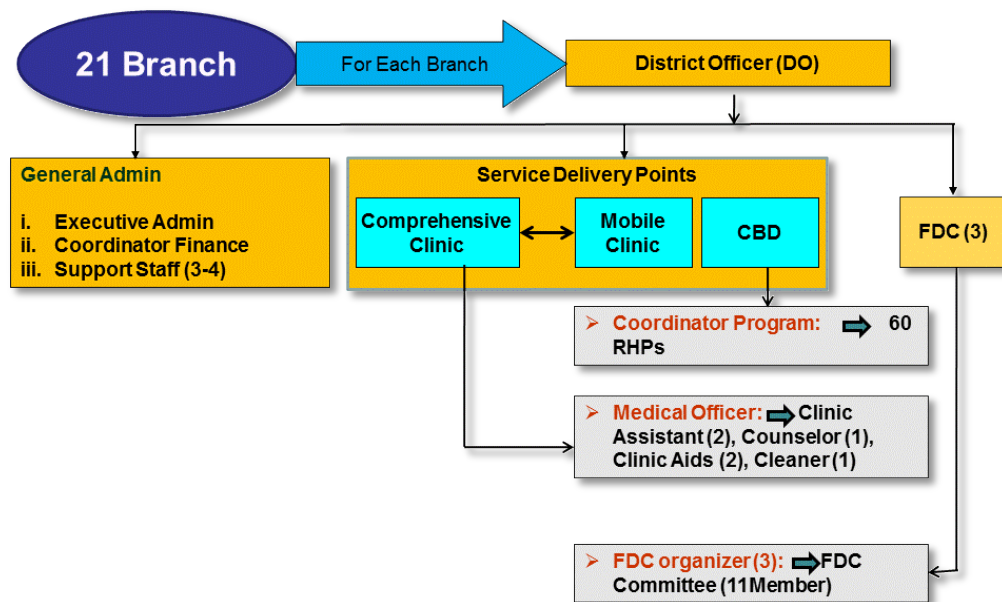
- Branch Structure
- Interaction / Information sharing with External Entities (External Entities are entities or organizations apart from FPAB such as IPPF, government, Partners, donors or vendors etc.)
- Current status of IT infrastructure facilities (in terms of networking, software/hardware platforms)

Branch Structure

At present, there are 21 Branch offices in FPAB operating in Bangladesh. Each Branch office is supported by following organization units/entities:

- General Admin
- Service delivery points
 - Comprehensive Clinics & Mobile Clinics
 - Community Based Distribution
- Family Development Centers

The existing branch structure in FPAB is provided below:



1. General Admin

This department supports the entire functioning of the Branch office for administrative & finance related activities. The key responsibilities of the General Admin include:

- Budgeting monitoring at Branch Level
- Financial management activities
- Maintain books of accounts
 - Maintain up to date recording of the financial transactions of the Association
 - Maintain books of accounts of the Association
 - Compile account information/data of the Association
 - Reconcile financial statements of the Association
 - Prepare final account report of the Association
- Record keeping, maintenance and control of inventory
- Fixed assets management
- Reporting
 - Report financial information pertaining to the Branch to NHQ.
 - Prepare financial reports to be submitted to the donor agencies
- Training to Branch staff
- Office Maintenance
- Stores & Inventory management
- Participate in various initiatives organized by the NHQ

- Other Responsibilities
 - Adhere with the Laws and By- laws of the Association
 - Adhere with the rules prescribed by the donor agencies
 - Prepare time plan of financial activities
 - Prepare vouchers, cheque collection, cash receipt, voucher deposit to bank, bank reconciliation, petty cash maintenance etc.

2. Service Delivery Points

Each branch office has following service delivery points:

- Comprehensive Clinic & Mobile Clinic
- Community Based Distribution

2.1. Comprehensive Clinic & Mobile Clinic

Each branch has one Comprehensive clinic and 1-2 Mobile clinics with adequate service facilities and human resources. The key activities undertaken by Comprehensive clinic and Mobile clinic are:

Comprehensive Clinics Activities	Mobile Clinics Activities
<ul style="list-style-type: none"> • Registration and Referral of patients • Specialized counseling services • Registration and Referral of patients • Specialized counseling services • Infertility services • Pediatric services • Other non-SRH Medical services • GBV • VIA • Cervical cancer screening, • Child health care including immunization • Contraceptive counseling • Abortion services and counseling • HIV/AIDS Prevention counseling & condom • STI/RTI services • VCT, MR, PAC 	<ul style="list-style-type: none"> • Contraceptive methods • Contraceptive counseling • Abortion counseling • HIV/AIDS Prevention counseling • STI/RTI services • Gynecological Exam, counseling • Obstetrics services • Other SRH medical services • Pediatrics services • Other non-SRH services

Comprehensive Clinics Activities	Mobile Clinics Activities
<ul style="list-style-type: none"> Gynecological services Obstetrics services Other SRH medical services 	

Broadly the manpower deployment in Comprehensive Clinic and Mobile Clinic is as under:

Service Delivery Points	Designation	Strength
Comprehensive Clinic	Medical Officer	1
	Paramedical Personnel	2
	Counselor	1
	Clinic aid assistant	1
	Cleaner	1
Mobile Clinic	Paramedical Personnel	2
	Counselor	1
	Clinic aid assistant	1

2.2. Community Based Distribution Service (CBD)

At branch level CBD services are disseminated by the contractual staff referred to as Reproductive Health Promoters(RHPs). On an average 60 community RHPs are engaged in CBD service at each branch.

Under CBD service, the key activities undertaken are given below:

- Supply and resupply of contraceptives at the door steps.
- Create awareness on contraceptive methods
- Contraceptive counseling
- Reproductive Health Services
- Pre-Natal Care & Post Natal Care.
- Pregnancy test
- Community advocacy and referring clients to clinics
- Follow up of clients

3. Family Development Center (FDCs)

At present, around 72 Family Development Centers are operating through 21 Branches and 11 Special Work units. The objectives of FDC is to :

- Reduce socio-economic, cultural and religious barriers for accessing sexual and reproductive health information, education and services.

- Empower women to exercise their choices and rights in regard to their sexual and reproductive lives.

The FDC undertakes the following key activities:

- Organize awareness session with women, adolescent and influential person.
- Organize Gender Cell meetings in branches.
- Monitor the activities performed by FDC organizers.
- Provide training to FDC Organizers on SRHR.
- Establish Networking with new organizations at Branch level to improve access to high quality SRH services and combat GBV.
- Increase knowledge of FDC members on SRHR.
- Strengthen the male reproductive health services and awareness to men and boys.
- Annual meetings with FDC volunteers to increase commitment to SRHR, Prevention of GBV and harmful practices.
- Support to strengthen decision making power of women and girls through income Generation activities.

Interaction / Information sharing with External Entities

The Branch office deals with various Departments/Agencies in its day to day functioning including Government of Bangladesh, IPPF SARO, Head Office, etc.

At present, no electronic interface has been developed/established with other departments/agencies. All the records/documents are shared with other departments/ agencies either manually or through email. Branch offices have interfaces with following departments/agencies (these interfaces have been identified based on the requirements of regular data sharing by the concerned department/agency):

- Government of Bangladesh (Center level)
- Government of Bangladesh ((District/ Upazila/ Union level)
- IPPF SARO
- Head Office

The below table highlights the entity wise information shared along with periodicity and mode of communication:

External Entity	Type of Communication (submission of statistics, budgets, programme related data, etc)	Periodicity of Communication	Mode of Communication (emails/ online submission/ hard copy, CD, Floppy, Tape etc)
Government of Bangladesh (Central level)	<ul style="list-style-type: none"> Approval for foreign donations Annual report Audit Report to NGO Affairs Bureau Service permission from DGFP 	Monthly/Quarterly/Annually	Hard copy
Government of Bangladesh (District/ Upazila/ Union level)	<ul style="list-style-type: none"> Service Statistics 	Monthly/Quarterly/Annually	Hard copy
IPPF SARO	<ul style="list-style-type: none"> Service Statistics Draft APB Draft PP 	Monthly/Quarterly/Annually	Email, eIMS
Others	<ul style="list-style-type: none"> Local level GO, NGOs program related coordination. 	Monthly	Hardcopy

Current status of IT Infrastructure

The present status of IT infrastructure facilities available at Branch office are:

- There is no computerized system/database available for handling the key services/functions of Branch office.
- Hardware infrastructure available at Branch offices is not adequate.
- No network connectivity has been established among HO/Branches. Few branches have internet connectivity through which they share the information with IPPF SARO and HO.

C. FPAB SWUs (SPECIAL WORK UNITS)

This section provides a brief overview of Special Work Units operational in FPAB covering the following:

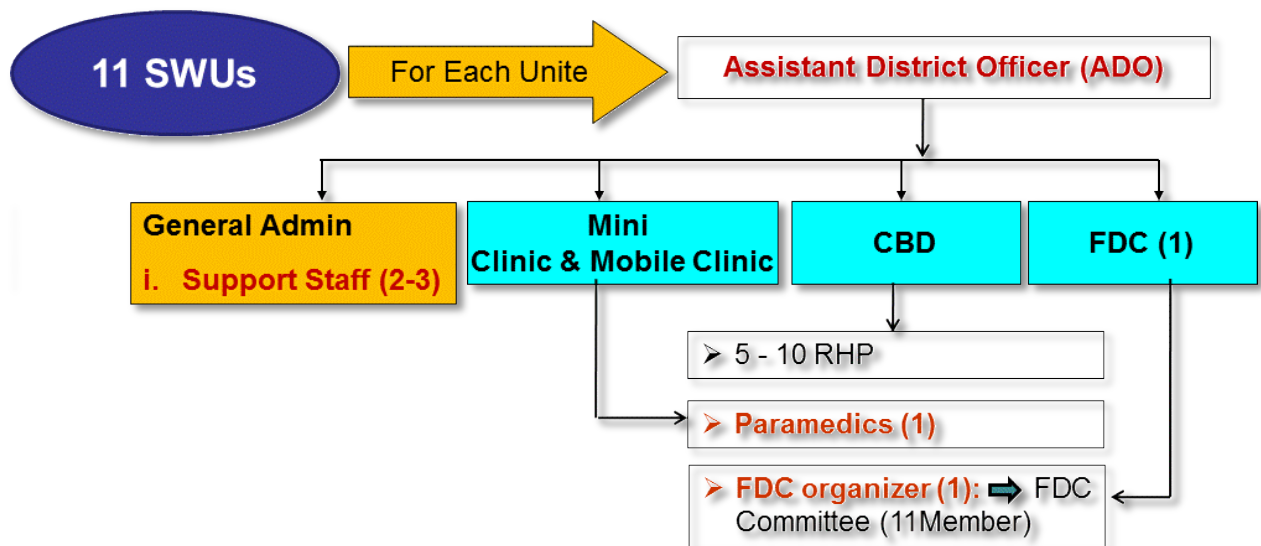
- SWU Structure
- Interaction / Information sharing with External Entities
- Current status of IT infrastructure facilities (in terms of networking, software/hardware platforms)

SWU Structure

At present, there are 11 Special Work Units (SWU) under 11 Branches in FPAB. Each SWU office is supported by following organization units/entities:

- General Admin
 - Mini Clinics & Mobile Clinics
 - Community Based Distribution
- Family development center

Mobile teams of SWUs provide satellite services at the community level for the poor, marginalized, underserved people. The existing SWU structure in FPAB is provided below:



1. General Admin

This department supports the entire functioning of the SWU for administrative & finance related activities. The key responsibilities of the General Admin include:

- Provide Support for Financial management activities
- Maintain books of accounts
- Record keeping, maintenance and control of inventory
- Fixed assets management
- Report financial information pertaining to the SWU to Branch
- Training to SWU staff
- Office Maintenance
- Stores & Inventory management
- Participate in various initiatives organized by the Branch Office
- Other Responsibilities
 - Adhere with the Laws and By- laws of the Association
 - Prepare vouchers, cheque collection, cash receipt, voucher deposit to bank, bank reconciliation, petty cash maintenance etc.

2. Service Delivery Points

Each SWU office has following service delivery points:

- Mini Clinic & Mobile Clinic
- Community Based Distribution

2.1. Mini Clinic & Mobile Clinic

Each SWU has one Mini clinic with less number of RHPs as compared to Branch office. and 1-2 Mobile clinics. The key activities undertaken by Mini clinic and Mobile clinic is provided below:

Mini Clinics Activities	Mobile Clinics Activities
-------------------------	---------------------------

Mini Clinics Activities	Mobile Clinics Activities
<ul style="list-style-type: none"> • Contraceptive methods • Contraceptive counseling • Abortion services • STI/RTI services • Gynecological services • Obstetrics services • Infertility services • Other SRH medical services • Pediatrics services • Other non-SRH Medical services • GBV • VIA 	<ul style="list-style-type: none"> • Contraceptive methods • Contraceptive counseling • Abortion counseling • STI/RTI services • Gynecological Exam, counseling • Obstetrics services • Other SRH medical services • Pediatrics services • Other non-SRH Medical services

Broadly the manpower deployment in Mini Clinic and Mobile Clinic is as under:

Service Delivery Points	Designation	Strength
Mini Clinic	Paramedical Personnel	1
	Clinic aid assistant	1
Mobile Clinic	Paramedical Personnel	1
	Clinic aid assistant	1

2.2. Community Based Distribution Service (CBD)

At SWU level CBD services are disseminated by the contractual staff referred to as Reproductive Health Promoters(RHPs). On an average around 8-12 community RHPs are engaged in CBD service at each SWU.

The other key services include the following:

- Supply and resupply of contraceptives at door steps
- Create awareness on contraceptive methods (limited methods)
- Contraceptive counseling
- RH services
- Pre-Natal and Post Natal care.
- Pregnancy test
- Community advocacy and refer clients to clinics

- Follow up of clients

3. Family Development Center (FDCs)

At present, 1 Family Development Center is operating at each Special Work Unit. The objectives of FDC is to:

- Reduce socio-economic, cultural and religious barriers for accessing sexual and reproductive health information, education and services.
- Empower women to exercise their choices and rights in regard to their sexual and reproductive lives.

The FDC undertakes the following key activities:

- Organize awareness session with women, adolescent and influential person.
- Organize Gender Cell meetings in branches.
- Monitor the activities performed by FDC organizers.
- Provide training to FDC Organizers on SRHR.
- Establish Networking with new organizations at Branch level to improve access to high quality SRH services and combat GBV.
- Increase knowledge of FDC members on SRHR.
- Strengthen the male reproductive health services and awareness to men and boys.
- Annual meetings with FDC volunteers to increase commitment to SRHR, Prevention of GBV and harmful practices.
- Support to strengthen decision making power of women and girls through income Generation activities.

Interaction / Information sharing with External Entities

The SWU office deals with various Departments/Agencies in its day to day functioning including Government of Bangladesh, IPPF SARO, Head Office, etc.

At present there is no electronic interfacing between the external entities and SWU. All the records/documents are shared with other departments/ agencies either manually or through email. The below table highlights the entity wise information shared along with periodicity and mode of communication:

External Entity	Type of Communication (submission of statistics, budgets, programme related data, etc)	Periodicity of Communication	Mode of Communication (emails/ online submission/ hard copy, CD, Floppy, Tape etc)
Government of Bangladesh (at the Central level)	Project approval for foreign donation received, Annual report, Audit Report to NGO Affairs Bureau, Service permission from DGFP	Monthly/Quarterly/Annually	Hard copy
Government of Bangladesh (District/ Upazila/ Union level)	Service Statistics	Monthly/Quarterly/Annually	Hard copy
IPPF SARO	Service Statistics, Draft APB, PP,	Monthly/Quarterly/Annually	Email, eIMS
Others	local level GO, NGOs program related coordination.	Monthly	Hardcopy

Based on the above, it is observed that SWU offices have main interfaces with following departments/agencies (these interfaces have been identified based on the requirements of regular data sharing by the concerned department/agency):

- Government of Bangladesh (Center level)
- Government of Bangladesh ((District/ Upazila/ Union level)
- IPPF SARO
- Head Office

Current status of IT Infrastructure

The present status of IT infrastructure facilities available at SWU office are:

- There is no computerized system/database available for handling the key services/functions of SWU office.
- Hardware infrastructure available at SWU is not adequate.
- No network connectivity has been established for among HO/Branches/SWU. Few SWU have internet connectivity through which they share the information with IPPF SARO and HO.

END OF DOCUMENT