



Leveraging ICT for Growth, Employment and Governance Project  
**Bangladesh Computer Council (BCC)**

Information and Communication Technology Division  
Ministry of Posts, Telecommunications and Information Technology  
ICT Tower (BCC Bhaban), Plot # E-14/X, Agargaon, Dhaka-1207, Bangladesh.  
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Date: 21 December 2016

**Request for Bids**  
**Non-Consulting Services**  
**(Two-Envelope Bidding Process)**

**Employer:** Bangladesh Computer Council (BCC)

**Project:** Leveraging ICT for Growth, Employment & Governance Project

**Contract title:** Delivery of Online Outsourcing Training and Employment Services for IT and IT-Enabled Services Industry

**Country:** Bangladesh

**Credit No. :** IDA 5911-BD

**RFB No:** AF-NS1

**Issued on:** 21 December 2016

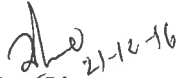
1. The People's Republic of Bangladesh has received a credit from the World Bank toward the cost of the Leveraging ICT for Growth, Employment & Governance Project (LICT), and intends to apply part of the proceeds toward payments under the contract for Delivery of Online Outsourcing Training and Employment Services for IT and IT-Enabled Services Industry.
2. The Bangladesh Computer Council (BCC) represented by the Project Director, Leveraging ICT for Growth, Employment & Governance Project now invites sealed Bids from eligible Bidders for Delivery of Online Outsourcing Training and Employment Services for IT and IT-Enabled Services Industry. The Online Outsourcing (OO) contract package will have two parts. Part-A to train required number of (at least 3,000) youth and women to employment of 3,000 youth and women; in identified regions/districts and by the timeline specified below. Part-B to train required number of (at least 7,000) youth and women to employment of 7,000 youth and women. However, Part-B will come into effect on the following conditions:
  - (i) Project extension, and
  - (ii) Satisfactory performance of the service provider in the Part-A.
3. Bidder Qualification Criteria: The bidder's major qualification requirements are as follows (additional details are provided in the Bidding Documents):
  - a) The bidder must have experience in designing, customizing and successfully implementing online outsourcing (OO) training solutions for five years;
  - b) The bidder must have capability in delivery of online outsourcing (OO) training and mentorship for the OO sector. The bidder shall include documentary evidence of the proven systems, applications, processes with their Bids;

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- c) The bidder must have experience in conducting relevant online outsourcing (OO) training mentorship for minimum 1000 trainee in the OO sector. Such trainings should have duration of at least 70 hours of learning activities as well as a minimum of 120 hours of practice to be considered as relevant OO training;
  - d) The bidder must have comprehensive online platform with functions relevant to the online outsourcing (OO) including certification, job portal, payment, comprehensive reporting, learning content management system, etc. The bidder shall include documentary evidence of the comprehensive online platform with their Bids;
  - e) The bidder must have tested and proven online outsourcing (OO) job placement experience. The bidder shall include documentary evidence of minimum 500 person's job placement experience with their Bids;
  - f) The bidder must have the ability to scale up operations to train, generate online employment and provide mentorship for at least 10,000 persons in Bangladesh by no later than March 2019;
  - g) The Bidder must have capacity of minimum US\$ 1 million or equivalent amount as liquid assets and/or line of credit from a reputable Bank and an eligible country (in case the Bank is located outside the Employer's country, it shall have a correspondent Bank in the Employer's country to make it enforceable);
  - h) The bidder must demonstrate Average Annual Volume of Services of US\$ 2 million or equivalent amount within best three years out of the last five years; and
  - i) The bidder must demonstrate a team with required educational qualification and experience as follows:
    - Team leader: Minimum of 10 years' experience in a leadership role; and in designing and leading training programs (preferably in OO) in at least 1 country.
    - Expert in OO skills gap analysis; and developing skills dictionaries, framework, and curriculum design. Minimum of 5 years of experience in similar areas.
    - Expert in OO training and job placement programs: Minimum 5 years' experience in this area; preferably with experience in Bangladesh.
4. Bidding will be conducted through international competitive procurement using a Request for Bids (RFB) as specified in the World Bank's "Procurement Regulations for IPF Borrowers -" July 2016 ("Procurement Regulations"), and is open to all eligible Bidders as defined in the Procurement Regulations.
  5. Interested eligible Bidders may obtain further information from Project Director, Leveraging ICT for Growth, Employment and Governance Project, ICT Tower, Plot # E-14/X, Agargaon, Sher-e-Bangla Nagar, Dhaka -1207, Bangladesh. For the convenience of the Bidders an unofficial electronic copy of bidding document can also be viewed at website [www.bcc.gov.bd](http://www.bcc.gov.bd) (for inspection purpose only).
  6. The bidding document (official hard copy) in **English** may be purchased by interested eligible Bidders upon the submission of a written application to the address below and upon payment of a nonrefundable fee of Bangladesh Taka (BDT) 5,500 (BDT Five Thousand Five Hundred only) or in US\$ 70 (US\$ Seventy only). The method of payment will be Bank Draft or Pay Order in favor of Project Director, Leveraging ICT for Growth, Employment and Governance Project. For overseas delivery, the bidder may obtain the bidding document by instructing any international courier service to collect the same from Project Director, Leveraging ICT for Growth, Employment and Governance Project, ICT Tower, Plot # E-14/X, Agargaon, Sher-e-Bangla Nagar, Dhaka -1207, Bangladesh.



7. Bids must be delivered to the address below on or before 07 February 2017 up to BST 15:00 hours (GMT+6 hours). Electronic Bidding will not be permitted. Late Bids will be rejected. Bids will be publicly opened in the presence of the Bidders' designated representatives and anyone who chooses to attend at the address below on BST 15:30 hours (GMT +6:00 hours) on 07 February 2017.
8. All Bids shall be valid for a period of 150 days after bid closing and must be accompanied by bid security of United States Dollar (US\$) 110,000 (US\$ One Hundred Ten Thousand only) or BDT 8,800,000 (Bangladesh Taka Eight Million Eight Hundred Thousand Only) or an equivalent amount in a freely convertible currency.
9. A Pre-bid meeting with the representatives of prospective bidders will be held at BST 11: 00 hours (BST= GMT + 6:00 hours) on 09 January 2017 at a venue of Conference Room (2<sup>nd</sup> Floor), Bangladesh Computer Council (BCC), ICT Tower, Plot # E-14/X, Agargaon, Sher-e-Bangla Nagar, Dhaka – 1207, Bangladesh.
10. The authority reserves the right to accept or reject any or all bids without assigning any reason thereof.
11. The address referred to above is:



**Project Director**

Leveraging ICT for Growth, Employment and Governance Project  
Bangladesh Computer Council (BCC), ICT Tower (2nd Floor),  
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