

TERMS OF REFERENCE (ToR) FOR LICENSED CONSULTANCY FIRM

PROJECT NAME:	Development and commissioning of BCCI database system
PLACE OF ASSIGNMENT:	BCCI Secretariat, Thimphu, Bhutan

1. Background

The Bhutan Chamber of Commerce & Industry (BCCI) plays a vital role in supporting and promoting Bhutanese businesses. With the hassle in manual recording of the members in the excel sheet, the BCCI wishes to maintain and update the BCCI membership on its database system.

The membership database system can be a valuable tool for the BCCI to strengthen its membership base, improve communication, and better serve the needs of Bhutanese businesses. To effectively serve its members and achieve its goals, the BCCI requires a robust and efficient membership database system.

2. Objective

The main objective of the assignment is to develop a BCCI membership database system and digitalize it.

3. Key task

The Consultant firm shall carry out the following task but not limited to:

1. Develop BCCI Membership Database (comprehensive members registration with membership login profile) having a strong security feature.
2. Members tracking system with the digital Membership card.
3. Allocation of auto generated membership no for individual members.
4. Automatic email generation to members for membership expiry and congratulation on the start of their business and becoming a member of BCCI. Bulk email features for the active members for broadcasting the prominent events.
5. Member categorization based on business sectors.
6. View membership update and card by members.
7. Overview of overall summery of membership information
8. Admin Panel (master data management system)
9. Integration with relevant agencies for the data.
10. Chatbot Integration for BCCI officials and it's active members.
11. 12 months warranty and technical support.
12. Automatic backup of the System
13. Feedback portal for the active members.
14. Include the Membership services for the active members
15. Other features as demanded by the agency (If any additional features need to be included)

Note: The server shall be procured from the same vendor for hosting system at office premises.

Preferred platform (Python and Java)

In addition, develop electronic and hardcopy documentation for all aspects of the data system including user manual and provide appropriate training and knowledge transfer to its counterpart of the Authority regarding the implementation, troubleshooting and use of the system.

4. Reporting and coordination

- a) The consultancy firm shall report directly to Director, GAD, BCCI, and liaise closely until such time that the final assignment is submitted and accepted by the BCCI management.
- b) The consultancy firm shall lead, facilitate, and initiate all discussions related to assignment with the stakeholders.

5. Team Composition

Team shall consist of Team Leader, Developers, Business Analyst and Database Administrator

6. Implementation Timeline

System design, equipment purchase, and implementation works should be completed within 90 days after the signing of the Contract.

7. Methodology

The participating firm during the submission of bid must indicate proposed methodology and work plan from the award of the engagement.

8. Maintenance Services and Warranty

The firm shall provide technical support for a period of 12 months after successful implementation of the Database system. The Contractor shall also specify the warranty for the installed equipment.

9. Expected Output

The firm shall hand over a fully functional Database system with the inclusion of all the features listed under the key task.

10. Proposal

The proposal must include detailed description of approach and methodologies, work plan and CV of the key expert.

10.1 Technical Proposal

The consultant shall submit technical proposal detailing the following:

- A clear description of the approach/ methodology to be adopted for development of BCCI Membership Database.
- Profile of consultant/key expert and an outline of recent experiences on assignments of similar in nature with the supporting documents (certificates, recommendation, concern letters....)
- The consultant's comments or suggestions on the TOR.

10.2 Financial Proposal

The financial proposal will be solicited only if the technical proposal scores at least 70 out of 100.

The financial proposal should contain the following:

- The lump-sum consultancy fee with the breakdown to clearly indicate: travel, per diems and actual consultancy fees (daily fee);
- Cost of the server with detailed specifications. (Sl. 13)
- An indication of whether this rate is flexible.

11 Evaluation

Both technical and financial proposals shall be evaluated based on the criteria of the Procurement Rules and Regulation 2023 of the Royal Government of Bhutan. The selection weight shall be based on a Technical Proposal (70%) and Financial Proposal (30%).

Technical Evaluation shall be as follows:

Criteria	Points
i. Specific experience of the Consultancy firm relevant to the assignment:	25
ii. Work plan in responding to the terms of reference.	15
iii. Key Professional staff qualifications and competence for the assignment:	60
a. Team Leader (01 no) with minimum of 5 years and experience with at least completed 3 assignments of similar type (Web-based Application)	
b. Developer (02 nos) with minimum of 3 years' experience in web-based data development.	

c. Business Analyst (01 no) with minimum of 3 years' experience	
d. Database Administrator with minimum of 3 years' experience	
Total	100

11.1 Breakdown of Evaluation Criteria

Criteria		Points Allocated	Maximum Score
i.	Specific experience of the Consultancy firm relevant to the assignment:		25
a.	Similar works experience [25] 5 points for each similar project		
b.	General experience [10] 2 points for each project		
ii.	Work plan in responding to the terms of reference:		15
a.	Work plan:		
	● Poor	0	
	● Satisfactory	05	
	● Good	10	
	● Very good	15	
iii.	Key Professional staff qualifications and competence for the assignment:		60
a.	Team Leader (20 points)		
	● With minimum of 5 years' experience with at least completed 3 assignments of similar type (Web-based Application)	20	
	● With less than 5 years and experience with at least completed 2 assignments of similar type (Web-based Application)	10	
	● With less than 5 years and with no assignment handled	0	
b.	Developer 1 - 10 points		
	● With minimum of 3 years' experience in web development.	10	
	● With less than 3 years' experience in web development.	5	
	● With no experience in web development.	0	

c.	Developer 2 - 10 points		
•	With minimum of 3 years' experience in web development.	10	
•	With less than 3 years' experience in web development.	5	
•	With no experience in web development.	0	
d.	Business Analyst (10 points)		
	With minimum of 3 years' experience	10	
	With less than 3 years of experience	5	
	With no experience	0	
e.	Database Administrator (10points)		
	With minimum of 3 years' experience	10	
	With less than 3 years of experience	5	
	With no experience	0	
Total			100

12. Other Matters

The BCCI retains its right to accept or reject the proposals without citing any reason or even cancel the bids offered as it deems appropriate.

13. Deliverables, Timeframe and Payment Schedules

Deliverables	Timeframe	Payment Schedule
Develop and present detailed methodology and prototype and workplan to the BCCI management.	2 weeks	40%
Implementation of the demo system and presentation for the feedbacks and necessary comments from the BCCI management.	7 weeks	20%
Live integration of the BCCI database system and Final Presentation to the BCCI management for the approval	2 weeks	20%
Provide user manual, appropriate training, and knowledge transfer to its counterpart	2 weeks	20%

Server Specifications

Server - PowerEdge 650

CPU - Intel Xeon Silver - 2.8G 8C - 2 Nos

RAM - 32GB RDIMM X 2

Hardware RAID

Storage - 2.4 TB 10K RPM SAS 2.5" Hot-plug Hard Drive X 3

Power supply - Redundant Power Supply

Network -Broadcom Quad port 1GBE.