



FEDERAL REPUBLIC OF SOMALIA

Ministry of Commerce and Industry

Terms of Reference for the Development
Online Support Center Portal (OSCP)

Table of Contents

| | |
|--|----|
| <i>Project Background</i> | 3 |
| Purpose | 4 |
| Specific Objectives | 4 |
| <i>Scope of the Assignment</i> | 5 |
| <i>Required Tech Stack, Tasks and Deliverables</i> | 9 |
| Task 1: UI/UX Design for the Online Support Portal Center | 10 |
| Task 2: Development of Core Infrastructure and Backend | 10 |
| Task 3: Frontend Development and Integration | 10 |
| Task 4: Development of E-Learning Module | 11 |
| Task 5: Development of a Non-Administrative Interface for Translation | 11 |
| TASK 6: Comprehensive first line system support and knowledge transfer | 12 |
| Task 7: Testing and Quality Assurance (QA) | 12 |
| Task 8: Deployment and Hosting Setup | 12 |
| Task 9: Develop Information, Education, and Communication (IEC) Materials and Disseminate | 13 |
| Task 10: Register MSMEs on the Online Support Center (OSCP) | 13 |
| Task 11: Develop Training Modules and Integrate Them into the Online Support Center (OSCP) | 14 |
| Task 12: Run the Online Support Center to Provide Business Development Services (BDS) | 14 |
| Task 13: Carry Out Reviews and Make Necessary Adjustments | 15 |
| <i>Tasks, Deliverables and Durations</i> | 16 |
| Interaction and reporting | 18 |
| <i>Service level Agreement (SLA) Severity Levels</i> | 19 |
| <i>Payment Schedule</i> | 21 |
| Costing information | 21 |
| <i>Requirements from the vendor</i> | 22 |

Project Background

The Ministry of Commerce & Industry of Somalia, entrusted with spearheading economic growth, is leading the transformation of the landscape for Micro, Small, and Medium Enterprises (MSMEs). These resilient enterprises form the backbone of the Somali economy, fostering innovation and creating jobs across the nation. Despite challenges arising from the state's collapse, MSMEs have continually adapted, proving to be the cornerstone of Somalia's economic revival.

The Ministry of Commerce and Industry has received grant in an amount of \$83,342.00 USD equivalents from the World Food Program (WFP) to support the development of SMEs department at Ministry of Commerce and Industry. The ministry intends to apply part of the proceeds to payments for the development of Online Support Center Portal for SMEs.

The current state of MSMEs in Somalia is a reflection of both the challenges and the indomitable spirit of the Somali entrepreneurs. Despite facing significant hurdles such as limited access to finance, inadequate infrastructure, and a lack of formal business education and support services, MSMEs have managed to thrive. They have ingeniously leveraged informal networks and digital technologies to drive their businesses forward. However, to unlock their full potential and ensure sustainable development, a more structured support system is essential.

Somalia's recent membership in the East African Community (EAC) is a transformative event for MSMEs, opening doors to expanded trade, regional integration, and access to vast new markets. To fully harness this unprecedented opportunity, MSMEs will require tailored support and capacity-building initiatives that help them become competitive within the wider EAC community.

Recognizing this, the Ministry of Commerce & Industry is committed to empowering MSMEs through the development of an Online Support Center portal. This innovative platform aims to provide MSMEs with critical resources, including access to a Learning Management System (LMS) for business education, market information, and regulatory guidance. By facilitating access to these essential services, the Ministry aims to address the systemic challenges faced by MSMEs, fostering an environment that nurtures growth, innovation, and competitiveness on both a regional and continental scale.

Aligned with the strategic vision of economic revitalization, the Ministry of Commerce & Industry plays a vital role in shaping the future of MSMEs in Somalia. By undertaking targeted initiatives, such as study tours to learn from the successes of Kenya or Rwanda, the Ministry seeks to leverage the knowledge gained to inform the development of the MSME Online Support Portal. This portal aims to catalyze the transformation of Somalia's MSME sector, propelling it towards sustainable development and inclusive economic *prosperity*.

The development of the Online Support Center Portal (OSCP) is aligned with Somalia's national economic objectives, which aim to foster growth, innovation, and job creation across Micro, Small, and Medium Enterprises (MSMEs). As Somalia integrates into the East African Community

(EAC), the OSCP will play a critical role in preparing MSMEs to access new markets, adhere to regional trade standards, and leverage opportunities that come with economic integration.

Currently, the Ministry of Commerce and Industry lacks a streamlined system for effectively supporting MSMEs. The existing challenges include fragmented business processes, limited access to business support services, and minimal infrastructure for delivering training and advisory services. The OSCP will address these gaps by offering a comprehensive platform to support MSME development, making business support services accessible, and equipping MSMEs to thrive in the evolving economic landscape.

Purpose

To create an accessible and user-friendly online platform that provides comprehensive support services to MSMEs in Somalia.

Specific Objectives

- To provide resources and information on business development, financial management, and market access.
- To facilitate networking and collaboration among MSMEs.
- To offer training and capacity-building programs through online modules.
- To establish a platform for policy advocacy and stakeholder engagement.

Key Performance Indicators (KPIs)

To ensure measurable outcomes, the success of the OSCP will be evaluated based on Key Performance Indicators (KPIs). These KPIs will include:

- Achieving a defined target of 500 MSME registrations within the first year.
- Reducing the current response time which is around 7 days to 2 days to provide efficient support for MSMEs.
- Maintaining an average satisfaction rating of 75% as measured by regular feedback surveys.

These indicators will help assess the platform's impact, guiding further enhancements based on actual performance and user feedback.

Scope of the Assignment

1. UI/UX Design

- **User Research and Persona Development:** Conduct research to understand the needs of SMEs, entrepreneurs, and other stakeholders using the system.
- **Wireframes:** Develop initial wireframes and interactive prototypes that reflect the layout, structure, and flow of the platform.
- **Visual Design:** Create a responsive, modern design focused on ease of use, accessibility, and intuitive navigation. The design should support multiple languages (primarily Somali and English).
- **User Testing & Iteration:** Conduct user testing on the prototypes to ensure that the UI/UX design meets the expectations and requirements of its users. Revise based on feedback.
- **Design Deliverables:** Complete a design style guide, including all necessary visual assets, UI components, typography, color schemes, and branding elements.

2. Portal Development

- **SME Registration & KYC Provider Integration:**

Build an SME registration module where entrepreneurs can register their profile and submit necessary documents for Know Your Customer (KYC) processes.

- **Business Entity Creation and Collaboration:** Develop a system where entrepreneurs can create a new business entity, with functionality that allows for traceability and tracking of all business-related activities within the platform.
- **E-Learning Platform:** Implement a learning management system (LMS) to provide educational content, including videos, courses, and other learning materials tailored for SMEs.
 - Course progress tracking.
 - Certification upon course completion.
- **Business Traceability & Reporting:** Include features for tracking SME operations within the platform and generating reports that provide transparency for business activities.
 - Audit trail functionalities.
 - Real-time tracking of business activities.
- **User Account & Dashboard:** Create an intuitive dashboard for SMEs and entrepreneurs to manage their profiles, view registration status, update business information, and track their interactions with the platform.
- **Notifications System:** Develop an automated notifications system for email, SMS, and push notifications to inform users of status updates, deadlines, and reminders related to their business activities.
- **Security & Compliance:** Ensure the portal complies with relevant security standards, and local regulations for data protection. Implement encryption, secure authentication, and other robust security measures.

3. Hosting and Infrastructure

- **Cloud Hosting Setup:** Set up secure cloud hosting for the platform using a reliable provider Amazon Web Services. The hosting environment should support high availability, scalability, and disaster recovery.
- **Server and Database Management:** Implement necessary server configurations, including load balancing, firewalls, and automated backups. Use a robust database management system (e.g., MySQL, PostgreSQL) to store all data securely.
- **Hosting Duration:** Hosting services will be provided for at least 1 year from the date of platform deployment, with an option for renewal.

4. Post-Development Support and Maintenance

- **Technical Support:** Provide technical support for platform issues, including bug fixes, security patches, and performance improvements.
- **System Updates:** Ensure all third-party tools, libraries, and frameworks used are regularly updated to their latest stable versions.

5. User Feedback Collection and Incorporation

Integrate feature for user feedback collection to continuously improve the OSCP, the feedback will be systematically gathered through integrated surveys and feedback forms. This feature is required to allow users to provide input on platform usability, feature relevance, and satisfaction. Regular analysis of feedback to guide updates and enhance user experience to ensure the platform remains responsive to MSME needs.

Risk Management

Identifying and mitigating risks is crucial to the successful implementation of the OSCP, proactively addressing these risks will ensure smooth project implementation and readiness for future challenges.

| Risk | Mitigation |
|---|--|
| Potential vulnerabilities related to data protection and user privacy | Implementation of robust user encryption, access control and compliance with national data protection regulation as well as globally accepted standards such as GDPR |
| Delays due to unforeseen challenges | Establishment of clear timelines, conducting periodic reviews and setting up contingency and recovery plans |

| | |
|--|---|
| Inability to support expanding user volume due to infrastructure limitations | Design the system architecture with scalability in mind, allowing seamless scaling as demand grows. |
|--|---|

Expected Outcome

To ensure clarity and alignment on project goals, each major task within the scope of the assignment has defined expected outcomes and measurable criteria for success. These expected outcomes will guide the development process, ensuring that each task contributes to the overall objectives of the Online Support Center Portal (OSCP).

| Major Tasks | Expected Outcome | Measurement |
|--|--|--|
| UI/UX Design for the Online Support Portal Center | User-centered design aligned with MSMEs' needs, offering accessibility, ease of navigation, and responsiveness across devices. | Completion and sign-off on user research report, wireframes, and final design files; positive user feedback from usability tests. |
| Development of Core Infrastructure and Backend | Secure and scalable backend system supporting MSME registration, KYC integration, e-learning, and business traceability. | System architecture, secure database design, API functionality, and user authentication protocols completed and tested, with security protocols documented. |
| Frontend Development and Integration | Fully functional, responsive front-end interface that provides an intuitive user experience, supporting user dashboards, notifications, and form validation. | Successful completion of frontend architecture, user testing for responsiveness, and seamless integration with backend APIs; user-friendly documentation provided. |
| Development of E-Learning Module | Comprehensive LMS offering multimedia content, assessments, and certification, tailored to MSMEs' business growth needs. | Launch of functional LMS module with courses, completion tracking, certification, user engagement metrics, and positive course participant feedback. |

| | | |
|--|--|--|
| Development of Non-Administrative Interface for Translation | Translation interface enabling easy management of Somali and English content, ensuring linguistic accessibility for users. | Deployment of translation interface, completion of language guidelines, and positive feedback from translators on usability. |
| Testing and Quality Assurance (QA) | Thoroughly tested platform meeting functional, security, and performance standards, addressing critical issues for seamless user experience. | Completion of functional, performance, and security testing with a compiled QA report; stakeholder sign-off after addressing identified issues. |
| Deployment and Hosting Setup | Fully deployed OSCP platform on secure, scalable cloud infrastructure, accessible to all users with backup, recovery, and monitoring. | Successful AWS deployment, completion of backup configurations, analytics set up for tracking user engagement and performance. |
| Develop Information, Education, and Communication (IEC) Materials and Disseminate | Comprehensive IEC materials to raise OSCP awareness among MSMEs, promoting the platform's benefits. | Production of digital and print materials, execution of dissemination plan, positive reach and engagement metrics based on feedback. |
| Register MSMEs on the OSCP | Streamlined MSME registration with technical support, ensuring significant MSME engagement with OSCP resources. | Completion of registration assistance campaign, technical support metrics, and a registration report showing successful enrollments and minimal registration errors. |
| Develop Training Modules and Integrate Them into the OSCP | Accessible, comprehensive training modules on essential business skills, integrated directly into the OSCP. | Launch of training modules with multimedia support, completion of assessments, and collection of positive user feedback showing impact on MSME learning. |
| Run the Online Support Center to Provide Business Development Services (BDS) | Fully operational OSCP providing continuous BDS support, resources, and assistance to MSMEs. | Documented user engagement, service delivery reports, and positive feedback on the effectiveness of BDS offered. |

| | | |
|---|--|--|
| Carry Out Reviews and Make Necessary Adjustments | Optimized platform based on feedback and performance data, with adjustments made to improve functionality and user experience. | Compilation of review report, implementation of adjustments, and improvement in user satisfaction metrics. |
|---|--|--|

Required Tech Stack, Tasks and Deliverables

| Technology | Description |
|---|------------------------------|
| Domain Name | Oscp.gov.so |
| Hosting | Amazon Web Service Instances |
| Operating systems | Ubuntu |
| Database | MySQL |
| Server | Ngix |
| Language | PHP |
| Framework | Laravel |
| Libraries | Reactjs, Tailwind CSS |
| Chatting Feature | Tawk.to |
| Analytics | Google Analytics |
| Vendor must maintain stable version(s) (latest and without known exploits) for the entire OSCP. | |

Long-Term Scalability and Growth Ready Hosting Infrastructure

The OSCP is required to be designed with scalability to accommodate increasing user numbers, additional features, and an expanding scope of services. The hosting environment will include auto-scaling capabilities to handle user traffic growth without compromising performance. The OSCP is required to meet evolving MSME needs over time with provisions that can support expanding functionalities.

Task 1: UI/UX Design for the Online Support Portal Center

Task Description

Conduct a comprehensive UI/UX design process for the Online Support Portal Center for SMEs. This includes understanding user needs through research, creating user-friendly interfaces, and ensuring that the portal is both visually appealing and easy to navigate. The design must prioritize accessibility, compliance with best design practices, and adaptability across devices (mobile, tablet, desktop). The design process will involve wireframing, user testing, and final design implementation.

Deliverables:

1. User Research and Persona Development Report
2. Wireframes and High-Fidelity User Interface
3. Final UI/UX Design Files
4. Design Handoff Proof

Task 2: Development of Core Infrastructure and Backend

Task Description

Once the UI/UX design is finalized, the first step in the development process is to build the core infrastructure and backend for the Online Support Portal Center for SMEs. This involves setting up the foundational architecture, including databases, user authentication systems, and key business logic. The focus is on creating a scalable and secure backend system that supports the platform's features such as SME registration, KYC integration, e-learning, and business entity creation.

Deliverables:

1. System Architecture Plan Of the OSCP
2. Database Design Schema
3. User Authentication and Access Control functionalities
4. API Development for Key Features
5. Security Setup for Secure Shell
6. Unit Testing and Documentation of the system

Task 3: Frontend Development and Integration

Task Description

After the backend infrastructure is established, develop and integrate the frontend of the Online Support Portal Center for SMEs. This phase involves transforming the UI/UX designs into a fully functional and responsive frontend interface. The focus will be on implementing a seamless user experience, ensuring compatibility across multiple devices (desktop, tablet, mobile), and connecting the frontend with the backend services through secure APIs.

Deliverables:

1. Frontend Architecture Setup
2. Working responsive Web Design for the Frontend
3. Integration with Backend APIs
4. User Dashboard and Navigation
5. Form Validation and Submission
6. Frontend Security Features
7. User Testing and Speed Optimization Report
8. Documentation for User Guides

Task 4: Development of E-Learning Module

Task Description

The e-learning module is a core feature of the Online Support Portal Center for SMEs, providing entrepreneurs and SMEs with educational resources and training to help grow their businesses. This task involves developing a Learning Management System (LMS) that allows users to access, track, and complete courses. The system should support multimedia content, assessments, certification, and progress tracking, develop functionalities for quizzes, tests, and assessments to evaluate learners' progress. The module should automatically have generation of certificates for users who complete courses successfully, which they can download or share.

Deliverables:

1. Learning Management System (LMS) Module
2. Assessments and Certification Functionalities
3. Multimedia Content Support
4. Discussion Forums and Interaction
5. Mobile Compatibility
6. Testing and Documentation

Task 5: Development of a Non-Administrative Interface for Translation

Task Description

Develop interface in the PORTAL aimed at enhancing Somali language translation and localization efforts. This interface should be user-friendly for authorized translators, supporting multiple languages to meet diverse linguistic requirements. It's essential to integrate this interface seamlessly with the OSCP database.

Deliverables:

1. A fully functional translation interface
2. Guidelines and protocols for using the translation interface.

3. A report on the interface's language capabilities and limitations.

TASK 6: Comprehensive first line system support and knowledge transfer

Task Description

Conduct comprehensive knowledge transfer training sessions for the Ministry of Commerce & Industry's (MoCI) ICT staff. The training, scheduled twice a year, should cover the operational aspects of the platform. These sessions should enhance the ICT staff's skills in system management, troubleshooting, and updates, ensuring sustainable and effective use of the portal. The training should be tailored to the evolving needs of the Ministry and include hands-on sessions, workshops, and documentation for future reference.

In addition to initial training sessions, conduct a follow-up refresher course to ensure sustained knowledge retention and adaptation to future platform updates. These sessions will be conducted prior to contract expiry to keep Ministry staff proficient in using and managing the OSCP effectively over time.

Deliverables:

1. A detailed training curriculum covering all aspects of the portal.
2. Conducting interactive instances of the system training minimum two sessions
3. Training materials, guides, and documentation for MoCI ICT staff.
4. Post-training evaluation reports and feedback for continuous improvement.
5. Follow up refresher training prior to contract expiry with evaluation report.

Task 7: Testing and Quality Assurance (QA)

Task Description

Conduct comprehensive testing and quality assurance (QA) to ensure that the platform functions as intended, is secure, and provides a seamless user experience. This task will focus on various types of testing such as functional testing, integration testing, performance testing, and security testing to identify and address any issues before the platform goes live.

Deliverables:

1. Functional Testing Report
2. Performance Testing Report
3. User Acceptance Testing (UAT)
4. Final Compiled QA Report with recommendations for post-launch monitoring

Task 8: Deployment and Hosting Setup

Task Description

Deploy the Online Support Portal Center for SMEs and set up the hosting environment. This task involves deploying the backend and frontend to a production environment, configuring the cloud

infrastructure, and ensuring that the platform is fully operational for end users. The hosting setup will also include monitoring, backup configurations, and ensuring scalability to handle user traffic effectively.

Deliverables:

1. AWS Cloud Hosting Setup
2. Production Environment Deployment
3. Security Configuration
4. Backup and Recovery Setup
5. Domain and DNS Configuration
6. Monitoring and Analytics Setup
7. Final Deployment Testing Report

Task 9: Develop Information, Education, and Communication (IEC) Materials and Disseminate

Task Description

Develop and disseminate Information, Education, and Communication (IEC) materials to promote awareness and understanding of the Online Support Center Portal (OSCP) for SMEs, to ensure that SMEs, entrepreneurs, and relevant stakeholders are informed about the portal's functionalities and benefits, and how to utilize its services effectively. This task will involve creating print, digital, and multimedia content, as well as deploying targeted dissemination strategies to maximize outreach.

Deliverables

1. Content Development
2. IEC Material Design
3. Dissemination Plan
4. Physical Distribution
5. Monitoring and Evaluation Report

Task 10: Register MSMEs on the Online Support Center (OSCP)

Task Description

This task involves supporting the registration of MSMEs on the Online Support Center Portal (OSCP), even though the mandate for registration primarily lies with the MSMEs. This task is important to assist in facilitating and streamlining the registration process by offering technical support and close coordination with relevant stakeholders. By simplifying the registration process and providing direct assistance and assisting in generating analytical reports of the system. The vendor is required to ensure that MSMEs can successfully register and benefit from the platform's services.

Deliverables

1. Registration Assistance Campaign
2. Technical Support Services
3. Data Validation and Error Resolution
4. Registration Monitoring Report

Task 11: Develop Training Modules and Integrate Them into the Online Support Center (OSCP)

Task Description

Develop comprehensive training modules aimed at MSMEs with the knowledge and skills needed to navigate business challenges. The training modules will cover key areas such as financial management, business planning, market access, and compliance. Once developed, these modules will be integrated into the Online Support Center Portal (OSCP) to provide easily accessible, on-demand training for MSMEs.

Deliverables

1. Training Content Plan
2. Training Content Development
3. Multimedia Integration
4. Module Management System
5. Training Completion Report

Task 12: Run the Online Support Center to Provide Business Development Services (BDS)

Task Description

Operationalize the Online Support Center Portal (OSCP) to provide comprehensive Business Development Services (BDS) to MSMEs. The vendor will be responsible for running the platform, ensuring that the SME department has access to the system to conduct its services and the MSMEs have access to essential services available within the platform. The system will serve as a one-stop hub for MSMEs to access vital business services, training, and resources needed to grow and scale their businesses.

Deliverables

1. Operational Framework
2. Service Delivery Report
3. User Support and Helpdesk
4. Performance Monitoring and Reporting
5. Continuous Improvement Plan

Task 13: Carry Out Reviews and Make Necessary Adjustments

Task Description

Conduct comprehensive reviews of the Online Support Center Portal (OSCP) operations, including its functionalities, Business Development Services (BDS), training modules, and user experience. The objective is to identify areas for improvement, based on user feedback, performance metrics, and platform analytics. Once the reviews are completed, the vendor will be responsible to make necessary adjustments to enhance platform efficiency, user satisfaction, and service delivery.

Deliverables

1. Platform Performance Review
2. User Feedback Collection
3. Functionality Testing and Review
4. Implementation of Adjustments
5. Review Report

Tasks, Deliverables, Durations and Estimated Delivery Dates

| Task | Deliverables | Duration | Estimated Delivery Date |
|---|---|----------|-------------------------|
| Task 1: UI/UX Design for the Online Support Portal Center | <ol style="list-style-type: none">1. User Research and Persona Development Report2. Wireframes and High-Fidelity User Interface3. Final UI/UX Design Files4. Design Handoff Proof | 4 Weeks | Jan 9, 2025 |
| Task 2: Development of Core Infrastructure and Backend | <ol style="list-style-type: none">1. System Architecture Plan Of the OSCP2. Database Design and Setup Schema3. User Authentication and Access Control Functionalities4. API Development for Key Features5. Security Setup for Secure Shell6. Unit Testing and Documentation of the system | 2 Weeks | Jan 26, 2025 |
| Task 3: Frontend Development and Integration | <ol style="list-style-type: none">1. Frontend Architecture Setup2. Responsive Web Design for the Frontend3. Integration with Backend APIs4. User Dashboard and Navigation5. Form Validation and Submission6. Frontend Security Features7. User Testing and Speed Optimization Report8. Documentation for User Guides | 3 Weeks | Feb 18, 2025 |
| Task 4: Development of E-Learning Module | <ol style="list-style-type: none">1. Learning Management System (LMS) Module2. Course Management Tools and Functionalities3. Assessments and Certification Functionalities | 3 Weeks | Mar 20, 2025 |

| | | | |
|--|--|---------|----------------------------|
| | <ul style="list-style-type: none"> 4. Multimedia Content Support 5. Discussion Forums and Interaction 6. Mobile Compatibility 7. Testing and Documentation | | |
| Task 5: Development of a Non- Administrative Interface for Translation | <ul style="list-style-type: none"> 1. A fully functional translation interface 2. Guidelines and protocols for using the translation interface. 3. A report on the interface's language capabilities and limitations. | 1 Week | Feb 18, 2025 (Parallel) |
| TASK 6: Comprehensive first line system support and knowledge transfer | <ul style="list-style-type: none"> 1. A detailed training curriculum covering all aspects of the portal. 2. Conducting interactive instances of the system training minimum two sessions 3. Training materials, guides, and documentation for MoCI ICT staff. 4. Post-training evaluation reports and feedback for continuous improvement. | 1 Week | Feb 18, 2025 (Parallel) |
| Task 7: Testing and Quality Assurance (QA) | <ul style="list-style-type: none"> 1. Functional Testing Report 2. Integration Testing Report 3. Performance Testing Report 4. User Acceptance Testing (UAT) 5. Final Compiled QA Report with recommendations for post-launch monitoring | 1 Week | Apr 23, 2025 (Parallel) |
| Task 8: Deployment and Hosting Setup | <ul style="list-style-type: none"> 1. AWS Cloud Hosting Setup 2. Production Environment Deployment 3. Security Configuration 4. Backup and Recovery Setup 5. Domain and DNS Configuration 6. Monitoring and Analytics Setup 7. Final Deployment Report | 1 Week | Mar 1, 2025 |
| Task 9: Develop Information, Education, and Communication (IEC) Materials and Disseminate | <ul style="list-style-type: none"> 1. Content Development 2. IEC Material Design 3. Dissemination Plan 4. Physical Distribution 5. Monitoring and Evaluation Report | 6 Weeks | Mar 16, 2025 |

| | | | |
|---|---|----------|----------------------------|
| Task 10: Register MSMEs on the Online Support Center (OSCP) | <ol style="list-style-type: none"> 1. Registration Assistance Campaign Plan 2. Technical Support Services to SME 3. Data Validation and Error Resolution 4. Registration Monitoring Report | 6 Months | May 15, 2025 (Parallel) |
| Task 11: Develop Training Modules and Integrate Them into the Online Support Center (OSCP) | <ol style="list-style-type: none"> 1. Training Content Plan 2. Training Content Development 3. Multimedia Integration 4. Module Management System 5. Training Completion Report | 4 Weeks | Apr 23, 2025 (Parallel) |
| Task 12: Run the Online Support Center to Provide Business Development Services (BDS) | <ol style="list-style-type: none"> 1. Operational Framework 2. Service Delivery Report 3. User Support and Helpdesk 4. Performance Monitoring and Reporting 5. Continuous Improvement Plan | 6 Months | May 15, 2025 (Parallel) |
| Task 13: Carry Out Reviews and Make Necessary Adjustments | <ol style="list-style-type: none"> 1. Platform Performance Review 2. User Feedback Collection 3. Functionality Testing and Review 4. Implementation of Adjustments 5. Review Report | 6 Months | May 15, 2025 (Parallel) |
| Total | | 19 Weeks | |

Interaction and reporting

All deliverables provided by the firm under this project shall be the property of FGS MoCI and must be reviewed, approved, and signed off by DG of the Ministry or his designee as prescribed in writing as being fully accepted with satisfactory. All deliverables must be delivered to FGS in full upon the completion of this project – these shall include all source code files, database components, system data as well as documentation. All documentation to be delivered as part as this contract must be in Microsoft Word 2010 or more recent version.

The firm shall send a deliverable report to the DG of the Ministry and the Project Manager.

Service level Agreement (SLA) Severity Levels

1. Prioritize the timely implementation of the remedial action plan (during afterhours) to minimize disruption to the system during business hours.
2. Maintain and monitor the system's performance, promptly addressing any issues that arise.
3. Collaborate with the MOCI and other 3rd party firms to address and resolve identified bugs in the portal.
4. Provide operational support to ensure the smooth functioning of the system while enhancement is in progress.
5. Regularly communicate with the stakeholders including the beneficiary to track progress and address any potential delays.

| Severity Level | Description | Resolution Plan | Resolution Target |
|----------------|--|------------------|-------------------|
| 1 | Critical Operational Impact <i>Description:</i> An error that critically disrupts the operational functionality of the system, rendering essential features non-functional or causing system-wide downtime. This level of severity indicates that the system cannot perform its primary operational tasks, and there is no available workaround. These issues demand immediate attention and rapid resolution due to their significant impact on operations. | 2 Hours | 6 Hours |
| 2 | High Operational Impact: <i>Description:</i> An error that significantly restricts the operational capabilities of the system, severely affecting performance or major | 4 Business Hours | 12 Business Hours |

| | | | |
|---|--|-------------------|--------------------------|
| | <p>features. While the system remains operational, its efficiency or effectiveness is substantially reduced. Workarounds may be insufficient or not feasible in a production environment.</p> | | |
| 3 | <p>Moderate Operational Impact:</p> <p><u>Description:</u> An error that causes noticeable limitations to the operational use of the system but does not severely impact core functionalities. The system remains functional with minor issues, and a reasonable workaround is typically available.</p> | 12 Business Hours | 1 Business Day |
| 4 | <p>Low Operational Impact:</p> <p><u>Description:</u> An error that results in minimal inconvenience during the operation of the system. These are minor issues that do not significantly affect system performance or functionality and can often be resolved through simple workarounds or in future scheduled updates.</p> | 1 Business Day | 2 Business Days |
| 5 | <p>Maintenance and Support</p> <p>Service Level Agreement to provide Troubleshooting technical issues, fixing bugs, providing updates and offering training for new features & system upgrades</p> | | 6 months post deployment |

Payment Schedule

Payments are tied to deliverables and the agreed time schedules. At the submission of the various reports, the firm may submit the applicable invoices due for payment, subject to the requirements of the services contract.

| Payment | Description | Percentage (%) |
|-----------|--|----------------|
| Payment 1 | Upon Contract Signature | 11% |
| Payment 2 | Upon Delivery of Task 9 and Task 11 | 31% |
| Payment 3 | Upon Delivery of Task 10 | 31% |
| Payment 4 | Upon delivery of deliverables of the project | 27% |

Payment will be made on a task basis installment against satisfactory performance of the portal.

Costing information

The assignment is a lump-sum contract. Payment will be against deliverables that include a complete documentation and operational information system. Therefore, the financial proposal is required to detail all the supply, installation, commissioning and hosting of the proposed system. At the time of proposal preparation, invited firms are expected to offer the consultancy service prices to include:

- Remuneration cost of key experts.

Reimbursable cost that should include Implementation of additional variations as per ToR and Functional requirement. Maintenance and operation support cost. Maintenance and operation support cost for optional services. Supply, installation, testing and commissioning cost. Any other pre-approved cost.

Requirements from the vendor

1. Core business of the firm at least 5 years in business (General experience in the ICT technology industry, with a proven track record of delivering successful projects.)
2. Specific experience in successfully implementing similar assignments. (At least one similar project)
3. A comprehensive budget proposal that outlines costs for each phase of the project. The proposal should demonstrate cost-effectiveness while ensuring quality delivery.
4. Comprehensive Technical Proposal that outlines implementation, methodology and project plan.
5. Assessment of the qualifications and experience of the project team, including key personnel's expertise in IT development, business consulting, and training.
6. The consultancy must provide a valid business license.
7. Submission of a tax compliance certificate (current or the previous quarter based on the submission date)