

TERMS OF REFERENCE: ONE STOP SERVICE CENTER PLUS (OSSC+) DEVELOPMENT FOR THE MUNICIPALITY OF JASHORE, BANGLADESH



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FOUNDATION
FOR TECHNICAL
COOPERATION

We create opportunities



We are a leading organisation for the implementation of international development projects. We promote inclusive economic, social and ecological development to make an effective contribution towards sustainable and widespread prosperity in developing and emerging economies.

Swisscontact was established in 1959 as an independent foundation of the Swiss Industry for international development co-operation. Swisscontact currently employs over 1,100 staff worldwide and manages 136 projects in 40 countries on behalf of public and private donors.

Swisscontact operates in Bangladesh for more than 50 years with projects mainly in Vocational Training, Labour Market Development and Entrepreneurial Ecosystems.

PRABRIDDI is a project to foster Local Economic Development in selected Municipalities of Bangladesh, funded by Switzerland and the Government of Bangladesh and co-implemented by the Local Government Department (LGD) and Swisscontact.

As PRABRIDDI completes its two years Pilot Phase, Jashore municipality has been included in its current implementation. As part of the project interventions within Jashore municipality, PRABRIDDI aims to deploy a combined approach of process improvement with appropriate use of technology to create a one-stop service center (plus) i.e. OSSC+. Therefore, Swisscontact is launching this Request for Proposal (RfP) to solicit

proposals from potential IT vendors to develop a OSSC+ that will provide high-quality digital service to the citizens of Jashore. Team PRABRIDDI is looking to include an IT company willing to work in partnership.

Objective

To offer smooth, efficient and prompt municipal services to the residents of Jashore from a single location using the right technology and appropriate capacity building of the municipal staff.

Tasks and Specific Deliverables

- Develop a OSSC+ system that has a simple, intuitive and user-friendly user interface (UI).
- Follow a design thinking methodology in the process.
- Create user stories that will incorporate the business processes and working style of the municipality from the user's perspective.
- Provide capacity development support to the municipality officials
- Provide operations and maintenance to support in the smooth operation of OSSC+

- Coordinate with all stakeholders i.e., the PRABRIDDDHI team and the Jashore Municipality

Application details:

Please refer to the following link for detailed Terms of Reference (ToR).

[\(Click here\)](#)

N.B.: Swisscontact reserves the right to reject or cancel any application.

Swisscontact is an equal opportunity employer. We strongly encourage female professionals to apply.