REQUEST FOR PROPOSALS (RFP)

RULE OF LAW PROGRAM: WOMEN'S RIGHT OF ACCESS TO INFORMATION IN BANGLADESH (AWRTI) ACTIVITY

PLATFORM AND USER EXPERIENCE ASSESSMENT

1. Background and Description of Project

The Carter Center is guided by the principles of our founders, former President Jimmy and Rosalynn Carter. Founded in partnership with Emory University on a fundamental commitment to human rights and the alleviation of human suffering, the Center seeks to prevent and resolve conflicts, enhance freedom and democracy, and improve health.

The Carter Center's Rule of Law Program (RLP) works in partnership with governments, civil society, and international and regional bodies to improve governance and transform lives through a meaningful right of access to information and justice. Since 2016, The Center has implemented programming in Bangladesh at the national and local levels to address inequities in women's access to information by working with government officials and citizens.

In 2023, the United States Agency for International Development (USAID) awarded The Carter Center the Advancing Women's Right of Access to Information in Bangladesh (AWRTI) Activity to increase public-led accountability to reduce corruption in Bangladesh by advancing a meaningful right to information (RTI) for women in target districts. Fundamental to democratic governance and countering corruption, RTI enables citizens to participate in decision-making that affects their lives and demand accountability from their governments.

A key tool that facilitates citizens' RTI are government data platforms that function as inclusive and accessible repositories of public information. The Right to Information Online Tracking System (RTIOTS), created by the Government of Bangladesh (GOB) seven years ago and managed by the Information Commission, is just such a tool. Given the age of RTIOTS and the rapid advance of modern information technology, the platform is currently dormant. It requires updates to ensure its functionality, improve the user experience, better account for barriers in use among women, and ensure its long-term viability as a tool in the GOB's RTI toolkit.

To address these challenges and enhance the effectiveness of the RTIOTS platform, The Carter Center seeks a consultant/firm to conduct a platform and user experience assessment. This assessment will identify the reasons for the disuse and dormancy of the government RTIOTS platform, determine the technical and human capacity requirements needed to reactivate the platform, update the platform to better facilitate its use by women, and propose a plan for sustainable management and operation.

2. **Objectives**
   1. Assess the reasons for the disuse and dormancy of RTIOTS.
   2. Identify technical requirements to update, modernize, and increase the inclusivity of the platform.
   3. Determine the necessary human capacity training for sustainable management.
   4. Provide recommendations for good management practices and sustainability.

3. **Activities**

The project will be divided into two main phases: Assessment and Technical Requirements:

Assessment

1.1 Platform Analysis
- Conduct a comprehensive review of the current RTIOTS platform to understand its architecture, features, functionalities, and user interface.
- Analyze existing documentation, codebase, and infrastructure.

1.2 Stakeholder Interviews
- Interview key stakeholders including government officials, civil society, previous users, developers, and IT staff to gather insights on the reasons for the platform's disuse.
- Interview members of the public, including those from marginalized communities, such as women, to establish a clearer idea of users' needs, preferences, and challenges in use.
- Identify gaps in functionality, user experience, and management practices.

1.3 Issue Identification
- Identify technical, operational, and administrative issues that led to the dormancy of the platform.
- Assess the current skill levels of the staff responsible for managing and maintaining RTIOTS.
- Identify skill gaps and training needs.
- Provide a detailed report summarizing the findings.

Technical Requirements

2.1 Technical Updates
- Outline the technical specifications needed to update the RTIOTS platform, including software updates, security enhancements, and new feature development.
- Propose modern technologies and frameworks to be integrated in accordance with human-centered design principles.

2.2 Platform Modernization Plan
- Develop a comprehensive plan for the technical modernization of RTIOTS.
- Include timelines, milestones, and resource requirements for implementation.

2.3 Prototype Development
- Create a wireframe of the updated platform to demonstrate proposed changes.

4. **Deliverables**
   1. **Assessment Report**: A detailed report on the reasons for the platform's disuse, including both government and public stakeholder feedback and identified issues, and a summary of the entire project, including recommendations for sustainable management, future improvements, and next steps for platform redevelopment.
   2. **Technical Requirements Plan**: A comprehensive plan for the technical update and modernization of the RTIOTS platform, including timelines and resource requirements.
   3. **Wireframe**: A wireframe of the updated platform with user feedback.

5. Timeline
The project is expected to be completed within three months from the start date, e.g.:
- **Month 1**: Assessment phase completion.
- **Month 2**: Technical requirements identification and modernization plan development.
- **Month 3**: Modernization plan development and wireframe. Final report submission.

6. Budget
The proposal should include a detailed budget outlining the costs associated with each phase, including personnel, technology, and resources.

7. Selection Criteria
Interested applicants should submit a technical proposal that combines the requested documents below. Documents that exceed the page limit requirements listed below will not be reviewed.

- CV(s) of no more than three pages. Firms should submit CVs for all key personnel included in the proposal. No CV may exceed three pages. CV(s) should demonstrate previous experience conducting platform and user experience analyses or similar types of technical assessments. The CV(s) should instill confidence that the applicant can successfully complete all deliverables.
- A six-page proposal outlining the consultant/firm's proposed methodological approach for the assessment, data collection methodology, and how their experience satisfies the requirements of the TOR.
- Up to ten pages of relevant previous work. Samples of relevant work include previous assessments or analyses and data analysis presentations. Samples should clearly indicate the applicant's role in designing, delivering, and drafting the product.

Incomplete proposals and/or proposals that do not meet the requirements will not be considered. Short-listed applicants may be invited for an interview at The Carter Center's discretion.

The evaluation criteria are:

Category	Max Score
Proposed technical approach	35
Demonstrated experience supported by CVs and samples of relevant work	35
Budget and timeline	10
Interview (only for short-listed candidates)	20
Total	**100**

Interested applicants should submit their proposal materials to:
https://filerequestpro.com/up/bangladesh-rtiots-platform-and-user-experience-assessment
by **June 30, 2024**

For questions, email us at ruleoflawbangladesh@cartercenter.org