**Terms of Reference (ToR) of IT/ITES Human Resource Development Training**

**Program**

1. **Background of the Project**

The government of Bangladesh is keen to play a key role in the knowledge economy. Government is taking a number of steps to establish a competitive edge in terms of availability of skilled manpower and high quality infrastructure, for attracting investors in information Technology (IT), IT enabled Services (ITES) and Hi-Tech Manufacturing sector in Bangladesh. The Government considers that IT/ITES will be a major growth opportunity into the future and is keen to significantly increase the levels of income and employment in the IT/ITES sector, by promoting local IT/ITEs Industry to grow to mid/large size companies besides attracting reputed international companies to invest in the country. Bangladesh Hi-Tech Park Authority (BHTPA) with a mandate to develop business linkages, product and process improvement of local Organizations supplying to or situated in the HTP/STP providing training, improving skills in the labor pool quality standards and certificate local Organizations.

In pursuit of the Business Linkages objective, BHTPA intends to enhance the skills of candidates for creating readily employable workforce to be absorbed in the information technology (IT) or IT enable service (ITES) sector in order to increase employment and self-employment opportunities for the youth of Bangladesh and to develop increase freelancing community to participate in micro work on crowd sourcing platforms and promote the opportunities for employment in IT/ITES companies ,the Bangladesh Hi-Tech park authority shall be supporting human resource development through the IT/ITES training program for better Employability.

**2. Objective of the Assignment**

The main objective of the training program is to:

Create a readily employable workforce to be absorbed in the IT/ITES sector by the industry ;

Increase self-employment opportunities for the youth Bangladesh in the IT/IT enabled services sectors;

3. Provide globally recognized vendor specific certification and training programs covering IT/ITES industry needs.

4. Develop increased freelancing community to participate in micro work on crowd sourcing platforms,

5. Total 216 hours training for specific track/course in different modules for S.S.C, H.S.C passed or above students.

**3. Scope of the Assignment**

The IT training organization /university shall:

* Provide qualified trainers/experts to conduct the training. At least 2 trainer shall conduct the each training session.
* Provide quality training program which will enhance better employability skills of the candidates for the IT/ITES sector.
* conduct own selection of graduates for the training program (member from authority shall be present in the selection process) and explore ties/linkages with IT/ITES(BPO) companies (local and international) for placement/employment;
* Trainer trainee ratio in every classroom for this program is 1:25;
* The curriculum of the training program will focus on improving skills required as listed in Topics for Training at Para E, should also develop good English Language capability.
* Training duration shall be a maximum of 72 working days and have to ensure minimum 80% attendance of candidates.
* British Council will provide the Resource support and Assessment (APTIS test) after the finishing the phase.
* At the end of the English training program, British Council will take the APTIS test of reading and writing module (Grammar Vocabulary will be included) and 75% of student must pass with **A2 grade**. All expenses must be borne by the Tenderer.
* Post training, the training institute/firm shall ensure that 75% of the trained candidates are able to pass the assessment test.
* Ensure re-training of candidates not passing the assessment test without any additional cost.

**A. Training Detail**

 **A.1 Topics of the training**

**Phase-1:**

 Topic: (1) Communication with buyer (Listening & Speaking)

 Topic: (2) Using Office Tools and Different Freelancing Media

 Topic: (3) Know about different online tools related to work Real Life example and engagement with IT professional

 Topic: (4) Choose your field and learn more about that skill

 Topic: (5) Learn and use of verified Payment method.

 **Phase-2:**

1. Digital content Creating ->

 i) Excel, PowerPoint (advanced),

 ii) Content Writing, Blog Post,

 iii) Creating own Blog (WordPress)

 iv) Creating YouTube Content.

2. Data Entry, Data processing

i) MS Excel-Dashboard,

ii) Graph

iii) Chart

3. Graphics Design 🡪

Photoshop/ Illustrator

i) Logo

 ii) Banner

 iii) Website

4. Account Management System

 i) QuickBooks

 ii) Xerox

5. UX/UI design

 i) PS

 ii) Figma

6. Digital Marketing

 i) Social Media Marketing

 ii) E-commerce Marketing

 iii) 360-degree Digital Marketing

The maximum number of trainees in each batch will be 25. To avoid dropout the consulting firm will select the trainees carefully. To mitigate the dropout problem the consulting firms can select extra maximum 25 % participants /trainees for a batch. If the consulting firm selects the extra 25% trainees in each batch, the firm must ensure fulfillment of all terms and conditions for all trainees of each batch. The number of total batch and participant’s information is given below:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| SL | Package No | Project Area | Topics | Number of Trainee  |  |
| 1 | Package-4 | Netrokona | Digital content writing | 100 |  |
| Data Entry, Data processing | 100 |  |
| Graphics Design | 100 |  |
| Account Management System | 50 |  |
| Digital Marketing | 100 |  |
| UX/UI Design | 50 |  |
| Total Number of Trainee =  | 500 |  |

**B. Expected Outcome:**

* Create gainful training leading to employment, self-employment for the youth through the program in the IT/ITES industry and sector.
* Increased participation from Freelancers in micro work on Crowdsourcing platforms.
* Ensure skilled employees in the IT/ITES Organizations enhancing the competency of Organizations.
* Ensured globally recognized vendor specific certification for candidates required for the IT/ITEs industry in in specific areas such as networking, project management, virtualization, cloud computing, storage areas, Microsoft, Oracles etc.
* 40% trained candidate should be employed simultaneously soon after getting their training. An appropriate process should be monitor for this placement in IT/ITES companies and Freelancers on Micro work.
* Establishes special linkages with the local and international IT/ITEs companies for facilitating placement of trained candidates
* Encourage IT/ITEs companies to set up their operations at the Hi-Tech/IT Parks in Bangladesh.
* Enhance general awareness on the IT/ITEs (BPO) sector opportunities among students, parents and teachers.

**C. Performance Monitoring**

**i. Management:**

 The Project authority and the training providers shall meet at the management level at least once every month or as often as necessary to review the performance of the services provided with a view to ensuring quality standard in the services. The training providers must provide picture of every class and daily attendance to the authority.

**ii. Work Progress Record and Reports**

 The Training Service Provider needs to maintain records of following documents on regular basis:

1. Trainee database
2. Photos of every class(soft & hard copy)
3. Daily attendance
4. Course progress
5. Assignment & assessments
6. Trainee & Trainer feedback
7. Job placement record
8. Vendor certification record
9. Social media group for each of the training programme (run by authority)**.**

**ii. Web based monitoring application and real-time monitoring Mobile App.**

Need to develop web-based monitoring application to keep the student’s record, prohibiting duplicate student’s number, monitoring students’ training and performance, tracking the employment/work history and maximizing the placement opportunity. At the same time, need to develop real-time monitoring mobile app that will help you to get the real data of the classes. This app will be integrated with the web-based application. Anyone can call directly to the trainer during the class hour and talk to the students, can see the class participant via video call from this app and get the feedback. The trainer will upload an everyday class picture and attendance picture through this app that will be automatically stored in the web-based application which will give day wise, month wise and customized report where one can track properly.

**4. Key Experts:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sl No | Expert Position  | Educational qualification and experiences  | Indicative Number of positions  | Total person-month |
| 1 | Project Manager | Having Bachelor Degree in Computer Science/Computer science & Engineering/EEE/MBA degree with at least 5(Five) years of proven Experience in IT/ITES Outsourcing or IT/ITES Industry. | 1 | 6 |
| 2 | Project Coordinator | Having Bachelor Degree in Computer Science/Computer science & Engineering/EEE/MBA degree with at least 05(Five) years of proven Experience in IT/ITES Outsourcing or IT/ITES Industry. | 1 | 6 |
| 3 | Trainer  | Having Bachelor Degree in Computer Science/Computer science & Engineering degree with at least 2(Two) years of proven Experience.OrDiploma in Computer Science/Computer science & Engineering degree with at least 03(Three) years of proven ExperienceOrBachelor degree in any discipline with at least 5 (Five) years of proven Experience in IT/ITES Industry with respective subject of the lot.The trainer also should have successfully experience of earning of $5000 in international Outsourcing marketplace.  | 10 | 60 |
| 4 | Mentor | Having at least Bachelor degree in Computer Science/Computer science & Engineering degree with at least 02(Two) years of proven Experience.OrDiploma in Computer Science/Computer science & Engineering degree with at least 03(Three) years of proven Experience. OrBachelor degree in any discipline with at least 05(Five) years of proven Experience in IT/ITES Industry with respective subject of the lot.The Mentor also should have successfully experience of earning of $5000 in international Outsourcing marketplace. The mentors also should have experience of providing support to new freelance using online grouping/ discussion board, conducting seminar/workshop and session about various aspects of freelance works, share their experience and motivate them to prepare well.  | 5 | 30 |
| 5 | Basic English Language Trainer | Having at least Bachelor degree in English with at least 02(Two) years of proven Experience in English Language Training. Having any English language course certification will added value. | 10 | 20 |

**4. Classroom infrastructure:**

Classroom infrastructure and training tools/ equipment’s required that are cover under the contact are:

* 1. At least one training room for each 100 trainee (4 batches) with necessary training equipment (projectors, white board, chairs, tables and PCs with power backup, internet connection and sound system) to accommodate at least 25 trainees.

**5. Facilities, Data, Information, Support**

 i. The authority will provide the following support:

* The training curriculum for each Topic for the IT/ITES Training Program will be agreed upon by authority before undertaking the training.
* Information on candidates registered will be made available to the authority

 ii. **Payment Mode:**

20% tuition fee will be paid at the end of first month, 20% tuition fee will be paid at the end of phase-1 and after complete the APTIS test (after 3 months), 30% at the end of phase-2 and 30% after providing job opportunity of 40% trained candidates basing on the number of trained candidates enrolled for undergoing training under this project. Bill payment will be depended on government fund release.

**6. Code of Conduct:**

a. During the service provision period, all experts and support staff of the Training Provider must comply with applicable laws, rules and regulations of Bangladesh.

b. All the documents and information produced by or during the consultancy services will the sole property of the BHTPA. No information or document is permitted to transfer of share or disseminate elsewhere without the permission of project director will be treated as fraudulent activities and measures will be taken if so happen

c. The project may have the copy right of all documents developed this assignment.

**7. Procurement Procedure**:

The will be selected following PPR-2008, Rule 103 (4) (ka), Quality and Cost Based Selection **(QCBS)**