

Bangladesh Red Crescent Society

National Headquarters
684-686, Red Crescent Sarak, Bara Moghbazar, Dhaka-1217



Terms of Reference (ToR) For Development of a Souvenir Sales Management Software Application for the Bangladesh Red Crescent Society

1. Introduction

The Bangladesh Red Crescent Society (BDRCS) intends to digitize its souvenir sales operations to improve efficiency, transparency, and real-time decision-making. Currently, souvenir sales activities such as product management, inventory tracking, sales recording, dues monitoring, vendor communication, and financial reporting are managed manually or through fragmented systems. This creates inefficiencies, delays, and risk of errors. To address these challenges, BDRCS seeks to develop a cloud-hosted, web-based application (SaaS architecture) with a fully mobile-responsive design.

The system will support:

- Real-time inventory tracking
- Sales processing
- Vendor management
- Automated alerts
- Financial reporting and analytics
- QR code-based product tracking

2. Objective

The primary objective is to develop a centralized, secure, and scalable digital platform that will:

- Digitize souvenir product management and sales operations
- Enable QR Code-based product tracking (primary system)
- Support barcode scanning compatibility (secondary)
- Provide real-time inventory monitoring
- Automate sales, invoicing, and dues tracking
- Generate financial and operational reports
- Maintain vendor/supplier database linked to products
- Provide automated alerts (low stock and overdue dues)
- Ensure fully mobile-responsive UI/UX along with desktop.
- Ensure highly secure, role-based system access
- Improve transparency and reduce manual errors

3. Scope of Work

The selected vendor shall design, develop, test, deploy, and maintain a complete **cloud-hosted web application (SaaS architecture)** with the following modules:

3.1 Product Management Module

Includes:

- Product name, SKU, description
- Category, price, cost price
- Product images and variants
- QR code generation (mandatory)
- Barcode support
- Product activation/deactivation
- Advanced search & filtering

3.2 Inventory Management System

Includes:

- Real-time stock tracking
- QR/barcode stock in/out
- Multi-location inventory support
- Full audit trail
- Low stock alerts (email, dashboard, notifications)
- Inventory history logs



3.3 Vendor / Supplier Management Module

Includes:

- Vendor database
- Contact details and payment terms
- Product-vendor linking
- Purchase history tracking
- Vendor performance overview

3.4 Sales & Financial Management Module

Includes:

- Sales recording
- Invoice generation (PDF with QR code)
- Payment tracking
- Due management system
- Automated due reminders
- Profit/loss and revenue reports

3.5 Reporting & Analytics Module

Includes:

- Inventory reports
- Sales trend analysis
- Financial dashboards
- Vendor performance reports
- Custom report generation

3.6 User Access Management

Role-based system:

- Admin: Full control
- Sales Staff: Sales entry, invoice generation
- Finance Team: Payments and dues tracking
- System Admin: User and permission control

3.7 Web Application Requirement

The system must be a cloud-hosted web application with a fully responsive UI/UX design.

Requirements:

- Works seamlessly on mobile, tablet, and desktop browsers
- No separate mobile application required
- Optimized for low-bandwidth environments
- Touch-friendly interface for field users
- Fast and lightweight performance

3.8 Automated Alerts & Notifications System

Includes:

- Low stock alerts
- Due payment alerts (overdue invoices)
- Email notifications
- In-app dashboard alerts



3.9 Security & Data Protection

Includes:

- Secure authentication system
- Role-based access control
- Data encryption
- Audit logs of user activities
- Daily backups and disaster recovery

3.10 Integration Requirements

The system should support integration with:

- bKash, Nagad, Rocket, bank payments etc.
- Accounting systems (future-ready)
- QR and barcode scanning systems
- Email and SMS gateways
- RFID systems (future-ready)
- BDRCS Souvenir Online Portal for real-time synchronization of:
 - Online sales
 - Inventory updates
 - Customer orders
 - Financial reporting

4. Deliverables

- Cloud-based web application (SaaS architecture)
- User manuals
- Technical documentation
- API documentation (if applicable)
- Full source code ownership for BDRCS
- Staff training
- 12 months post-deployment support

5. Project Timeline

Phase	Duration
Requirement Gathering	2 Weeks
System Design	2 Weeks
Development	7 Weeks
Testing & QA	2 Weeks
Deployment	2 Weeks
Training	1 Week

Total: 16 Weeks



6. Payment

Payment will be made upon successful completion of deliverables. VAT and tax shall be deducted per Bangladesh Government rules during payment settlement.

7. Technical Requirements

- Cloud-hosted web application
- SaaS architecture
- Fully responsive UI/UX
- Compatible with modern browsers
- Mobile-first design approach

8. Evaluation Criteria

Criteria	Weight
Technical Expertise	30%
Relevant Experience	15%
System Design & Approach	20%
Cost	25%
Support Capability	10%

Only applicants shortlisted following the technical evaluation will be invited to attend an **interview and demonstrate their proposed solution/ software system**. Minimum technical qualifying score: 70%

9. Submission Requirements

9.1 Required Submissions

Interested firms shall submit the following documents:

- **Company Profile**
- **Technical Proposal**, including:
 - Detailed work plan;
 - Proposed project methodology and implementation approach;
 - Proposed timeline/work schedule;
 - Evidence of prior experience in implementing similar assignments;
 - Details of the firm's organizational and technical capacity to undertake the assignment; and
 - References for similar projects/assignments.
- **Team Structure and CVs** of all proposed team members who will be involved in the assignment.
- **Financial Proposal**, indicating the total proposed cost of the assignment together with a detailed/itemised cost breakdown.
- **Evidence of BASIS Membership**, if applicable/available (*optional*).
- Copies of the following legal and financial documents:
 - Valid Trade Licence;
 - TIN Certificate;
 - VAT Registration Certificate; and
 - Bank Solvency Certificate.

9.2 Submission Procedure

Only **hard-copy submissions** will be accepted.

Interested firms shall submit their Technical Proposal and Financial Proposal in two separate sealed envelopes, clearly marked "Technical Proposal" and "Financial Proposal", respectively.

Both sealed envelopes shall then be placed together in one outer sealed envelope. The outer envelope shall clearly indicate the name of the addressee/recipient and be marked with the following title: **"Proposal for Development of a Souvenir Sales Management Software Application"**

The proposals will be evaluated through technical and financial evaluation. The Financial Proposals will be opened only for firms that qualify in the technical evaluation, in accordance with the applicable evaluation criteria.



The Financial Proposal shall provide the total proposed cost of the assignment together with an itemized cost breakdown, including all applicable taxes, VAT, fees and other charges.

All required legal, financial and supporting documents, including the Trade Licence, TIN Certificate, VAT/BIN Registration Certificate, Bank Solvency Certificate, and other documents specified under Section 9.1, shall also be submitted.

Submission Address:

**Director, Logistics
Logistics Department
Bangladesh Red Crescent Society (BDRCS)
National Headquarters, 684–686 Red Crescent Sarak
Bara Moghbazar, Dhaka-1217, Bangladesh**

Submission Deadline: 11 October 2026, before 12:00 PM

Applications received after the stated deadline or submitted through any means other than hard copy will not be considered.

9.3 Pre Bid Meeting

An online pre-bid meeting for technical discussion will be held on 05 October 2026 at 11:30 AM.

10. Performance Security

The successful consultant/firm shall provide Performance Security equivalent to 3% of the Contract Price for intellectual/consulting services within seven (07) calendar days of issuance of the Notification of Award (NOA), in accordance with applicable BDRCS policy. The Performance Security shall be released after satisfactory completion of the contractual obligations, subject to the terms of the contract.

11. Disclaimer and Penalty Clauses

BDRCS reserves the right to accept or reject any or all proposals/applications without assigning any reason. All decisions made by BDRCS regarding the selection of the service provider will be final and binding.

Applications that do not meet all mandatory submission requirements set out in this ToR will be disqualified without further evaluation.

In case of failure to produce the deliverables (due to technical difficulties, unavoidable situation, etc.) within the due period, the service provider must inform BDRCS in advance or immediately with justification. Otherwise, a penalty of 0.2% of the total contract amount will be charged per day. If the supplier failed to complete the work, services and delivery of materials/items after 15 working days of the delayed delivery period without any valid and well-determined reason (subject to BDRCS management approval), the contract will be void and null.

12. Annual Maintenance Contract (AMC)

Upon the completion of the mandatory 12-month post-deployment support period, the Bangladesh Red Crescent Society (BDRCS) may engage the selected vendor for an Annual Maintenance Contract (AMC).

Coverage: The AMC shall cover ongoing technical support, system maintenance, software bug fixes, cloud environment monitoring, backup and disaster recovery management, security updates, and routine maintenance of system integrations (payment gateways, notification services, and online portal sync).

Pricing & Cap: The annual fee for the AMC shall be negotiated mutually but shall not exceed 10% of the total software development contract value, inclusive of all applicable VAT and Tax as per Bangladesh Government rules.