

Information and Communication Technology Division
Ministry of Posts, Telecommunications, and Information Technology

Digital Entrepreneurship and Innovation Eco-System Development Project
Bangladesh Hi-Tech Park Authority (BHTPA)

Terms of Reference
for
Selection and Employment of a Consulting Firm
for
Technical Training Management (Delivery and Placement) Firm
Package No: DEIEDP-BHTPA-S - 36

Digital Entrepreneurship and Innovation Eco-System Development Project
Component 4 of
Private Investment and Digital Entrepreneurship (PRIDE) Project

Procurement Method - QCBS

July 2026

স্বাক্ষরিত
মোঃ মাহাবুল আলম
সহকারী পরিচালক

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Terms of Reference (ToR)

Abbreviations

Abbreviations	Details of Abbreviations
4IR	Fourth Industrial Revolution
AC	Air Conditioner
AI	Artificial Intelligence
BEZA	Bangladesh Economic Zone Authority
BHTPA	Bangladesh Hi-Tech Park Authority
CCNA	Cisco Certified Network Associate
CCTV	Closed Circuit Television
DEIEDP	Digital Entrepreneurship and Innovation Ecosystem Development Project
EZ	Economic Zone
FDI	Foreign Direct Investment
HTP	Hi-Tech Parks
ICT	Information and Communication Technology
IT	Information Technology
IT/ITES	Information Technology/ Information Technology Enable Services
NGO	Non-Government Organization
NSDA	National Skills Development Authority
PMI-ACP	Project Management Institute-Agile Certified Practitioner
PRIDE	Private Investment and Digital Entrepreneurship
PSDSP	Private Sector Development and Strengthening Project
SME	Small and Medium Enterprise
SSCP	System Security Certified Practitioner
STP	Software Technology Park
TNA	Training Need Assessment
TOR	Terms of Reference
UIH	University Innovation Hub
USD	United States Dollar

1. Introduction

The Digital Entrepreneurship and Innovation Eco-System Development Project (DEIEDP), implemented by the Bangladesh Hi-Tech Park Authority (BHTPA), is Component 4 of the PRIDE Project. The project aims to strengthen the digital entrepreneurship ecosystem by fostering innovation, enhancing skills, supporting startup growth, and delivering skill development training, thereby contributing to job creation in Bangladesh.

2. Objectives of the Assignment

The Bangladesh Hi-Tech Park Authority (BHTPA) is implementing skills development initiatives under the PRIDE Project to strengthen the human resource base of the IT/ITES sector, particularly for the tenants and stakeholders of Software Technology Parks (STPs). Based on the PRIDE project objectives, findings from the Training Needs Assessment (TNA), and consultations with industry stakeholders, this assignment aims to deliver

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structured technical training and certification programs that enhance employability, entrepreneurship, and innovation within the IT/ITES ecosystem, with particular emphasis on women's participation.

The training program is titled "Python, SQL and Professional English." However, the certification to be awarded under this program will be "Web Application Development with Python," aligned with the Level-4 standard of the National Skills Development Authority (NSDA). This level represents an advanced competency level rather than a foundational course, and the program will therefore equip trainees with practical programming and web application development skills required by the IT/ITES industry.

In addition to the core technical training components, the program will introduce trainees to emerging Fourth Industrial Revolution (4IR) technology domains such as Machine Learning, Data Analytics, Robotics, and related technologies, highlighting how Python programming serves as an enabling skill for these advanced technology fields. A limited number of orientation and guidance sessions will be included to familiarize trainees with potential learning and career pathways in these emerging technology areas.

The overall goal of the assignment is:

"Capacity development of human resources in IT/ITES to enhance employability, entrepreneurship, innovation, and job placement within the ecosystem of Bangladesh Hi-Tech Park Authority."

Specific Objectives

- To develop a job-ready workforce with advanced programming and application development skills through training modules on Python, SQL, and Professional English, leading to NSDA Level-4 certification in Web Application Development with Python.
- To strengthen the technical capabilities of entrepreneurs, startups, innovators, and employees within the IT/ITES ecosystem of BHTPA, particularly those operating in the Software Technology Parks (STPs), with emphasis on women's participation and inclusion.
- To equip trainees with practical web application development skills using Python, supported by database management knowledge and professional communication skills required in the IT/ITES industry.
- To introduce trainees to emerging 4IR technology domains, including Machine Learning, Data Analytics, Robotics, and related areas, demonstrating how Python programming supports further specialization in these advanced technologies.
- To provide guidance sessions and exposure to advanced technology pathways, enabling trainees to expand their skills toward future learning opportunities in 4IR-related technologies.
- To support the growth and competitiveness of IT/ITES enterprises within BHTPA parks by improving the availability of skilled human resources capable of contributing to innovation, startups, and employment generation.

3. Scope of the Assignment

The consulting firm will conduct the training course for 500 beneficiaries (trainees) within a period of 112(Twelve) months, of which at least 6 (six) months will be dedicated to facilitating job placement support, with the objective of achieving at least 70% job placement among the trainees.

The scope of this assignment is limited to the delivery of the specified training program under this package and does not include coordination, harmonization, or oversight of other training packages or providers under Component 4.

The specific scope of the training is as follows:

- Training Delivery:** The consulting firm will deliver training on Python, SQL, and Professional English leading to NSDA Level-4 certification in Web Application Development with Python. The total number

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of targeted beneficiaries is 500 trainees, of which at least 40% will be women. The training will be conducted in 20 batches, with 25 trainees in each batch.

- ii. **Exposure to Emerging 4IR Technologies and soft skills:** In addition to the core training modules, the consulting firm will incorporate module sessions on soft skills, emerging 4IR technology areas, including Machine Learning, Data Analytics, Robotics, and related technologies, enabling trainees to understand potential pathways for further specialization using Python-based skills.
- iii. **Place of Training:** The place of training will be as indicated in the detailed training plan included in the TOR. However, training locations may be adjusted depending on the needs of trainees, the type of training delivery, and operational considerations. Primarily, the training may be conducted in the following cities (subject to adjustments if required): Dhaka, Rajshahi, Chattogram, Khulna, Sylhet, Barishal, Rangpur, and Mymensingh.

Target Beneficiaries: The trainees will be selected from the following categories:

- a) IT/ITES graduates and undergraduate students (minimum 3rd year) from any recognized university in Bangladesh, preferably with a science or technology background.
- b) Participants from University Innovation Hub (UIH) programs.
- c) Individuals engaged in formal or informal employment in the IT/ITES sector, including freelancers, interns, and early-stage professionals seeking to upgrade their technical skills.

4. Training Processes

4.1 Overall/General Process

BHTPA will hire a skills development (training delivery) Consulting Firm to address the career development of the beneficiaries who desire to work in the IT sector, targeting the needs of Tenant firms in HTP/ STP or their suppliers or prioritized IT firms. The consulting firm shall develop and operate a process for acquiring client beneficiaries, reaching and onboarding learners, and supporting learning and learner progression in work that delivers on pre-agreed outcomes for the firms, trainees, and BHTPA to achieve the objective of the project. The training processes include (but are not limited to):

1. Just after inception, the consultant will develop a criterion for the selection of the trainees, consistent with the list of beneficiaries and their eligibility outlined in sections 3 and 10 of this ToR, and considering all issues listed in section 4.2 below, for each category mentioned under the scope of the assignment. The criteria must be approved by the project authority of BHTPA.
2. Once the criteria are approved, the Consulting Firm will source beneficiaries by working with Universities, the UIHs, the Start-up, Scale-up Programme, and tenants of STP/HTP. This will include providing career advice and setting up a system of referrals. To attract a diverse pool of applicants, the consulting firm will advertise in at least two widely circulated daily newspapers—one in Bengali and one in English. In addition to this, and to maximize engagement, the firm will also promote training opportunities across LinkedIn and other major social media platforms. The consulting firm may also send letters to the relevant departments of universities in Bangladesh.
3. Shortlist the best trainees in collaboration with the project and finalize the list separately for each category through approval from the competent authority of the project.
4. The consultant will develop a dynamic training plan in consultation with the Training and Management Specialist of the project, considering all the issues listed in section 5.3 below, and finalize it through approval of the project authority.
5. The consultant will conduct the training in accordance with the agreed training plan, and with the training details under section 5 of the ToR, and provide career support to beneficiaries aimed at helping both firms and beneficiaries to realize the value of their training.
6. The consultant will provide the project authority with access to their Learning Management System (or equivalent system) and will provide a monthly progress report, including challenges in conducting the training program, and any proposed remedial action as necessary.
7. The consultant will help the project (BHTPA) to monitor the training program. The monitoring will be during implementation (process monitoring), after completion of each batch (progress monitoring), and final evaluation after completion of the targeted training. Planning and management of

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monitoring must consider all issues cited in section 4.4 below.

4.2 During the trainee selection process, the consultant should consider the following issues:

1. Understanding employers' training and recruitment needs and ensuring that the skills development offer meets their needs for future job placement;
2. Finding or developing channels to reach graduate job-seekers through the University Innovation Hub Program and potential self-employed workers, especially startups, to inform them about skills development opportunities under the DEIED Project;
3. Targeting learners for recruitment onto training or taking referrals and running a process for checking their eligibility, understanding learning needs, and registering them onto courses with appropriate training plans;
4. Developing and maintaining communication and linkage with educational institutes, especially the Universities under the University Innovation Hub Program, NGOs, IT/ITES related organizations, to ensure a large number of youths, including females, for developing awareness about the program;
5. Developing and operating specific tactics for improving the participation of more females both in training and in employment;
6. Careers advice and guidance for new joiners based on information about the labor market supplied by BHTPA or other sources, and specific opportunities found through work with client firms.

4.3 During training, the Consulting Firm should consider the following issues:

1. Initial assessments of their needs to ensure appropriateness of skills development program guidance and support during programs aimed at helping them achieve their personal aims;
2. Engaging industry experts in the teaching-learning process, where they will be expected to share their learning application and sometimes also challenge each other to improve.
3. Assessing competence in a final assessment for a certificate that can be cited in resumes and online profiles in the future.
4. The Consulting Firm will ensure certification will be provided by the National Skills Development Authority (NSDA).
5. The firm shall ensure that 80% of the trained candidates can pass the assessment test and ensure refresher course/re-training, and at least one re-assessment attempt, for candidates not passing the assessment test without claiming any additional cost.

4.4 Post-training, considerable issues are as follows:

1. Finding or developing channels to track the employment and career progress of the trainees;
2. The consulting firm has to perform services for the duration of 12 months, including job placement.
3. Job-placement support through job-matching or job-search training and support, or equivalent support for people finding self-employed opportunities;
4. The Consulting Firm will arrange at least three (03) dissemination workshop for engaging industry stakeholder and equivalent support for individuals seeking self-employment opportunities.
5. Reporting to BHTPA to support performance management, especially with the job placement of the trained people.

5. Training Details: The training details for Python, SQL, and Professional English of training is as follows-

5.1 Python, SQL, and Professional English

- Total target no of trainees: 500 (40% Women)
- Total topic/module to be conducted: 01
- Number of batches: 20 (25 beneficiaries per Batch)
- The Consulting Firm will ensure certification from National Skills Development Authority (NSDA).

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সম্পদ উন্নয়ন) / (জাতীয়
মানব সম্পদ উন্নয়ন) / (জাতীয়
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Sl.	Course Name	Hours	Class schedule	Assessment/Certification	No of Trainee	Location	Number of Batch	Completion time (Months)
1	Python, SQL, and Professional English	180	(3 days x 3 hours)/ Per week	Web Application Development with Python Level - 4	500	Dhaka	7	12
						Rajshahi	4	
						Khulna	2	
						Chattogram	3	
						Sylhet	1	
						Barishal	1	
						Rangpur	1	
						Mymensingh	1	

6. Expected outcome

After the completion of the training, BHTPA expects:

1. Seventy (70) percent [employment target should be measured as a share of certified trainees, not total trainees, i.e., at least ~ 56% of total trainees, both certified and employed] of the beneficiaries achieve an employment outcome as defined in point 6 below;
2. 100% of beneficiaries will be selected from different Universities, the University Innovation Hub Program (UIHP), and the Start-up and Scale-up program, as outlined in section 3 above.
3. The number of female beneficiaries of training is as detailed in the Training Details section 5 above, and female participation in employment, as defined by employment outcomes in point 6 below, is proportionately no lower than female participation in training.
4. The number of learner course completions shall be 100 percent of the learners registered through the recruitment and registration process.
5. The number of successful assessments and certifications is no less than eighty (80) percent.
6. An employment outcome may be proof of:
 - A job for learners who were job-seekers when they were registered, which they hold for not fewer than 3 months (the statutory probationary period), such as at least one (1) month beyond the probation period ;
 - A freelance position for those who registered on the learning program to be self-employed, with evidence of active and verifiable freelance or entrepreneurial engagement supported by records such as client contracts or platform working history, or other evidence of ongoing professional engagement.
7. Established special linkages with the local and international IT/ITES companies (the Target Firms detailed in sections above) in facilitating placement of trained candidates in industry;
8. Supported current tenants of STPs and HTPs and their supply chain in improving female participation, and encouraged IT/ITES companies to set up their operations at the STPs and HTPs in Bangladesh. This should be measured through the Employer Satisfaction Survey.
9. Created awareness on the IT/ITES sector opportunities among trainees, parents, and teachers, measured through a survey, and using instruments agreed by the BHTPA project authority.

7. Performance Monitoring/Evaluation/Deliverables

7.1 Management: The Project authority and the Consulting Firm 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 standards in the consulting services.

7.2 Work Progress Record and Other Reports: The Consulting Firm needs to deliver records of the following documents on a timely basis:

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- Trainee database (before starting class);
- All reports related to milestones will be approved by the competent authority after scrutiny by the technical evaluation committee formed by the project authority. The expenses of these committee meetings will be borne by the consulting firm.
- Lab facility details with picture (before starting class and need base);
- Picture (CCTV screen-shoot) of class (regularly- at the middle of the class);
- Live tracking of class through CCTV and social media page (regularly);
- Daily attendance (within 1 hour of class);
- Course progress (soft copy-daily & hard copy Monthly);
- Assignment report (after 70% of class completion) & assessments (at the end of the course based on the assignment);
- Certification and a copy of the certificates;
- Trainee & Trainer feedback (monthly);
- Job placement record.
 - At the beginning of the course, each trainee's current job status must be recorded in the trainee database. This includes whether they are employed, unemployed, or self-employed.
 - After completing the course, the updated job status of each trainee must be submitted. This helps track whether the training led to employment or career advancement.
 - After 50% of the training is completed (by consulting firms), Consulting firms must also submit the updated job status of trainees at this halfway point. This allows for mid-course evaluation and monitoring of progress.
- National Skills Development Authority (NSDA) certification record (at the end of the exam);
- Employer satisfaction survey results;
- Tracking of trainee's career growth (for 1 year after completion of job placement).
- Any other necessary issues related to this training or as required by the PIU.

7.3 The following recorded documents/deliverables should be submitted to the Project office:

1. **Inception report:** The Consulting Firm will submit the inception report within 20 days of agreement signing, including a finalized trainers list, lab details, marketing & trainee acquisition plan, and detailed program plan in the prescribed format.
2. **Pre-assessment report:** The Consulting Firm will submit the pre-assessment report before starting every batch of training in the prescribed format, including selected candidates' present skill level, a convenient class schedule, a modified syllabus, and a training plan within 35 days of signing the contract.
3. **Batch completion report:** The Consulting Firm will submit a batch completion report in the prescribed format, including post-training assessment and the batch details after completion of training of each batch, with challenges, outcomes, and recommendations.
4. **Monthly work progress report:** The Consulting Firm will submit a work-progress report every month in the prescribed format, including the batches and date details within 5 days of the preceding month.
5. **Quarterly work progress report:** The Consulting Firm will submit a progress report on a quarter basis in the prescribed format, including the batches and date details, within 10 days of the preceding quarter.
6. **Job Placement report:** At the beginning of the course, each trainee's current job status must be recorded in the trainee database. This includes whether they are employed, unemployed, or self-employed. After completing the course, the updated job status of each trainee must be submitted. This helps track whether the training led to employment or career advancement. After 50% of the training is completed (by consulting firms), Consulting firms must also submit the updated job status of trainees at this halfway point. This allows for mid-course evaluation and monitoring of progress.
7. **Training Completion Report:** Complete job placement report within 6 months of batch completion.
8. **End-of-Contracts Reports:** The Consulting Firm will submit a contract completion report in the prescribed format, including the batches and date details.
9. **Follow-up report:** The Consulting Firm will submit the follow-up report quarterly after assignment/ contract completion, including other documents if required.

The Consulting Firm must keep all this information in a learning management system, and BHTP shall have access to it to verify records.

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স্বাধীনতা পল্লী, ঢাকা

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7.4 Progress Monitoring

The Project Authority will designate individual consultant(s) from the Project office who will be involved in monitoring progress for reviewing major shortcomings. The consulting firm will take necessary corrective actions related to contractual obligations for the successful implementation of the assignment.

Progress meetings are meant to review the services provided by the consultant as a whole, and they are not meant to substitute the regular consultations and meetings that are usually held at ground level for day-to-day matters.

Appropriate records of the progress meetings shall be kept by the consulting firm, which will be certified by the monitoring in charge of the services, which shall be one of the bases for phase-by-phase payment to the consulting firm.

BHTPA will be given a user account for the Consulting Firm's Learning Management System (or equivalent system), which allows access to records and reports relating to beneficiaries of this project, and will have the right to make short-notice or surprise visits to the places where training services are being delivered, to validate the quality of training, learning, and record keeping.

8. Key Experts and Non-Key Experts: Only the team leader and coordinators are considered key experts. Other experts will be considered as Non-Key Experts.

8.1 Key Experts

Sl. No.	Expert position	Educational qualifications & experiences	Total person-month	Indicative Number of positions
1	Team Leader	Educational Qualification: Minimum master's Degree in any IT/ITES related discipline. Experience: Minimum 10 (ten) years of experience in a similar type of project management, with at least 2 Years as a team leader.	(1*12) = 12	1 (Full-time)
2	Coordinator	Educational Qualification: Minimum Bachelor's Degree in any IT/ITES related discipline. Experience: Minimum 5 (five) years of experience in Training Management. At least 2 Years as a training coordinator.	(1*12) = 12	1 (Full-time)
		Total	24	

8.2 Non-Key Experts

Sl. No	Expert position	Educational qualifications & experiences	Total person-month	Indicative Number of positions
1	Trainer	Educational Qualification: Minimum bachelor's degree in any IT/ITES relevant subject. Experience: Minimum 5 years of relevant experience. At least 2 years of working experience as a Trainer. He/ She should have Python NSDA Level 4 certification.	20*2*6 = 240	2 trainers in each course = 40 trainers are preferable, or a deployment-based approach
2	Mentor	Educational Qualification: Minimum bachelor's degree in any relevant subject. Experience: Minimum 3 years of relevant experience.	(2*6) = 12	2 mentors for 6 months (Intermittent)

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3	Lab Expert	Education: Fresh Graduate / Student of the final year of IT/ITES related subject. Experience: Diploma in IT/ITES related subjects in IT labs/Assign lab; an expert having a minimum of 1 (one) year of experience in IT/ITES lab	(1*8*6) = 48	1 Lab Expert for 8 Labs for 6 months (Intermittent)
		Total Person-Months	300	

The proposed key experts and non-key experts will be reviewed by the PIU.

9. Classroom Infrastructure and Training Tools/Equipment Requirement

At least one Training room in each location with necessary training equipment (projectors, whiteboard, chairs, and tables) to accommodate at least 25-30 trainees is required. At least one computer lab in each location with 350-400 square feet. Lab space, minimum 25 computers with all required licensed software, emergency power backup, internet connection, headphone and microphone, AC, CCTV, Projector, and whiteboard. Shortlisted consulting firms' proposed training room and infrastructure will be Visited by the PIU.

10. Eligibility/Selection Criteria of the Trainees

The trainees would be selected by the training service providing firm in collaboration with the project office. All beneficiaries must be from the sources outlined in Section 3 above:

11. Tuition fees

The BHTPA will provide the following support:

1. One hundred percent (100%) of tuition fees will be borne by DEIEDP-BHTPA.
2. Tuition fee will be disbursed to the Consulting Firm by the project authority, subject to the fulfillment of every milestone based on the number of graduate candidates enrolled to undergo training under this project.
3. The NSDA certification fee will be borne by the respective consulting firm. All above (1-3) must be addressed in the inception report by the consultant properly.

12. Consulting Firm Training activities

In addition to training activities, the consulting firm will provide career counseling as part of the onboarding process to help trainees identify their professional goals, assess their skills, and explore suitable career paths. Furthermore, the firm will conduct a day-long workshop on career counseling, offering deeper insights, practical tools, and interactive sessions to further support participants in shaping their career trajectories.

13. Payment Procedures/Schedule

The proposed payment procedure for the consultant (firm) is enumerated below. The procedure or the payment schedule, and the amount may be adjusted during negotiation with the winning consultant (firm).

1. 1st payment: Ten percent (10%) of the contract price after the submission of the inception report and accepted by the client.
2. 2nd payment: Twenty-Five percent (25%) of the contract price after submission of the completion report of training for fifty percent (50%) of the total target number of trainees and accepted by the client.
3. 3rd payment: Twenty percent (20%) of the contract price after submission of the completion report of training for one hundred percent (100%) of the total target number of trainees, and required to submit the NSDA certification exam of previous completed 50% of trainees, as well as 10% job placement report of previous completed 50% of trainees accepted by the client.
4. 4th payment: Twenty percent (20%) of the contract price shall be paid after submission of the completion report for the NSDA certification Web Application Development with Python – Level 4 examination, upon

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completion of one hundred percent (100%) of the total target number of trainees, including soft skills training, as well as 15% job placement achieved, verified through employer confirmation or evidence of engagement accepted by the client.

5. 5th payment: Twenty-Five percent (25%) of the contract price after submission of the final consolidated report, the remaining targeted job placement achieved, verified through employer confirmation or evidence of engagement, and outcomes of the training in accordance with the contract accepted by the client.

14. Code of Conduct

1. During the service provision period, all experts and support staff of the Consulting Firm must comply with applicable laws, rules, and regulations of Bangladesh.
2. All the documents and information produced by or during the consultancy services will be the sole property of the BHTPA. No information or document is permitted to be transferred or shared, or disseminated elsewhere without the permission of the project director will be treated as fraudulent activities and measures will be taken if so happens.
3. The project may have the copyright of all documents developed under this assignment.

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