

Islamic Development Bank
Banque Islamique de Développement



البنك الإسلامي للتنمية

Request for Information

Request for Information (RFI) for:

Market Consultation and Interest Solicitation Regarding the:

**Independent UX Audit, UI Redesign, and Front-End Delivery for the
Operations Management Solution (OMS): Enhancing End-User
Usability and Operational Productivity**

Reference number: **VPO-10106**

Issue Date: **28 July 2025**

Deadline: **Saturday, 9 August 2025, 11:00 PM (KSA time / GMT+3)**

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1. DISCLAIMER

This Request for Information does not create any representation, either express or implied, that:

- any tender or procurement process will proceed; or
- if a tender or procurement process does proceed, that the participant's tender or other form of application (if any) will be given any preference or special consideration.

Participants are still required to follow any tender or procurement process that may take place.

This Request for Information does not indicate a commitment to any particular course of action.

2. INTRODUCTION

1.1 Background

The Islamic Development Bank (IsDB) is preparing to launch a competitive selection process for a consulting assignment focused on enhancing the usability and operational productivity of its Operations Management Solution (OMS), the Bank's core business platform for managing the project lifecycle.

This RFI is targeted at qualified firms with expertise in UX research, UI/UX design, and front-end delivery for enterprise systems. Full details of the assignment are provided in the attached Terms of Reference (**Annex A**).

1.2 Purpose

This RFI aims to collect input from the market to inform the Bank's upcoming procurement. Specifically, IsDB seeks feedback on:

- Feasibility and practicality of the TOR;
- Technical, costing, and logistical considerations;
- Indicative cost ranges and workstream structures;
- Suggestions for sequencing or alternative implementation approaches.

It also allows qualified firms to express their interest in being considered for the upcoming selection phase (see Section 6).

1.3 An Opportunity to Contribute and Shape

This RFI is an opportunity for qualified firms to help shape a strategically important assignment. Respondents may:

- Provide full or partial answers to the questions in Section 5;
- Offer feedback on the TOR via tracked changes or in-line comments;
- Express interest for the forthcoming procurement phase.

Participation is voluntary and does not impact eligibility in future processes.

1.4 Confidential

All responses will be treated as confidential and used solely for internal review and planning.

1.5 Contact Person

The Contact Person for this Request for Information is:

Name: Abdul Rasheed Chandio

Title: Procurement Specialist

Email: Consultant Selection Panel - Independent UX Audit_ UI Redesign_ and Front-End Delivery for the Operations Management System _OMS_
7be169ba.isdb.org@emea.teams.ms

1.6 Lodgement

Responses must be submitted no later than:

Saturday, 9 August 2025, at 11:00 PM (KSA time / GMT+3)

Submit responses to: RFI-EOI Submission - Independent UX Audit_ UI Redesign_ and Front-End Delivery for the Operations Management System _OMS_
f257182e.isdb.org@emea.teams.ms

Use subject line: “**RFI – OMS UX – [YourFirmName]**”

Ensure files are virus-checked before submission.

3. SCOPE

The scope of the assignment is detailed in the attached Terms of Reference (ToR). Respondents are encouraged to review the TOR (in Annex A) thoroughly before submitting feedback or expressions of interest.

4. INSTRUCTIONS FOR RESPONDENTS

Before responding to the questions in **Section 5**, please ensure that:

- You have reviewed the Terms of Reference (Annex A) in full
- Your organization’s name and contact details are clearly indicated
- If expressing interest (see Section 6), you have also completed the EOI Form (Annex C)
- Any proposed revisions to the TOR are provided using **track changes** in the Word version of **Annex A**.

You may respond using your own document format, as long as it follows the structure and numbering in **Section 5**. Partial responses are accepted.

You are encouraged to include:

- Comments or suggestions not explicitly covered in the questions
- Supporting materials such as case studies, capability statements, or team bios

Please ensure your submission is clear, well-structured, and complete.

5. RESPONSE SCHEDULE / SPECIFIC INFORMATION REQUESTED

A. Clarity of Scope and Feasibility

a. Assignment Scope and Structure

- i. Is it feasible to deliver all the objectives and scope of work in a single assignment, as currently designed?
- ii. Or would you recommend breaking it down into separate phases or contracts?

b. Information Gaps

- i. Are there any critical information gaps or missing inputs that would prevent you from preparing a sound technical and financial proposal? The standard

response forms (technical and financial), used when submitting proposals at the RFP stage, are attached for reference (**Annex B**).

B. Timeline and Cost Considerations

a. Timeline Assessment

- i. Is the proposed duration of 5–6 months sufficient to achieve the assignment objectives?
- ii. If not, what scope of meaningful delivery could be completed by the deadline, assuming a start date of 1 October 2025?

b. Costing Confidence

- i. Given the hybrid nature of the assignment (design + development) and the inclusion of travel, are you able to estimate costs with reasonable confidence at this stage?

c. Indicative Cost Ranges

- i. Without quoting exact prices, what would be a reasonable cost range for this type of assignment?
- ii. If possible, please share indicative cost ranges per workstream (e.g., UX Audit, UI/UX Redesign, Front-End Development).

C. Fieldwork and Logistics

a. Travel and On-Site Work

- i. Are you able to travel to one of the Regional Hubs (Almaty, Dakar, or Abuja) for the initial discovery phase?
- ii. Which city would you prefer to travel to, and why?
- iii. How much time would you propose to spend on-site?
- iv. Would you also recommend a checkpoint visit(s) to HQ (Jeddah) to support successful delivery?

D. Technical Feedback on TOR

a. Track-Change Feedback on TOR

- i. If you have suggestions to improve the TOR, please provide comments directly in the attached Word document using track changes or in-line comments feature.

E. Delivery Experience and Capabilities

a. Relevant Experience

- i. Have you delivered similar UX audit + front-end assignments for enterprise systems (e.g., ERP, SAP, or internal operational platforms)?
- ii. If so, please provide brief examples or links to case studies (no marketing brochures, just relevant examples).
- iii. Have you worked with similar organizations like IsDB, or within the country or region?

F. Methodology and Tools

a. Agile and Design Tools

- i. Do you have preferred agile methods or toolsets for delivering design + front-end assignments of this nature?

- ii. Are there any collaboration platforms (e.g., Jira, Figma, Storybook) you recommend or prefer?

G. User Research Approach

a. User Engagement Strategy

- i. What is your preferred approach for user research in complex institutions with distributed teams (e.g., HQ + regional hubs)?
- ii. Do you recommend any methods we haven't included in the TOR?

H. Future-Proofing and Modularity

a. Extensibility of Front-End

- i. Based on your experience, what architectural choices should we prioritize to make the new front-end easily extendable beyond this initial scope?

6. EXPRESSION OF INTEREST

To express interest, please complete the EOI Form in **Annex C** and email it by: RFI-EOI Submission - Independent UX Audit_ UI Redesign_ and Front-End Delivery for the Operations Management System _OMS_ f257182e.isdb.org@emea.teams.ms

Saturday, 9 August 2025 at 11:00 PM (KSA time / GMT+3)

7. ATTACHMENTS

- Annex A – Terms of Reference (TOR)
- Annex B – Technical and Financial Proposal Forms (*for info only – not used at this stage but at RFP stage*)
- Annex C – Expression of Interest Form – *to be filled in for expressing interest to participate in this assignment*

Annex A: Terms of Reference (TOR)

Terms of Reference (TOR)

TERMS OF REFERENCE (TOR)

Independent UX Audit, UI Redesign, and Front-End Delivery for the Operations Management Solution (OMS): Enhancing End-User Usability and Operational Productivity

JULY 2025

A. BACKGROUND AND CONTEXT

Institutional Overview and the Role of OMS

1. The Islamic Development Bank (IsDB) is a multilateral development bank with 57 member countries, headquartered in Jeddah, Saudi Arabia, and supported by a global network of Regional Hubs. It primarily provides project financing to clients in support of key sectors such as energy, transportation, education, health, agriculture, and water and sanitation across its member countries and Muslim communities worldwide. In addition to financing, IsDB also undertakes a range of non-financing activities, including technical assistance, capacity-building, knowledge-sharing, research and training.
2. To support the delivery of its core mandate in project financing, the IsDB relies on the Operations Management Solution (OMS) – its principal digital business platform for managing the full project lifecycle, from planning and preparation to approval, implementation, and completion. OMS is a mission-critical platform, built on an SAP-based backend.
3. OMS serves as the central repository of the Bank's project and financing records, containing both structured data (e.g., project details, financial data, timelines) and unstructured data (e.g., reports, memos, and supporting documents). It provides a structured environment for staff across Headquarters and Regional Hubs to manage workflows, maintain institutional records, and support policy compliance and performance monitoring. As the Bank's primary system for managing its financing operations with clients, OMS plays a vital role in enhancing operational efficiency, transparency, and accountability.

Challenges and Strategic Priority

4. In 2024, an internal audit of the OMS highlighted serious concerns regarding the system's **agility** and **usability**. These findings aligned with repeated strategic and reputational concerns previously raised by IsDB Management about OMS at the Bank-wide level. The audit specifically pointed to limitations in user-friendliness, UI design, and operational efficiency, concluding that OMS had evolved into more of a compliance tool than a productivity enabler. These concerns were also echoed by the leadership of the Regional Hubs, who represent the Bank's client-facing functions and serve as primary end-users of the system—particularly those engaged in field operations and direct delivery to clients.
5. The audit and subsequent feedback also highlighted fragmentation in how the project lifecycle is managed. While OMS is intended to be the central platform, several processes continue to operate

outside it—handled manually or through parallel tools like Jira, Excel, or unit-specific applications. This results in duplication, inefficiencies, and user frustration, especially when coordination is required across teams. Some stakeholders have opted out of using OMS due to its complexity. Improving usability could help rebuild trust in OMS and support the reintegration of these workflows into a single institutional system.

6. Given the above, the Vice President of Operations (VPO), as the relevant member of Management most directly impacted by OMS performance, has prioritized this as one of his top issues to be resolved during 2025-27. The VPO has tasked his Office to lead this effort, in close collaboration with the Information Management and Disruptive Technology Department (IMDT), i.e., the Bank's IT department, and other key stakeholders.
7. There are two key issues that need to be resolved as highlighted in the internal audit: agility and usability. The agility issue will require a comprehensive analysis of the situation involving a review of the entire system, governance, and other foundational components, and hence will require a medium-to-long term plan. While usability will also be part of the longer-term agility improvements, there is an opportunity to address it more immediately. Given the VPO's directive, visible progress must be achieved by the end of 2025, even as a longer-term solution is explored. Therefore tackling usability (UX, UI and Front-End) while maintaining the existing backend of the system is the first major milestone to be addressed by the end of 2025.

User Pain Points and Productivity Impact

8. Following the above, in April 2025, IsDB organized a "Pain Points" workshop with the main end-users of the OMS, consolidating over 80 issues that highlighted poor usability—characterized by unintuitive interfaces, cumbersome navigation, and fragmented workflows—as well as a rigid system architecture and unclear ownership, all of which were key factors undermining user efficiency, delaying internal processes, and ultimately affecting timely and effective delivery to clients.
9. It is estimated that the heaviest users—those responsible for data entry—spend up to one full day per week (20% of their time) feeding information into the OMS interface, reflecting a significant productivity and morale issue. These users are the Project Management Specialists (PMS) and Field Procurement Officers (FPO) who spend significant time entering and managing data. Other notable roles involving supervisory and oversight functions, include Operations Team Leaders (OTLs), Regional Procurement Officers (RPOs), and Country Operations Managers (COMs) are involved in OMS workflows.
10. The key affected user groups include: 41 Project Management Specialists (PMS) and 22 Field Procurement Officers (FPO).

Assignment Overview

11. To address usability issues in the short-to-medium term while ensuring objectivity and minimizing conflicts of interest, IsDB seeks to engage an independent consulting firm—not previously involved in OMS development or maintenance—to conduct an independent UX audit, lead a comprehensive UI/UX redesign, and deliver a new modern React-based front-end that interfaces seamlessly with the existing SAP backend, APIs and middleware. The consultant will also be expected to carry out a Productivity Impact Assessment, both as a baseline and post-delivery, to help measure usability improvements in terms of time saved, reduced friction, and end-user satisfaction.
12. This initiative is an enhancement of the existing system, not a full rebuild. The project will retain the SAP ECC-based OMS backend, while overlaying it with a new React-based front-end to significantly improve usability, reduce error rates, and enhance operational productivity. The Productivity Impact Assessment will serve as a critical input for validating these improvements. The ultimate goal is to substantially improve end-user usability and operational productivity through a state-of-the-art user interface, without changing the underlying backend functionality. The redesigned interface should also include selected mobile-first screens tailored to core user groups in the field, ensuring that high-priority transactions can be accessed without desktop dependence.
13. The assignment is best suited for firms that combine strong UX and engineering capabilities under one roof, are accustomed to working within structured but cost-conscious delivery environments, have experience delivering projects in the USD 100K–200K range, are able to collaborate remotely, with one required field visit to a Regional Hub (e.g. Dakar, Almaty, or Abuja).

B. OBJECTIVES

14. The objectives of this assignment are as follows:
 - a. **Improve Usability and Productivity:** Identify UX problems and redesign the OMS user interface to streamline workflows, reduce user effort, and improve task completion times. A measurable increase in user productivity (e.g. faster task completion, fewer errors, % reduction in clicks or steps per process, average time saved per screen or use case) is expected, and baseline metrics will be captured at project start for comparison after implementation (the effect of a redesign will be verified by comparing before-and-after measurements on key productivity metrics). Each redesigned screen should reduce task completion time by a certain % compared to current. By improving usability and intuitiveness, the project is also expected to encourage re-engagement from stakeholders that have opted out of OMS, supporting a more unified operational platform.
 - b. **Modernize the UI Technology:** Deliver a responsive, intuitive front-end application built with modern best practices (such as modern front-end frameworks) that provides a smooth and efficient user experience. The new UI must integrate with the existing SAP-based backend through appropriate APIs or middleware, essentially overlaying a modern user interface on legacy systems without disrupting core data and business logic. The existing UI would not

be amended to be left as-is so that it can operate independently while the new UI system is being developed on incremental basis. It is expected that for this assignment not 100% of the UI functionality of the existing UI would be delivered in this assignment only partially. This is why the old will remain to cater to functionality not available in the new UI. Essentially, the new UI (to be delivered in this assignment) and the current UI will operate in parallel.

- c. **Adopt User-Centered Design:** Ensure the redesign is driven by actual user needs and behaviors. This includes engaging end users through field research and feedback cycles so that the new design aligns with how users actually work. (i.e., user research conducted in the field – observing users in their real work environment to understand user needs and context)
- d. **Phased, Agile Delivery for Quick Wins:** Structure the project into clear phases aligned with agile methodology to enable iterative development and early, high-impact results. The approach will prioritize delivering a Minimum Lovable Product (MLP) – a streamlined but polished version of the new OMS interface that users find intuitive and satisfying. This phased delivery model enables visible improvements early on, builds user confidence, and allows real-time feedback to be incorporated before broader roll-out.
- e. **Knowledge Transfer and Sustainability:** Throughout the project, work in close collaboration with the internal IT and backend teams. Ensure that by project conclusion, internal teams are fully equipped to maintain and extend the new front-end. All source code, design assets, and documentation will be handed over, and the consulting partner will support knowledge transfer and training of staff.

C. SCOPE OF WORK AND RESPONSIBILITIES OF THE CONSULTING FIRM

- 15. The IsDB will designate a Task Team Lead (TTL) to lead and coordinate the project from IsDB and to act as the IsDB counterpart to the consulting firm.
- 16. The scope is organized into three main workstreams (UX Audit and Discovery, UI/UX Redesign, and Front-End Development and Integration), each comprising specific tasks and deliverables. The consulting firm is expected to employ industry best practices at every step. In addition, a set of foundational delivery requirements related to collaboration, handover, and sustainability apply across all workstreams to support effective execution and long-term maintainability.

Workstream 1: UX Audit and Discovery

- 17. Conduct a thorough **UX audit** of the current OMS to diagnose usability issues and pinpoint areas for improvement. Activities in this phase include:
 - a. **Heuristic Evaluation & Expert Review:** Evaluate the existing interface against established usability heuristics and UX best practices. Identify UI/UX flaws, pain points, and any workflow bottlenecks in the current system.

- b. **Stakeholder & User Interviews:** Engage with various OMS user groups (end-users, administrators, managers) through interviews or workshops to gather qualitative insights on their experiences, needs, and pain points. Include both headquarters stakeholders and field staff.
- c. **Contextual Inquiry (Field Mission):** As a mandatory task, perform at least one on-site field study in a Regional Hub to observe end-users in their actual work environment. This field mission will provide contextual understanding of user workflows (inside and outside OMS) and challenges that cannot be captured remotely, taking into account their environment and behaviours for informing more effective design solutions.
- d. **UI Mapping and Interface Inventory:** Develop a visual mapping of the current OMS user interface to document the complete screen inventory, interface components, and navigation flows. This interface inventory (e.g. sitemap or flow diagram) will clarify the system's breadth, modular structure, and UI complexity. It will serve as a baseline reference to inform prioritization, identify redundancy or inconsistencies, and support scoping decisions in later phases.
- e. **Analytics and User Feedback Review:** Analyze available usage analytics, support tickets, and documented feedback from the recent OMS Pain Point Workshop to identify high-friction areas, recurring user complaints, and tasks prone to error. This quantitative and qualitative review will help validate usability issues, highlight workflow inefficiencies, and inform prioritization of the redesign effort.
- f. **Benchmarking and Best Practices:** Compare the OMS UX against modern design patterns or similar systems in the industry. Identify opportunities where applying current UX/UI trends could add value (such as improved navigation, dashboards, or mobile responsiveness).

18. **Output of Workstream 1:** A UX Audit Report documenting all findings and recommendations. This report should include prioritized usability issues, user personas or profiles of typical users, user journey maps of key processes (visualizing how users currently navigate the system and where pain points occur), an interface inventory or UI sitemap, and opportunities for improvement. The report will form the basis for the redesign in the next phase.

Workstream 2: UI/UX Redesign (User-Centered Design Process)

19. Based on the audit findings, lead a comprehensive **user-centered redesign** of the OMS interface. This phase should be executed in an **agile and iterative manner**, incorporating continuous feedback from stakeholders especially end-users. Key tasks include:

- a. **Define User Experience Strategy:** Clarify the vision for the new OMS user experience. Establish UX design principles or guidelines (e.g. simplicity, consistency, accessibility) that

will drive the redesign. Align this vision with business objectives and user needs identified in the audit.

- b. **Persona Development & Journey Mapping:** Refine or create **user personas** representing major user types of OMS, capturing their goals and pain points. Develop **customer journey maps** or user flow diagrams for the most heavily used, complex, and time-consuming tasks (e.g. creating a project, updating project details and status), where usability improvements are likely to yield significant time savings and productivity gains. These maps should illustrate the ideal end-to-end experience in the new design, ensuring the redesign covers all relevant touchpoints. Where feasible, consultants are encouraged to use **SAP Signavio Journey Modeler**, as IsDB already employs Signavio for its business process modeling. This alignment will help ensure consistency between user experience design and the Bank's broader business process architecture.
- c. **Information Architecture & Workflows:** Redesign the information architecture of OMS for clarity and efficiency. Propose a more intuitive navigation structure, menu layout, and workflow sequence for key processes. Ensure that content is organized in a logical hierarchy that matches users' mental models. This may involve creating sitemaps or task flow diagrams as interim deliverables.
- d. **Wireframing & Prototyping:** Produce **wireframes** for the new OMS interface, starting with low-fidelity sketches and evolving to high-fidelity interactive prototypes. Wireframes should outline the layout and content placement for critical screens without distraction of visual design, enabling a primary focus on usability. As the design solidifies, develop clickable prototypes (using a tool like Figma or similar) to simulate user interactions. These interactive prototypes will allow for iterative testing and refinement of the design, reinforcing a Lean UX approach.
- e. **Visual Design & UI Kit:** Create the **visual design** for the new interface, ensuring a modern, clean, and professional look that aligns with the organization's branding. This includes selecting an appropriate color scheme, typography, iconography, and UI component styling. All visual elements should be compiled into a **UI style guide** or **design system**. This design system (often delivered as a **UI kit**) must detail the reusable components (buttons, form fields, menus, etc.), design specifications, and interaction guidelines that developers will use during implementation. The UI components defined in tools like Figma or Sketch should directly correspond to components in the development framework, such as React, to ensure consistency and reusability across design and implementation.
- f. **Usability Testing (Iterative):** Conduct at least one round of **usability testing** on the interactive prototype with actual end-users. Gather feedback on the new design's ease of use, learnability, and satisfaction. Document any issues discovered and refine the design

as needed. This user-centered test-and-refine cycle should be built into the schedule to validate design decisions before development begins.

- g. **Mobile-First Screen Strategy:** As part of the redesign, the consultant should identify and prioritize key user journeys and transactions that are suitable for mobile access. This includes developing mobile-first screen designs for field-based users (e.g., PMS, FPOs, OTLs, COMs) who often operate without access to desktops or laptops. The mobile-first proposals should be informed by the user personas and contextual field insights gathered in Workstream 1 and ensure that critical, high-frequency tasks can be performed efficiently on mobile devices.
- h. **Agile Iterations & Stakeholder Reviews:** Work in time-boxed iterations (sprints) to progressively refine the design through collaboration with project stakeholders. Host regular design review sessions or demos involving business/process owners, internal IT team, and other stakeholders to ensure the evolving design remains aligned with business objectives and technical constraints, while securing early buy-in and support.

20. Output of Workstream 2: A Complete UI/UX Design Package for the OMS, ready for development.

This includes:

- a. **User Personas and Journey Maps** – documentation of user archetypes and their workflows.
- b. **Information Architecture** – site map or navigation model for the redesigned system.
- c. **Wireframes and Interactive Prototypes** – covering all major screens and interactions of the OMS (with any updated versions post-usability testing and stakeholder feedback). This includes both desktop and selected mobile-first screens that support key workflows for field-based users.
- d. **UI Design Specifications** – high-fidelity mockups of all key screens (desktop and prioritized mobile), ensuring responsive and accessible layouts for varied environments..
- e. **Design System / UI Kit** – a library of styled UI components, with guidelines on usage (could be delivered via tools like Figma libraries, Sketch libraries, or an online style guide). This should facilitate a smooth design-to-development handoff, where developers can extract assets and code specifications easily (e.g. using collaboration tools such as Figma Inspect, Zeplin, etc.).
- f. **Usability Test Report** – summary of testing conducted with end-users (methodology, participants, results), including insights into ease of use, satisfaction, and any changes made to the design based on their feedback.
- g. **Stakeholder Review Summary** – documentation of major feedback points raised during design review sessions with business owners and internal technical teams, including actions taken to ensure the design meets both functional and organizational requirements.

Workstream 3: Front-End Development & Integration

21. Implement the approved UI/UX design by developing a new front-end application using a modern framework. This phase will be executed with an agile delivery approach and close, iterative collaboration with the internal IT team responsible for the SAP backend. Given the project's resource limitations and the strategic priority on UX and design quality, the front-end development in this phase will focus on translating only a subset of critical user journeys into the new UI, rather than replicating the full scope of the existing OMS interface. Key tasks include:

- a. **Technical Architecture & Planning:** Define the front-end architecture to ensure compatibility with the existing SAP backend via APIs or middleware. The consultant will work with internal IT architects to understand integration points and design the front-end accordingly. The architecture should support scalability, maintainability, and allow for parallel operation alongside the existing UI, enabling incremental adoption and development of the new interface without disrupting current operations.
- b. **Incremental Development:** Implement the new front-end in sprints. Prioritize building core features first – ideally those that address the most critical user needs or pain points identified. The first release should constitute an MLP (Minimum Lovable Product) – a working subset of the new OMS front-end that delivers immediate usability improvements in high-impact areas. Subsequent sprints will add additional features and refinements. This incremental release strategy will enable the organization to start realizing benefits early and to validate the solution with real users continuously. All sprints should include developer demos and incorporate feedback loops with business stakeholders and IT. Only selected workflows and screens identified as high-priority during earlier phases (UX audit and UI design) will be implemented in this phase. Additional screens may be developed in future assignments.
- c. **Responsive, Accessible Implementation:** Develop the front-end to be fully responsive (accessible on different screen sizes, e.g. desktop, tablet, and mobile, especially for mission-based field staff) and compliant with accessibility standards (e.g., WCAG 2.1 or relevant guidelines) to support all user groups. The design and code should support reuse and future extensibility, based on a consistent design system.
- d. **Integration with Backend Services:** Coordinate closely with the backend team to integrate front-end components with SAP services through existing or adapted APIs/middleware. The new UI must work seamlessly with current systems and be adaptable for future backend changes. The goal is a seamless integration such that end-users experience a unified system, even though the backend remains SAP.
- e. **Testing and Deployment Support:** Conduct internal QA and support the Bank's testing and User Acceptance Testing (UAT). Assist with feedback collection and critical issue

resolution. Prepare deployment packages and provide documentation for future maintenance.

22. **Output of Workstream 3:** A partially developed and tested new front-end application for high-priority workflows, integrated with the existing SAP backend. The new front-end will operate in parallel with the existing UI, enabling gradual adoption and ensuring continuity of service. This phase focuses on delivering tangible usability and productivity improvements through a targeted subset of screens, while establishing a scalable, modular architecture for future expansion. The legacy UI will remain fully operational for workflows not yet transitioned, ensuring uninterrupted business operations.
23. Specific deliverables include: A fully documented and tested front-end solution, including the source code, compiled application builds for staging and production, and technical documentation. Supporting materials will also include component library references, test cases with QA summaries, user acceptance testing (UAT) reports, and deployment configurations to ensure smooth implementation and maintainability.

Cross-Cutting Workstream: Collaboration, Handover, and Change Management

24. This assignment requires close collaboration with the organization's internal teams and a plan for sustainable handover:
 - a. **Project Governance & Communication:** The consultant's project team will work under the guidance of the IsDB TTL. Regular check-ins are expected—daily, weekly, or monthly, as appropriate—to review milestones, risks, and decisions with key stakeholders. Agile ceremonies (sprint planning, demos, retrospectives) should involve the TTL or representatives to ensure transparency and alignment. These coordination mechanisms form part of the cross-cutting workstream on collaboration, handover, and sustainability, which supports all phases of the assignment.
 - b. **Cross-Functional Teamwork:** The consultant's team must work hand-in-hand with the IsDB's IT team. This cooperation is critical during API integration, testing, and deployment. The consulting firm is expected to be proactive in knowledge sharing and receptive to input from the internal team, leveraging their institutional knowledge of the OMS's business logic.
 - c. **Internal Project Management & Team Coordination:** The consulting firm is expected to ensure strong internal coordination across its UX, UI, and front-end development teams. Given the interdependence of design and development activities, the firm must establish a clear internal project management structure that enables timely handoff of design deliverables, alignment on technical feasibility, and iterative feedback loops. Internal roles and responsibilities should be clearly defined, and the project manager or designated team lead must serve as the single point of coordination with the IsDB TTL to ensure coherence across workstreams.

- d. **Handover & Capacity Building:** As the project concludes, a comprehensive handover will be done. This includes the transfer of all design assets, code, and documentation as specified in the deliverables. The firm will also conduct training sessions or workshops for the IsDB IT team and other designated staff. The training should cover how to maintain and extend the front-end (e.g., use of the component library, coding standards to follow), and provide an overview of the design system for any future UI work.
 - e. **Post-Launch Support:** Provide a warranty period (to be defined in the RFP, e.g., 3–6 months) during which the firm remains available to support bug fixes, minor tweaks, and mentorship of the client team as they take over full ownership. The proposal should include a clear plan for this support phase.
25. The scope of the assignment will be limited to redesigning and developing a targeted set of high-priority OMS screens—those most critical to improving usability and user productivity. These will be identified through the UX Audit. The consultant is not expected to convert the entire existing OMS front-end, but to deliver a focused, high-impact subset that demonstrates visible improvements.

D. DELIVERABLES AND MILESTONES

26. The following are the key deliverables expected from this assignment, aligned with the main workstreams outlined in the Scope of Work (SOW). All deliverables should follow industry-standard formats and use tools that support collaborative review and feedback by the client. Agile iterations and phased delivery are encouraged. The consultant should specify its proposed toolset, ensuring compatibility with the client (e.g., Figma, Zeplin, Storybook, Jira).
- a. **Inception Report & Project Plan:** Delivered within the first 2 weeks, this brief outlines the proposed approach, team roles, sprint and milestone schedule, and roadmap for agile delivery. It also includes the consultant's plan to support the Scope of Work (SOW), including a light communication strategy to help keep end users informed about overall progress, particularly on responses to OMS pain points raised during the workshop.
 - b. **UX Audit Report:** A detailed summary of findings from the UX audit phase, including user research insights, documented pain points, journey maps, and prioritized design recommendations. Requires approval before moving forward.
 - c. **Field Research Summary:** A standalone or embedded report on insights gathered during field visits (e.g., user behavior, contextual usage, photos, quotes).
 - d. **UX Design Package:** *User Personas & Journey Maps, Revised Information Architecture, Wireframes (low and mid-fidelity), High-Fidelity Prototype, Usability Test Report* – with results and changes based on user feedback.
 - e. **Visual Design & UI Assets:** *UI Mockups* of key screens, *UI Style Guide / Design System* (including UX behavior guidance), *UI Kit Files* (e.g., Figma library).

- f. **Front-End MLP Release:** A Minimum Lovable Product (MLP) version of the front-end interface, with key modules developed and integrated with the SAP backend, deployed for early feedback.
 - g. **Final Front-End Application:** A complete, tested, and production-ready front-end application, covering the agreed OMS scope. Includes source code and deployment scripts.
 - h. **Technical Documentation & Handover Package:** *Architecture & Integration Guide, Maintenance Manual, Deployment Documentation, Training/Workshop Materials.*
 - i. **Progress Reports and Meeting Records:** Brief updates shared bi-weekly to summarize progress, blockers, and key decisions.
 - j. **Productivity Impact Assessment:** (i) *Baseline Report* after UX audit (e.g., task times, satisfaction scores, pain point metrics); (ii) *Post-Implementation Report* to compare results and capture user feedback.
 - k. **End-User Engagement and PR Support:** To sustain momentum from the OMS Pain Points Workshop and maintain trust with users, the consultant will support the creation of simple, periodic communications (e.g., email digests, infographics, blurbs). These will highlight progress on user-raised issues, show responsiveness, and reinforce transparency.
27. All major deliverables must be clearly documented, professionally presented, and supported by visual or explanatory materials, as appropriate. The consultant is expected to present key deliverables to the client at each stage to ensure clarity, validation, and alignment.
28. The consultant is expected to work closely with the designated IsDB team throughout the assignment to ensure ongoing alignment, co-creation of outputs, and internal capacity building. This collaborative approach aims to equip IsDB staff with the tools, methods, and practices used during the project, enabling them to sustain, adapt, and apply these approaches independently beyond the project's conclusion. As part of this engagement, the consultant may also be requested to periodically present the project scope and progress to Bank management.

E. APPROACH AND METHODOLOGY REQUIREMENTS

29. The consultant's proposal should present a clear, structured methodology aligned with the Scope of Work and project expectations. Key elements include:
- a. **Agile and Phased Delivery:** The project should follow an agile approach with defined sprints and iterative outputs, while maintaining an overarching phased structure (e.g., Discovery, Design, Development). Early delivery of a Minimum Lovable Product (MLP) is expected, followed by incremental releases. Proposals should explain how sprint planning, reviews, and adaptation based on feedback will be handled.
 - b. **User-Centered and Evidence-Based Design:** The methodology must prioritize end-users throughout—from field research and pain point validation to usability testing and post-

implementation feedback. Proposals should clarify how user involvement will be structured at each stage, and how qualitative and quantitative data will guide design and development.

- c. **Collaboration and Stakeholder Engagement:** Proposals should outline plans for effective collaboration with business stakeholders and IT teams, including regular touchpoints, workshops, and sprint reviews. Consultants are expected to use collaborative tools (e.g., Jira, MS Teams, Figma) and establish clear communication channels with the client team. Active co-creation and alignment with internal teams is essential.
- d. **Modern Tools and Development Standards:** Design deliverables should be produced using current tools (e.g., Figma, Zeplin, Storybook), while development must follow modern coding practices. The front-end should be built using a modern framework, and adhere to accessibility and security standards. Consultants should articulate their development stack and component documentation approach.
- e. **Risk Management:** Proposals must identify key risks (e.g., SAP integration, user adoption, delivery timelines) and mitigation measures. An understanding of enterprise environments, change controls, and data/security constraints is expected.
- f. **Quality Assurance:** A robust QA strategy should cover both design and development. This includes usability testing, design reviews, code validation, and support for UAT. Final outputs must be production-ready and aligned with the client's QA processes.
- g. **Scope and Change Management:** While agile allows for flexibility, a mechanism for managing scope adjustments is required. Proposals should include a clear change control approach to balance responsiveness with project discipline.

30. Proposals should show how these methodological pillars translate into concrete deliverables and outcomes—for example, how UX audit insights inform design decisions, how field research feeds into journey mapping, and how MLP feedback loops will shape refinements.

F. DURATION OF ASSIGNMENT, TIMEFRAME, TIMELINE AND REPORTING

- 31. The assignment is expected to last approximately **5 to 6 months** from the date of contract signature, with all major deliverables to be completed no later than **31 March 2026**, unless otherwise agreed. The consultant is expected to commence immediately upon contract signing. The timeline reflects a multi-phase agile approach, beginning with UX discovery and design and culminating in front-end development, handover, and post-launch support.
- 32. The indicative timeline below outlines expected phases and deliverables. Bidders may refine this schedule in their proposals based on their team's capacity and methodology:

- a. **Month 0 (Kickoff):**
Deliverables: Inception Report & Project Plan

b. **Month 1–2: Phase 1 – UX Audit & Discovery**

Deliverables: UX Audit Report, Field Research Summary, Baseline Productivity Report

c. **Month 3–4: Phase 2 – UI/UX Redesign Iterations**

Deliverables: Personas & Journey Maps, Revised Information Architecture, Prototypes, Usability Test Report

d. **Month 4: MLP Release**

Deliverable: MLP Front-End deployed for early feedback

e. **Month 5–6: Phase 3 – Continued Front-End Development & Testing**

Deliverables: Final Front-End Application, Technical Documentation & Handover Package

f. **Month 6: UAT, Training, and Handover**

Deliverables: Training Workshops, Post-Implementation Productivity Assessment

g. **Month 7+: Warranty Support (if applicable)**

Activities: Bug fixes, minor enhancements, and mentorship of internal team

33. The consultant will provide bi-weekly progress updates, participate in review meetings at key milestones, maintain an issue log and risk register for joint review, and be available to deliver periodic briefings to Bank management on the project's objectives and progress, when requested.

34. All deliverables and communications must be in English. The consultant's project manager will serve as the central point of contact and will coordinate across all workstreams to ensure timely and effective reporting.

G. QUALIFICATIONS AND REQUIRED CORE EXPERTISE

35. The consultant must provide a multidisciplinary team with strong capabilities across UX research, UI design, and front-end engineering—covering the full delivery lifecycle from user research and pain point analysis to design systems and front-end implementation. The team should bring a proven track record delivering enterprise-grade, internal-facing platforms—such as ERP systems, project workflow tools, or similarly complex environments—with an emphasis on usability, operational efficiency, and maintainability.

36. Beyond technical proficiency, the consultant is expected to engage as a strategic thought partner—bringing in global best practices while constructively challenging existing assumptions and guiding stakeholders toward effective, user-centric solutions. The team must be confident working in agile sprints, facilitating iterative feedback with diverse user groups, and balancing practical constraints with forward-looking design choices aligned to institutional goals.

37. The following roles are indicative of the core expertise required. While titles, qualifications and responsibilities may vary, the consultant must clearly demonstrate how their team will collectively fulfill the objectives of this assignment.

Table: Detailed Qualifications and Expertise

Project Role	Experience	Education	Skills and other requirements
UX Lead / Senior UX Researcher	8+ years in UX research and design, including enterprise or workflow-based systems	Bachelor's or Master's in HCI, UX, design, or related field	<p>Proven experience in usability audits, user research, and translating findings into design direction</p> <p>Skilled at aligning diverse stakeholder inputs into coherent design decisions</p> <p>Experience using leading research and prototyping tools (e.g., Miro, Axure, Optimal Workshop, or equivalent)</p> <p>Strong communication and facilitation abilities</p> <p>Experience in agile, iterative environments</p>
UI/Visual Design Lead	7+ years in UI/UX and digital design	Degree in graphic design, visual communication, or equivalent	<p>Experience creating modern, user-centered interfaces and scalable design systems</p> <p>Proficient in widely used design tools (e.g., Figma, Sketch, Adobe XD, or equivalent)</p> <p>Comfortable designing for component-based front-end development</p> <p>Strong visual design and layout skills</p>
Front-End Technical Lead	7–10 years in front-end engineering	Bachelor's in computer science, engineering, or related field	<p>Expert in modern front-end framework</p> <p>Experience with API integration and enterprise backends (SAP preferred)</p> <p>Proficient in Git, modular architecture, and testing frameworks</p> <p>Able to convert UI designs into responsive, production-quality code</p>

Project Role	Experience	Education	Skills and other requirements
Front-End Integration Developer (optional)	5–8 years in front-end or full-stack development, including enterprise system integration	Bachelor's in computer science, engineering, or related field	<p>Experience integrating front-end applications with enterprise systems</p> <p>Familiar with backend data models, API payloads, and service authentication</p> <p>Able to coordinate with backend and middleware teams to troubleshoot data flow, latency, and mapping issues</p> <p>Skilled in debugging integration failures and optimizing API consumption</p> <p>Knowledge of performance tuning and secure data exchange practices</p> <p>May be combined with Front-End Technical Lead</p>
Project Manager / Team Lead	8+ years managing digital or design–tech projects, with experience coordinating multi-disciplinary teams	Bachelor's in business, tech, design, or related field	<p>Serves as overall engagement lead, coordinating across UX, design, and development teams</p> <p>Acts as the main interlocutor with the IsDB Task Team Leader (TTL)</p> <p>Skilled in project planning, stakeholder coordination, and delivery management</p> <p>Familiar with agile practices and adaptable to client processes</p> <p>Strong organizational and communication skills</p> <p>May be combined with another lead role (e.g., UX or Technical Lead) depending on team structure</p>

Project Role	Experience	Education	Skills and other requirements
Analyst / Business Analyst (optional)	2+ years in business or systems analysis	Bachelor's in business, IT, or related field	<p>Able to document workflows and translate business needs into functional inputs</p> <p>Supports alignment between users, designers, and developers</p> <p>May be merged with the UX role</p>

38. The consultant's proposal should include CVs of the proposed team and case studies of relevant past projects involving UX audits, UI redesign, and front-end development for enterprise systems. Experience with multilateral institutions, development finance organizations, or similarly complex operational environments will be viewed favorably.

H. EVALUATION AND MEASUREMENT OF SUCCESS

39. The success of this assignment will be assessed through a combination of delivery quality, measurable improvements in usability and productivity, and the quality of engagement with IsDB teams, as a key enabler of successful delivery and adoption. This includes proactive coordination, openness to feedback, responsiveness to user needs, and meaningful knowledge transfer. The consultant will also support the client in defining a baseline and conducting a Productivity Impact Assessment, both before and after implementation, as part of the project scope.

40. Key indicators of success will be tied to a set of agreed-upon KPIs and targets established during the inception phase. These include:

- a. **Improved usability and user experience**, demonstrated through usability testing and user feedback (e.g., enhanced task intuitiveness, smoother navigation, and positive responses from key user groups such as PMSS, FPOs, OTLs, and COMs).
- b. **Productivity gains**, such as reduced time spent on data entry and workflows, fewer user errors, and lower volume of support requests—measured against the established baseline.
- c. **High system adoption and engagement**, including widespread use of the redesigned interface, low resistance to change, and observable improvements in user behavior.
- d. **Quality and timely delivery of outputs**, with all deliverables meeting TOR specifications.
- e. **Strong collaboration and knowledge handover**, demonstrated by regular and constructive engagement with the IsDB TTL and relevant teams, clear documentation of technical and design decisions, and sufficient capacity-building to ensure internal teams can sustain and extend the solution after the consultant's exit.

41. Final acceptance will be based on the delivery of all contracted outputs, including the productivity impact assessment, and reasonable evidence that the objectives defined in this TOR have been achieved.

I. ADDITIONAL NOTES - DATA, LOCAL SERVICES, PERSONNEL AND FACILITIES TO BE PROVIDED BY IsDB

42. **Institutional Support:** The IsDB will provide the necessary documents, access credentials (where applicable), and points of contact across relevant departments to support the consultant in completing the assignment. These may include internal workflows, OMS documentation, prior user feedback, analytics reports, and technical architecture diagrams.
43. **Confidentiality:** All information, data, documents, and design assets provided by IsDB or developed by the consulting firm during this engagement shall be treated as strictly confidential. No part of this information may be published or disclosed to any third party without prior written approval from IsDB.
44. **Ownership of Deliverables:** All plans, reports, photographs, designs, prototypes, code, and other documents produced as part of this assignment shall become and remain the exclusive property of IsDB. The firm shall submit all such deliverables, along with a complete inventory, by the conclusion or early termination of the assignment. The firm may retain copies strictly for archival purposes and shall not reuse the outputs for unrelated engagements without written consent from IsDB.
45. **Travel for Field Mission:** Consultants must include in their financial proposals the cost for at least one field mission to a Regional Hub (Almaty [preferred], Abuja or Dakar), involving international travel. This mission is mandatory and is expected to take place early in the assignment, during the UX Audit phase.
46. **Data Security and Research Ethics:** The OMS contains sensitive operational and institutional data. The consultant must comply fully with IsDB's internal data protection and security protocols. Access to live production environments may be limited; anonymized or test datasets will be provided when necessary.
47. **Backend Constraints and Technical Feasibility:** Given that OMS is built on an SAP ECC backend, certain data structures, workflows, and business logic are immutable under this assignment. The front-end redesign must focus on usability and interface improvements without altering the core backend. Creative UI/UX enhancements are encouraged, provided they are technically feasible within the constraints of the API or middleware layer. Coordination with IsDB's SAP technical team will be essential to clarify any limitations or required integration touchpoints.
48. **Intellectual Property (IP):** All work products delivered under this assignment—including source code, design files, documentation, and testing artifacts—shall be transferred in full to IsDB. The

consultant may not repurpose, distribute, or commercially reuse any part of the deliverables without written authorization from IsDB.

<<END>>

Annex B: Technical and Financial Proposal Forms

SECTION 3. TECHNICAL PROPOSAL - STANDARD FORMS

- 3A. Technical Proposal submission form.
- 3B. Firm's references.
- 3C. Comments and suggestions of consultants on the Terms of Reference and on data, services, and facilities to be provided by the Client.
- 3D. Description of the methodology and work plan for performing the assignment.
- 3E. Team composition and task assignments.
- 3F. Format of curriculum vitae (CV) for proposed professional staff.
- 3G. Time schedule for professional personnel.
- 3H. Activity (work) schedule.

3A. Technical Proposal Submission Form

[Date]

To:

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for [name of consulting assignment] in accordance with your Request for Proposal dated [Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal transmitted to a separate email address.

If negotiations are held during the period of validity of the Proposal, i.e., before [Date] we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:

3B. Firm's References

Relevant Services Carried Out in the Last Five Years That Best Illustrate Qualifications

Using the format below, provide information on each assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Assignment Name:		Country:
Location within Country:		Professional Staff Provided by Your Firm/Entity(profiles):
Name of Client:		Nº of Staff:
Address:		Nº of Staff-Months; Duration of Assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Current US\$):
Name of Associated Consultants, If Any:		Nº of Months of Professional Staff Provided by Associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

Firm's Name: _____

3C. Comments and Suggestions of Consultants on the Terms of Reference and on Data, Services, and Facilities to be Provided by IsDB

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

On the data, services, and facilities to be provided by IsDB:

- 1.
- 2.
- 3.
- 4.
- 5.

3D. Description of the Methodology and Work Plan for Performing the Assignment

3E. Team Composition and Task Assignments

1. Technical/Managerial Staff		
Name	Position	Task

2. Support Staff		
Name	Position	Task

3F. Format of Curriculum Vitae (CV) for Proposed Professional Staff

Proposed Position: _____

Name of Firm: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____

Years with Firm/Entity: _____ Nationality: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Key Qualifications:

[Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page.]

Education:

[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.]

Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.]

Languages:

[For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.]

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

_____**Date:** _____
[Signature of staff member and authorized representative of the firm] Day/Month/Year

Full name of staff member: _____

Full name of authorized representative: _____

3G. Time Schedule for Professional Personnel

			Weeks (in the Form of a Bar Chart)												
Name	Position	Reports Due/Activities	1	2	3	4	5	6	7	8	9	10	11	12	Number of Weeks
															Subtotal (1)
														Subtotal (2)	
															Subtotal (3)
															Subtotal (4)

Full-time: _____

Reports Due: _____

Activities Duration: _____

Part-time: _____

3H. Activity (Work) Schedule*

A. [per output/deliverable]

	[1st, 2nd, etc. are weeks from when the contract is signed.]												
	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	
Activity (Work)													

B. Completion and Submission of Reports/Deliverables (*indicative milestones*)

Reports/Deliverables	Date
1. _____	
2. _____	
3. _____	
4. _____	

* must be consistent with TOR

SECTION 4. FINANCIAL PROPOSAL - STANDARD FORMS

- 4A. Financial Proposal submission form.
- 4B. Summary of Costs.
- 4C. Breakdown of Remuneration per Activity
- 4D. Breakdown of Reimbursable Expenses per Activity
- 4E. Breakdown of Miscellaneous Expenses

4A. Financial Proposal Submission Form

[Date]

To: _____

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for [name of consulting assignment] in accordance with your Letter of Invitation to bid dated [insert: date] and our attached Financial Proposal for the sum of [insert: amount in words and figures]. This amount is exclusive of the local taxes, which we have been estimated at [insert: amount(s) in words and figures].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [insert: date].

Commissions and gratuities, if any, paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Currency	Purpose Commission or Gratuity	of
_____	_____	_____	
_____	_____	_____	
_____	_____	_____	

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:

4B. Summary of Costs

Item	Cost	
	{Firm must state the proposed Costs; delete columns which are not used}	
	{Insert Currency # 1}	{Insert Currency # 2, if used}
Cost of the Financial Proposal		
Including:		
(1) Remuneration		
(2) Reimbursable Expenses		
(3) Miscellaneous Expenses		
<u>Total Cost of the Financial Proposal:</u>		

Footnote: Payments will be made in the currency(ies) expressed above.

4C. Breakdown of Remuneration per Activity[*]

When used for Lump-Sum contract assignment, information to be provided in this Form shall only be used to demonstrate the basis for the calculation of the Contract's ceiling amount; to calculate applicable taxes at contract negotiations; and, if needed, to establish payments to the Firm for possible additional services requested by the Client. This Form shall not be used as a basis for payments under Lump-Sum contracts

A. Remuneration for Activity No. [Number]: [Activity Name]							
No.	Name	Position (as in Form 3E)	Person-[Unit] ¹ Remuneration Rate	Per-Diem Daily Rate**	Time Input in Person/[Unit]	{Currency # 1- as in Form 4B}	{Currency # 2- as in Form 4B}
	Personnel for the Assignment Activity						
P-1							
P-2							
P-3							
P-4							
P-5							
	Total Costs						

*In the case of selections that do not include cost as an evaluation factor (i.e., QBS, CQS, and SSS), an expanded version of this Form may be used to add columns to show social charges, overhead, other charges (such as premium for field assignments in difficult locations) and the multiplier.

** applies in the case of Field-Visits

Notes:

¹ Staff months, days or hours, as appropriate

4D. Breakdown of Reimbursable Expenses per Activity

When used for Lump-Sum contract assignment, information to be provided in this Form shall only be used to demonstrate the basis for calculation of the Contract ceiling amount, to calculate applicable taxes at contract negotiations and, if needed, to establish payments to the Firm for possible additional services requested by the Client. This form shall not be used as a basis for payments under Lump-Sum contracts

B. Reimbursable for Activity No. [Number]: [Activity Name]						
N°	Type of Reimbursable Expenses	Unit	Unit Cost	Quantity	{Currency # 1- as in Form 4B }	{Currency # 2- as in Form 4B }
_____	{e.g., International flights}	{Ticket}		_____		
_____	{e.g., In/out airport transportation}	{Trip}				
	{e.g., Communication costs between Insert place and Insert place}				_____	
	_____				_____	

	_____				_____	
Total Costs						

Notes:

4E. Miscellaneous Expenses

No.	Description	Unit	Quantity	Unit Price	Total Amount
1.	Communication costs between _____and _____ (telephone, telegram, telex)				
2.	Drafting, reproduction of reports				
3.	Equipment: vehicles, computers, etc.				
4.	Software				
	Grand Total				_____

Annex C: EOI Form

EOI Form

Expression of Interest (EOI) by Consulting Firm

Independent UX Audit, UI Redesign, and Front-End Delivery for the Operations Management Solution (OMS): Enhancing End-User Usability and Operational Productivity

Consultant Selection Panel

Islamic Development Bank

Email: RFI-EOI Submission - Independent UX Audit_ UI Redesign_ and Front-End Delivery for the Operations Management System _OMS_ f257182e.isdb.org@emea.teams.ms

I have read carefully your Invitation for Expression of Interest for the captioned assignment/project and find the Terms of References (TOR) and Scope of Work match my skill mix and experiences for providing the services required in the TOR. I would like to express my interest for our firm being considered for the Shortlist. I understand that IsDB does not have an obligation that I must be shortlisted.

I have attached to this EOI supporting documents highlighting the relevant expertise and Experience for your consideration. Some of the key information is highlighted below:

Firm's Profile

Country of incorporation:

Permanent Address:

Phone No.:

Email:

Past Consultancy Assignment References

[Notes to consultant: Please select most relevant consultancy assignments you have recently completed to demonstrate your technical qualifications and experience.]

Period	Client	Project	Country	Your role (As lead consultant or as member of a team?)	Value of the Contract (US\$ equivalent)

III. Availability

I shall be available for the services from _____ to _____.

IV. Eligibility Declaration

I, the undersigned, certify to the best of my knowledge and belief:

- ☐ We have read and understood the Terms of Reference (TOR) for this assignment.
- ☐ The project references submitted as part of this EOI accurately reflect our firm's past performance.
- ☐ Our firm (and proposed team members) has not been involved in the design, development, or maintenance of the current OMS or any of its modules.
- ☐ Our firm has not been convicted of an integrity-related offense or crime related to theft, corruption and fraud.
- ☐ I understand that any misrepresentations that knowingly or recklessly mislead, or attempt to mislead may lead to the automatic rejection of the proposal or cancellation of the contract, if awarded, and may result in further remedial action, in accordance with IsDB's Integrity and Anti-corruption Policy.

Authorized Signature:

Name:

Title:

Firm Name:

Date: