

Memo NO. 56.83.0000.006.07.006.23. ৯৭

Date: 24.01.2023

**REQUEST FOR EXPRESSIONS OF INTEREST (EOI) FOR
Hiring a firm for IT Service Management for eKpay**

GOVERNMENT OF THE PEOPLE'S REPUBLIC OF BANGLADESH

1	Ministry/Division	Information & Communication Technology (ICT) Division
2	Agency	Aspire to Innovate Programme
3	Name of Procuring Entity	Aspire to Innovate Programme
4	Title of Service	Hiring a firm for IT Service Management for eKpay.
5	Procuring Entity District	Dhaka
6	Expressions of Interest for	Hiring a firm for IT Service Management for eKpay.
7	Eoi Ref No	56.83.0000.006.07.006.23. ৯৭
8	Date	24.01.2023
KEY INFORMATION		
9	Procurement Sub Method	Quality and Cost Based Selection (QCBS)
FUNDING INFORMATION		
10	Budget and Source of Funds	Development budget and Government of Bangladesh.
11	Development Partners	UNDP
PARTICULAR INFORMATION		
12	Project / Programme Code	223038900
13	Project / Programme Name	Aspire to Innovate (a2i) Programme
14	Eoi Closing Date and Time	Expression of interest shall be submitted by 11:00 am (BST) on 08/02/2023 via email (tender@a2i.gov.bd) or Hardcopy. A Proposal box shall be kept outside of IDB building reception, Agargaon, Dhaka to drop the hardcopy and be marked "Hiring a firm for IT Service Management for eKpay". Please contact Abu Hena Mostafa Mridha (Mobile: 01832270288). Please be informed that firm can only submit either in hardcopy or in the email mentioned above.
Information for Applicant		
15	Brief Description of the Assignment	Details are provided in Terms of Reference (ToR). For Terms of Reference (TOR). Please visit https://a2i.gov.bd/tenders/ or contact: Mohammed Salah Uddin (Mobile No.01712718051).
17	Experiences, Resources & Delivery Capacity Required	<p>The minimum qualifications and experiences:</p> <ul style="list-style-type: none"> • Must have valid and up-to-date Trade license/Register of joint stock & companies (RJSC) registration, VAT, and TIN certificate. • Should have minimum of 5 (five) years experience in ICT business as a registered company/entity in Bangladesh. (please provide the relevant contract paper) • Should have Experience in managing at least 5 (five) citizen-centric applications in the public sector. (Please provide work completion certificate to prove the experience). • Must have existing at least one contract in delivering IT infrastructure management service application within the last 3 (three) years where multiple services have been provided along with the DC-DR management (ie. Application service, Helpdesk management services, All kinds of hardware for DC-DR, connectivity establishment for DC-DR, 24/7 NOC facility). (Please provide a work completion certificate to prove the experience). • Should have experience of 1 (one) project where multiple network

		<p>connectivity has been established with a different entity. (Please provide work completion certificate to prove the documents).</p> <ul style="list-style-type: none"> The Firm should have a minimum average annual turnover of not less than Taka 10 (ten) Crore for the last 3 (three) years (FY: 2021-2022, 2020-2021, 2019-2020) The firm must have proof of minimum BDT 3 cr. average working capital is reflected in the last 2 years' audited financial statements (FY: 2020-2021, 2021-2022) (If applicable). Multiple companies having technical and legal competency for developing such products can submit jointly but they must have a legal agreement among them where one company needs to be lead. The lead company needs to fulfill all conditions mentioned in this ToR. <p>Aspire to Innovate Programme now invites eligible Applicants/firms to indicate the interest in providing the services. Interested Consultants/firms are invited to provide information indicating that they are qualified to perform the services.</p> <p>A shortlist of consultants will be prepared upon evaluation of EoIs of the eligible applicants and a "Request for Proposal" document will be issued in their favor.</p> <p>The total duration of the contract is 18(Eighteen) months.</p>			
18	Other Details (If Applicable)	Not Applicable			
19	Association with foreign firms is	Not Applicable			
20	Ref no.	Phasing of Services	Location	Indicative Start date (Month/Year)	Indicative Completion date (Month/Year)
	56.83.0000.006.07.006.23 ৯৯	Single	Bangladesh	April 2023	October 2024
PROCURING ENTITY DETAILS					
30	Name of Official Inviting EOI	Dr. Dewan Muhammad Humayun Kabir			
31	Designation of Official Inviting EOI	Project Director, Aspire to Innovate Programme.			
32	Address of Official Inviting EOI	Information & Communication Technology (ICT) Division ICT Tower, E-14/X, Agargaon, Dhaka-1207			
33	Contact details of Official Inviting EOI	88 02 55006931-34	Fax: 88 02 55006936	E-mail: dewan.kabir@a2i.gov.bd	
34	The procuring entity reserves the right to accept or reject all EOI's.				

24.01.23
Dr. Dewan Muhammad Humayun Kabir
Project Director (Joint Secretary),
Aspire to Innovate(a2i) Programme

