

Leveraging ICT for Growth, Employment and Governance Project



Bangladesh Computer Council

Information and Communication Technology Division
ICT Tower, Plot # E-14/X, Agargaon, Dhaka-1207, Bangladesh

No: 56.109.043.00.00.048.2017- A\

Date: 20 July 1017

Sub: Minutes of the Pre-bid meeting for Mainstreaming of the NDC across other agencies (Contract Package # AF-NS4).

A Pre-bid meeting for the procurement of Mainstreaming of the NDC across other agencies (Contract Package # AF-NS4) was held on July 04, 2017 at 11:00 am. The pre bid meeting was chaired by Project Director Mr. Md. Rezaul Karim ndc.

2. Project officials and representatives from various firms were present (Attendance records attached as **Attachment-1**). Chairperson welcomed the representatives of potential bidders those who attended the meeting.

3. Chairperson requested the participants to introduce themselves. After introduction he requested Deputy Project Director (DPD), LICT to initiate the discussion. DPD started the discussion through power point presentation.

4. Deputy Project Director informed the milestones for this Contract Package. The last date of the bid submission is at 3.00 PM, 02 August 2017 and the opening of the technical parts will be at 3.30 PM on the same date in presence of bidder's representatives (if present). No bids will be accepted after the specified time. He requested the bidders to submit a qualitative bid. He explained the bidders on the evaluation criteria specified in the bidding document. He apprised the bidders to prepare their bid in compliance all requirements as specified in ITB, BDS, GCC and SCC clauses of the bidding document.

5. He clearly discussed the bid and bid security validity period. Bid validity will be 150 days after the deadline of bid submission and the bid security will remain valid for a period of 28 days (Total $150+28=178$ days) beyond the validity period of the bids.

6. He opened the floor for asking queries/ questions for clarification/interpretation, if any, on the bid document. Project Director informed the bidders that / if they have any further quires they can send to LICT by writing before 06 July 2017.

7. Project authority has received the following queries through email from the potential bidders. The responses are also provided against the queries (**Attachment-2**).

Having no other queries to be clarified, the meeting ended with vote of thanks from the Chair.

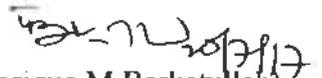

(Tarique M Barkatullah)
Deputy Project Director

No: 56.109.043.00.00.048.2017-

Date: 20 July 1017

Copy forwarded for kind information & necessary action with request to acknowledge receipt in writing within 2 days:

1. Divine IT Limited. 34 Gausul Azam Avenue, Sector # 13, Uttara, Dhaka -1230.
2. NRD AS, Lokketangen 20 B, 1337 Sandvika, Norway.
3. ECL Systems Ltd.
4. Base Technologies, Hosna Centre (5th floor), 106 Gulshan Avenue, Dhaka -1212.
5. -----
6. Office Copy


(Tarique M Barkatullah)
Deputy Project Director



Leveraging ICT for Growth, Employment and Governance Project
Bangladesh Computer Council (BCC)

Information and Communication Technology Division
Ministry of Posts, Telecommunications and Information Technology
ICT Tower, Plot # E-14/X, Agargaon, Dhaka-1207, Bangladesh.
Phone: 8181392, 8181397 Fax: 8181383, E-mail: pti.ict@bcc.net.bd

Attachment-1

No.56.109.043.00.00.048.2017

Date: July 04, 2017

Attendance of representatives of the Bidders

Pre-Bid Meeting for Mainstreaming of the NDC across other agencies, Contract Package # AF-NS4.

Time: 11:00am

SL	Name and Designation	Name of the Firm	Contract Cell no and e-mail	Signature
1.	Mr. Mahmudur Rahman, Services Manager	Divine IT Limited	017 3007 1031 017 3007 10 11 office@divinit.net	
2.	Md. Sabbir Hossain, Information Security Specialist.	NRD AS	01211935848 sh@nrd.no	
3.	Mohammad Sayed, ECL Systems Ltd. Sr. Manager	ECL Systems Ltd.	01717 035242 sayed@eclsystems.com	
4.	Mahmudur Rahman	Base Technologies	01819202808 mahmudur.rahman@base-technologies.net	M. Rahman...
5.				

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**Responses of Queries for Mainstreaming of the NDC across other agencies
(Contract Package # AF-NS4)**

S L N o.	Pa ge No	Clause Number/It em Name	Clause / Requirement	Question/Clarifi cation Sought	Project Response
1	83	Section VII- Activity Schedule, Sub Section iii	Institutionalizing IT Infrastructure Library (ITIL), which is a set of practices on IT Service Management in National Data Center's operations	How do you expect to get this done? If ITSM is the requirement the best thing would be to get certified to the ISO 20K standard.	The National Data Center is already ISO 20K Certified. We want to institutionalize ITIL best practices as well as to overcome the challenge of keeping the NDC's ISO 20K certification.
2	83	Section VII- Activity Schedule – Sub Section iv	Establishing relationship management, which comprises of sales management, service management, marketing and communications	We would request to elaborate the clause more clarity on expectation.	The intent is to transform BCC into a service-oriented organization with the relevant structure, roles, responsibilities, processes and tools to manage basic customer relationships from the perspectives of account management, sales management, service management, marketing, communications and reporting. The Customer Relationship Management tool should offer functionality to support basic relationship management activities which includes accounts, sales, service, marketing, communications and report management..
3	83	Section VII- Activity Schedule – Sub Section v	Establishment of a solid business case and development of short, medium and long term business models and business plans for the National Data Center	This will require a major involvement of the senior management of the BCC and NDC and will require sharing with us all detailed plans of the Ministry of IT and the impact it will	This requirement will be fully supported by BCC to articulate the business Plan for NDC.

S L N o.	Pa ge No	Clause Number/It em Name	Clause / Requirement	Question/Clarifi cation Sought	Project Response
				<p>have on all govt. organizations in Bangladesh for example looking at creating a sustainable Digital BD initiative, etc. We would request to elaborate how this initiative would be supported during the project to articulate the business plan for NDC?</p>	
4	83	Section VII – Activity Schedule	Development of Billing Mechanism based on actual consumption by the customers and automation of the billing system	Please share the detailed features/TOR requested for the billing system.	<p>The billing system will have all basic features required to run a data center as a business. The basic features would include but not limited to:</p> <ul style="list-style-type: none"> a. Usage-based billing. Inclusive of automated bandwidth billing i.e. tiered rate billing or port-based monitoring. Support time billing. Cloud billing. Power circuit billing. b. Provision of a unified customer view, recurring invoice and payment automation, configurable product catalogues, automated suspensions and cancellations, integration with e-payment partners. c. Quotation with approvals, electronic customer signatures and quote duplication. d. Order Management which manages customer orders from signed quote to account setup, provisioning e. Accounts management. f. Invoice management.

S L N o.	Pa ge No	Clause Number/It em Name	Clause / Requirement	Question/Clarifi cation Sought	Project Response
					<p>g. Products and Pricing management.</p> <p>h. Helpdesk ticketing which offers automated ticket escalations and actions.</p> <p>fi Reporting features to provide insights on data center consumption patterns.</p>
5	85	2. Objective of Assignment " section:	From the phrase "The NDC needs to be equipped for optimum reusability and technology consumption by facilitating transparency, easy sharing and on-demand environment" and from the Team Composition Requirement we conclude that NDC run a Cloud Infrastructure.	Questions: Could you please confirm this? If Yes could you provide more information, including the version, regarding the technology used by the Cloud Infrastructure (Microsoft Cloud Stack, VMware Cloud Stack, etc.)?	Presently a part of the NDC runs Cloud Infrastructure. The technology used by the NDC is Huawei Fusion Compute.
6	86	Scope of Services, Deliverable No. 2 and related knowledge Transfer Program" section:	It is written "The appointed service provider will assessing the feasibility of a self-service portal, requirement analysis, designing, development and deployment of the portal..."	Question: What happen if the feasibility study will show that it is no opportunity to have such a portal? Still will be needed to design, develop and deploy it?	<p>Please refer to deliverable no. 7, in any case self service portal needs to be developed.</p> <p>The source codes for the self-service portal must be handed to BCC with adequate training to ensure BCC is able to conduct its own maintenance of the portal for future enhancements.</p>
7	86	"Scope of Services, Deliverable No. 2 and related knowledge Transfer Program"	It is written: "The appointed service provide shall provide training to the BCC management and NDC staff at their own data center,	Question: How many people is expected to be trained from BCC and NDC part?	8 people

S L N o.	Pa ge No	Clause Number/Item Name	Clause / Requirement	Question/Clarification Sought	Project Response
		section:	which is currently functional and providing data center services to different customers (The location of the Data Center should be North America/ Europe/Australia/Singapore) and another training must be conducted in BCC (in Bangladesh)".		
8	86	"Scope of Services, Deliverable No. 2 and related knowledge Transfer Program" section:	<p>It is required:</p> <ul style="list-style-type: none"> o Person would be integrated into service delivery operations in NDC IT team for constant hands-on experience; o Person would be managed and operated as part of NDC datacenter production IT team to share hands-on experiences; o Person would be integrated and provide hands-on experience and knowledge sharing regarding datacenter managing tools: monitoring, backup, secure access; 	<p>Question:</p> <p>1. Could you please confirm that It is meant hands-on-experience in using the defined ITIL procedures.</p> <p>2. Do you mean that person should be familiar with the implemented tools at DC level? If Yes could we have the list of the tools used for monitoring, backup, secure access?</p>	<p>Answer to:</p> <p>Question 1. Yes.</p> <p>Question 2: Yes. For monitoring we are using Everest, Nagios, and Zabbix. For Backup: IBM Tivoli. For Secure Access: SSL VPN</p>

S L N o.	Pa ge No	Clause Number/It em Name	Clause / Requirement	Question/Clarifi cation Sought	Project Response
9	86	Scope of Sevices, Deleverable No. 2	The appointed service provider shall provide training to the BCC management and NDC staff at their own data center, which is currently functional and providing data center services to different customers (The location of Data Center should be North America/ Europe/Australia/S ingapore) and another training must be conducted in BCC (in Bangladesh).	Would you please mention the total number of trainees for the training?	8 People
10	86	Section VII – Activity Schedule Deliverable No. 2 and related knowledge Transfer Program & Deliverable No. 3 and related Knowledge Transfer Program	The appointed service provide shall provide training to the BCC management and NDC staff at their own data center, which is currently functional and providing data center services to different customers (The location of the Data Center should be North America/ Europe/Australia/S ingapore) and another training must be conducted in BCC (in Bangladesh).	Please clarify for how many people the session needs to be conducted for both Foreign and local training.	8 people each.

S L N o.	Pa ge No	Clause Number/It em Name	Clause / Requirement	Question/Clarifi cation Sought	Project Response
11	87	"Scope of Services, Deliverable No. 3 and related knowledge Transfer Program" section:	It is required: "The appointed service provider will establish an online relationship management system, which comprises of sales management, service management, marketing and communications"	Question: Does it mean that it will be needed to implement a kind of CRM system?	Yes. Please refer to point 2 for more details.
12	87	"Scope of Services, Deliverable No. 4 and related knowledge Transfer Program" section:	It is required: "The selected service provider will develop Billing System based on actual consumption by the customers and automate of the billing system".	Question: Is any Billing system used at the moment? If yes could you provide more info about it, including name and the version of software?	No
13	87	Scope of Sevices, Deleverable No. 4	The selected service provider will develop Billing System based on actual consumption by the customers and automate of the billing system	Would you please elaborate your expectation regarding the billing so that we could estimate the software costing for the financial?	All standard features of a self service portal must be present. Please refer to point 4 for more details.
14	88	"Scope of Services, Deliverable No. 5 and related knowledge Transfer Program" section:	It is required: "The selected service will reorganize the data center operations after thorough analysis of organizational implications, change management and retooling and will establish Standard Operational Procedure (SOP)"	Question: Could you provide more explanation what do you mean by "retooling". Does it mean that during the organization process will be required to provide new tools or upgrade exiting one?	If new tools are required then those should be provided. However, this does not mean that tools must be electronic.

S L N o.	Pa ge No	Clause Number/Item Name	Clause / Requirement	Question/Clarification Sought	Project Response
15	88	"Scope of Services, Deliverable No. 5 and related knowledge Transfer Program" section:	<p>It is required: The selected service provider will conduct training for NDC IT staff at BCC (Three training events, each training event will consist of 5 days). Through this training sessions NDC IT staff would be:</p> <ul style="list-style-type: none"> integrated into operations of bidder/partner organization in managing datacenters, for constant hands on experience. 	<p>Question: Does it mean that IT staff would need to be dislocated abroad? If Yes how many people is expected to be re-dislocated?</p>	<p>No. Only for training the IT personnel should engaged</p>
14	88	Scope of Services, Deliverable No. 5	<p>The selected service provider will deploy a web-based functional Self Service Portal, complete source code of the self- service portal must be handed over to BCC with detailed technical documentation and user manual.</p>	<p>Would you please elaborate your expectation regarding the portal so that we could estimate the software costing for the financial?</p>	<p>All standard features of a data center billing system must be present. Please refer to point 4 for more details.</p>
16	88	Scope of Services, Deleverable No. 6	<p>The selected service provider will conduct training for NDC IT staff at BCC (Three training events, each training event will consist of 5 days).</p>	<p>Would you please mention the total number of trainees for the training?</p>	<p>8 people in each training</p>

S L N o.	Page No	Clause Number/Item Name	Clause / Requirement	Question/Clarification Sought	Project Response
17	88	Section VII – Activity Schedule Deliverable No. 5 and related Knowledge Transfer Program	The selected service provider will conduct training for NDC IT staff at BCC (Three training events, each training event will consist of 5 days)	Please clarify for how many people the session needs to be conducted for both Foreign and local training. Also, shall the training needs to be conducted on premise (at BCC) or outside areas.	8 people in each training
18	88	Section VII – Activity Schedule Deliverable No. 7:	The selected service provider will deploy a web-based functional Self Service Portal, complete source code of the self- service portal must be handed over to BCC with detailed technical documentation and user manual	Please provide a guideline for the features that is required for the self service web-based portal, eg. The functionality, the platform that is desired.	All standard features of a self service portal must be present. Please refer to point 2 for more details.
19	89	Deliverable No. 8: Quality Assurance Program and Continual Service Improvement (CSI) methodology and tasks	It is required: “The selected service provider will provide IT administration and support services for NDC IT administrators and pertinent staff during the execution of the assignment by introducing a Quality Assurance Program..”	Question: Could you please clarify what do you mean by IT administration as this suppose that the service provider has a good knowledge of implemented systems, technologies, architectures, etc.?	Yes
20			Lead Partner	Do you have any objection for local organization to participate the	No

S L N o.	Pa ge No	Clause Number/It em Name	Clause / Requirement	Question/Clarifi cation Sought	Project Response
				bid as lead partner in JV with foreign partner?	
21			Time Extension	Since this is complex tender would you please consider at least 2 weeks' time extension to submit the bid?	No

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