

## REQUEST FOR EXPRESSIONS OF INTEREST (EOI)

### SELECTION OF A FIRM FOR DEVELOPING 'INTEGRATED DIGITAL SERVICE DELIVERY PLATFORM' FOR LOCAL GOVERNMENT DIVISION

MEMO NO. 46.00.0000.041.33.035.005.21-190

Date: 10/02/2022

<b>GOVERNMENT OF THE PEOPLE'S REPUBLIC OF BANGLADESH</b>		
1	Ministry/Division	Local Government Division
2	Agency	Local Government Division
3	Procuring Entity Name	Local Government Division
4	Procuring Entity Code	Not used at present
5	Procuring Entity District	Dhaka
6	Expressions of Interest for Selection of	<b>A Firm for Developing 'INTEGRATED DIGITAL SERVICE DELIVERY PLATFORM' for Local Government Division</b>
7	EoI Ref No.	46.00.0000.041.33.035.005.21-190
8	Date	10/02/2022
<b>KEY INFORMATION</b>		
9	Procurement Sub Method	Quality and Cost Based Selection (QCBS)
<b>FUNDING INFORMATION</b>		
10	Budget and Source of Funds	GoB
11	Development Partners (if applicable)	N/A
<b>PARTICULAR INFORMATION</b>		
12	Project / Programme Code (if applicable)	N/A
13	Project / Programme Name (if applicable)	N/A
14	EoI Closing Date and Time	Expression of interest shall be submitted on or before <b>11:45 am (BST) on 21/03/2022</b> in sealed envelope delivered to the Senior Secretary of the Local Government Division and be clearly marked 'Expression of Interest for Selection of a Firm for Developing 'INTEGRATED DIGITAL SERVICE DELIVERY PLATFORM' for Local Government Division.
<b>Information for Applicant</b>		
15	Brief Description of the Assignment	<p>With the vision to improve the efficiency of citizen centric Service delivery and to digitalize the relevant functional activities of the division at service provider's end by optimum use of ICT, <b>Local Government Division (LGD)</b> has taken an initiative to develop and implement an integrated service delivery platform for all City Corporations, Municipalities &amp; Union Parishads. This Digital Government initiative will have 3(three) major focus as follows</p> <ol style="list-style-type: none"> <li>1. <b>Citizen centric Digital Services</b> – to deliver hassle free, easy, efficient, transparent and accountable services reducing maximum time, cost and visit.</li> <li>2. <b>Digitalization of LGD internal automation related to service delivery</b> – An organized, smart and efficient way to perform and manage the functional activities of service providers in digital form.</li> <li>3. <b>Digital monitoring, evaluation (M&amp;E) and interaction</b> - An efficient and effective digital way to monitor the functional performance, sharing reports and integration with the concerned authority and stakeholders</li> </ol> <p>The following components may be considered as primary scope for the above-mentioned integrated service delivery platform solution as reference but not limited to:</p> <ol style="list-style-type: none"> <li>1. Uniform Application for License, Registration, Certificate, Permission &amp; NOC Management</li> <li>2. Holding and Utility service Management</li> <li>3. Water Supply &amp; Sewerage Service Management</li> </ol>





		<ol style="list-style-type: none"> <li>4. Social Support Management</li> <li>5. Smart Dwellers &amp; Waste Management</li> <li>6. Rent and Lease Management</li> <li>7. GIS Map, Water Supply &amp; Sanitation Services management</li> <li>8. Legal Affairs &amp; Divorce Management</li> <li>9. Infrastructure Development &amp; Management</li> <li>10. Equipment &amp; Store Management</li> <li>11. E-Library &amp; Research Management</li> <li>12. Digital Records Archiving Management</li> <li>13. Laboratory &amp; Stock Management</li> <li>14. One Stop Integrated Service App</li> </ol> <p>Apart from this, the ministry and its subordinate organizations have already developed and implemented some e-service solutions which needs to be analyzed and assessed during requirement analysis phase and a selected e-service list will be prepared which will be enhanced, upgraded and integrated to the Integrated Service Delivery Platform as per the assessment. Also data migration is needed for some e-service solutions of the selected list which are in operation under this division.</p> <p>This will be a centralized and integrated digital service delivery platform for the division and all of its service delivery organizations/agencies for providing all kinds of digital services to the concerned service recipient. For developing the Integrated Service Delivery Platform and implementation the same as a functional platform necessary existing data of different running systems as mentioned above may require to be migrated into the new platform. The data to be migrated will require to be assessed precisely at the "System Requirement Analysis" phase.</p> <p>Please also note that the functional scope of the proposed solution/system will be described more elaborately in the Terms of Reference (ToR) and will be finalized at the time of "System Requirement Analysis" phase of system development by the implementation and concerned authority.</p>
16	<i>Experiences, Resources &amp; Delivery Capacity Requires</i>	<ol style="list-style-type: none"> <li>1. Must have valid Trade License of at least 5 (five) years.</li> <li>2. Must be registered with RJSC (Applicable for Joint Stock Company &amp; Firm).</li> <li>3. Must have experience in design, development and implementation of minimum 5 (five) software projects in the field of web-based application software/e-government application. Among the projects, at least 2 (Two) large software projects should be in digitalization/management/automation of government service/function with full cycle automation and implementation (with minimum 2 (Two) in live operation).</li> <li>4. Should have 50 (fifty) full time ICT personnel in company payroll related to system analysis, design, development, integration, testing, QC, training and implementation of web and mobile based applications/ software solutions. In case of JV (Joint Venture) combined ICT HR will be considered.</li> <li>5. Authorized Audit report of previous 3 (Three) years.</li> <li>6. The minimum amount of Liquid asset of the firm shall be Tk. 3 (Three) Crore (Certificate or proof on available liquid asset or fund availability/Credit Facility/Bank Guarantee), must be issued 03 (Three) months from the date of tender submission by the concern authority). In case of JV (Joint Venture) strength of combined liquid assets will be considered.</li> <li>7. Must have BASIS Membership (Updated).</li> <li>8. CMMI-3 is preferable.</li> </ol>





		<p>9. Documents demonstrating the management and operational capacity of the firm / joint venture (Brochures, Company Profile and other documents describing company expertise, strength and experience, core functions, products and services, similar assignments or project experience, availability of relevant professional staff and experience among applicant's staff/resources to carry out this assignment.</p> <p>10. The firms may associate to enhance their qualification in the form of a 'joint-venture' (JV). To form a strong association combining all required strength, experience and expertise, Joint Venture is preferable for this EoI application. All members of such an association will be individually liable for pre-determined real and well-defined inputs to the assignment. The maximum no. of members in the association is limited to three (3). The firms must declare one firm in this association as the 'Lead Firm'. Lead Firm must need to fulfill all the requirements of EoI which are mentioned mandatory. Other firms need at least 2 (Two) years of experience). In case of JV (Joint Venture) all above mentioned expertise and experiences can be considered as combined strength but that should be mentioned precisely.</p> <p>Local Government Division now invites eligible applicants to indicate the interest in providing the services. Interested firms/ joint-ventures (JV) are invited to provide information indicating that they are qualified to perform the services. This shall require substantiation through submission of brochures and other documents describing similar assignments, experience availability of appropriate professional qualification and experience among applicant's staff, resources to carry out the assignment, financial logistical capability, etc.</p> <p>A shortlist of firms/JVs will be prepared upon evaluation of EOIs of the eligible applicants and 'Request for Proposal' document will be issued in their favor. A firm/JV will be selected using the Quality and Cost Based Selection (QCBS) method. Interested Applicants may obtain further information by contacting the addresses below-</p> <p>Phone:02-223355576</p> <p>E-mail:lgsecretary@lgd.gov.bd</p>
17	Submission of EOI:	<ol style="list-style-type: none"> <li>1. Application for Expression of Interest (EOI).</li> <li>2. Up-to-date and valid Trade License, TIN and VAT Registration Certificate.</li> <li>3. Updated Income Tax Clearance Certificate.</li> <li>4. Constitutional documents of the firm(s)/ JVs.</li> <li>5. Company brochure/ profile covering company expertise, strength and experience.</li> <li>6. Original copies of liquid asset information issued by concern authority.</li> <li>7. Copy of valid RJSC Incorporation Certificate.</li> <li>8. Last 03 (Three) Years of Audited financial reports of the firm(s).</li> <li>9. Project completion certificates for 5 (Five) software projects Management with full cycle automation and implementation.</li> <li>10. List of ICT personnel including their Name, Designation, Mobile no., Email, Joining date, Project experience and role, academic background and expertise.</li> <li>11. Association Membership certificates are preferable but BASIS membership certificate is a must here.</li> </ol>
18	Phasing of Services	Not Applicable



<b>PROCURING ENTITY DETAILS</b>		
19	<i>Name of Official Inviting EOI</i>	Helal Uddin Ahmed
20	<i>Designation of Official Inviting EOI</i>	Senior Secretary
21	<i>Address of Official Inviting EOI</i>	Local Government Division Ministry of Local Government, Rural Development & Co-operatives
22	<i>Contact details of Official Inviting EOI</i>	Phone:+88 02-223355576      Email: lgsecretary@lgd.gov.bd
23	<i>The procuring entity reserves the right to accept or reject all EOIs</i>	



10.02.2022

Md. Mustafizur Rahman

Deputy Secretary

Local Government Division

Ministry of Local Government, Rural Development & Co-operatives

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