Enhancing Digital Government and Economy (EDGE) Project
Bangladesh Computer Council (BCC)
Information and Communication Technology Division
Ministry of Posts, Telecommunications and Information Technology
Youth Tower (Level-3-5), 822/2, Rokeya Sarani, Dhaka-1216, Bangladesh
Phone: +88-02-55007193 Fax: +88-02-55006791, E-mail: piu.edge@bcc.gov.bd, www.bcc.gov.bd

Memo No: 56.01.0000.046.07.047.2023-**1637**   Date: December 17, 2023

Project: Enhancing Digital Government and Economy (EDGE)
Contract title: Supply, Installation and Commissioning of Unified Communication Tools and Government-wide Document Management System
Request for Proposals (RFP) No: EDGE-G6

<u>**Addendum No. 1 to RFP No. EDGE-G6**</u>

This is for the information of all concerned Proposers that the following amendments have been made to Request for Proposals (RFP) No. EDGE-G6 "Supply, Installation and Commissioning of Unified Communication Tools and Government-wide Document Management System" pursuant to ITP Clause 8 of the said RFP:

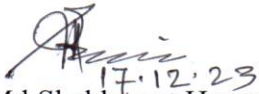| Sl. No.	RFP Reference	Issued RFP			As Amended		
		Sl. No.	Technical Factor	Weight (%)	Sl. No.	Technical Factor	Weight (%)
1.	Section II- Proposal Data Sheet (PDS) ITP-32.2: Technical Factors: Page-50-51	1	• **Calling (Application-Based):** ○ Call Quality Assurance. ○ MP3 voicemail ○ Hunting groups • **Group Chat:** ○ Role-Based Access Controls	30%	1	• **Calling (Application-Based):** ○ Call Quality Assurance. ○ MP3 voicemail ○ Hunting groups • **Group Chat:** ○ Role-Based Access Controls	30%
		2	• **Conferences:** ○ Virtual Backgrounds, ○ Auto recording • **Mobile Sync:** ○ Data Compression	40%	2	• **Conferences:** ○ Virtual Backgrounds, ○ Auto recording • **Mobile Sync:** ○ Data Compression	40%
		3	• **Centralized Management** ○ Customizable Dashboard ○ Automated Reports • **User Provisioning**	30%	3	• **Centralized Management** ○ Customizable Dashboard ○ Automated Reports • **User Provisioning**	30%

Sl. No.	RFP Reference	Issued RFP	As Amended
		○ Import/Export database **Monitoring** ○ User Feedback Module ○ Zabbix & Grafana monitoring **White Labeling** ○ Theme Customizations **Storage** ○ Storage Health Monitoring **Database** ○ Database Health Monitoring ○ Master-Slave or HA deployment Total — 100%	○ Import/Export database **Monitoring** ○ User Feedback Module ○ Zabbix & Grafana monitoring **White Labeling** ○ Theme Customizations **Database** ○ Database Health Monitoring ○ Master-Slave or HA deployment Total — 100%
2.	Section VII- Purchasers' requirements Technical requirement: C. SERVICE SPECIFICATIONS – SUPPLY & INSTALL ITEMS: 2.4 Training and Training Materials: Page-132.	**2.4 Training and Training Materials** 22.4.1 The Supplier MUST provide the following on-site knowledge transfer services along with course curriculum, training materials, trainer for the training, certifications, etc. as mentioned in below table:	**2.4 Training and Training Materials** 22.4.1 The Supplier MUST provide the following on-site knowledge transfer services and will incur all the training related expenses including venue, internet, transport, honorarium, refreshment, course curriculum, training materials, cost of trainer for the training, certifications, etc. as mentioned in below table;

Issued RFP table:

Sl.	Training/Workshop Name (3 sessions per day)	Number of Participants	Duration
1.	Pre-Deployment Workshop	10	2 Days
2.	Pre-deployment training course on the platform	10	3 Days
3.	Post-deployment knowledge transfer training	10	5 Days
4.	Stakeholder Sensitization workshop on UC	100	1 Days

As Amended table:

Sl.	Training/Workshop Name (3 sessions per day)	Number of Participants	Duration
1.	Pre-Deployment Workshop	10	2 Days
2.	Pre-deployment training course on the platform	10	3 Days
3.	Post-deployment knowledge transfer training	10	5 Days

Sl. No.	RFP Reference	Issued RFP	As Amended		
			4.	Stakeholder Sensitization workshop on UC	100	1 Days
3.	Section VII- Purchasers' requirements Technical requirement: C. SERVICE SPECIFICATIONS – SUPPLY & INSTALL ITEMS: 2.6 Documentation Requirements :2.6.2 Technical Documents Page-132	**2.6.2 Technical Documents:** □ System Architecture and Design Documents: O High-Level Architecture: An overview of the system's architecture, including components, modules, and their interactions. O Detailed Design: In-depth descriptions of each component/module, including their functions, interfaces, data flows, and dependencies. □ Technical Data Sheet □ Solution Documentation of the Unified Communication Tool □ Hardware Technical Manual □ Installation and Setup Guides: O Hardware and Software Requirements: Specify the hardware, operating systems, databases, frameworks, and other software needed for the system to run. O Installation Steps: Step-by-step instructions for installing and configuring the system on various environments. □ Configuration and Customization Guides: O Configuration Options: Explain the system's configurable parameters and settings, along with their impact on behavior. O Customization Guidelines: Instructions for making customizations or modifications to suit specific needs. □ Operational Manual (Entire System) □ Troubleshooting Guide □ Compatibility and Interoperability Guide □ OEM certification after installation verifying the supply of software from an authorized source for the territory of Bangladesh. **Note:** All technical documents must be written in English and should be	**2.6.2 Technical Documents:** □ System Architecture and Design Documents: O High-Level Architecture: An overview of the system's architecture, including components, modules, and their interactions. O Detailed Design: In-depth descriptions of each component/module, including their functions, interfaces, data flows, and dependencies. □ Technical Data Sheet □ Solution Documentation of the Unified Communication Tool □ Installation and Setup Guides: O Hardware and Software Requirements: Specify the hardware, operating systems, databases, frameworks, and other software needed for the system to run. O Installation Steps: Step-by-step instructions for installing and configuring the system on various environments. □ Configuration and Customization Guides: O Configuration Options: Explain the system's configurable parameters and settings, along with their impact on behavior. O Customization Guidelines: Instructions for making customizations or modifications to suit specific needs. □ Operational Manual (Entire System) □ Troubleshooting Guide □ Compatibility and Interoperability Guide □ OEM certification after installation verifying the supply of software from an authorized source for the territory of Bangladesh. **Note:** All technical documents must be written in English and should be drafted in a simple and comprehensible manner.		

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		drafted in a simple and comprehensible manner.	
4.	Section VII-Purchasers' requirements 3.2 Details Technical Specification and Requirement: 3.2.1 Technology Specification-Supply & Install Item: 27. Data Loss Prevention (DLP): Page-148	**27. Data Loss Prevention (DLP):** The solution shall be resilient against data loss on several levels. One of them is content filtering, rules, and routing applied to inbound/outbound emails. In combination with regular expressions and patterns, suspicious emails can be sent to SIEM, SOC, or security officer for further analysis, or can be simply blocked. The solution shall allow sending all traffic via 3rd party system designated for breach evaluation, for example, QRADAR. All SMTP logs shall be sent to data log management systems for evaluation. For auditing, the built-in read-only archive for incoming and sent emails can serve for reverse audit. When it comes to data protection, administrators shouldn't have access to user data and the solution should support security best practices such as the least-privilege rule. For that purpose, multiple administration roles shall be available based on group membership. File-sharing features shall be able to keep track of and display each access to the shared file on a map with a timestamp, public IP address, and estimated location on a map. Links to shared files can be password-protected to prevent unauthorized access with the possibility to revoke access to files in case of a data breach.	**27. Data Loss Prevention (DLP):** The solution shall be resilient against data loss on several levels. One of them is content filtering, rules, and routing applied to inbound/outbound emails. In combination with regular expressions and patterns, suspicious emails can be sent to SIEM, SOC, or security officer for further analysis, or can be simply blocked. All SMTP logs shall be sent to data log management systems for evaluation. For auditing, the built-in read-only archive for incoming and sent emails can serve for reverse audit. When it comes to data protection, administrators shouldn't have access to user data and the solution should support security best practices such as the least-privilege rule. For that purpose, multiple administration roles shall be available based on group membership. File-sharing features shall be able to keep track of and display each access to the shared file on a map with a timestamp, public IP address, and estimated location on a map. Links to shared files can be password-protected to prevent unauthorized access with the possibility to revoke access to files in case of a data breach.
5.	Section VII-Purchasers' requirements 3.2 Details Technical Specification and Requirement: 3.2.1 Technology Specification-	**32. Storage: Preferred:** **a) Storage Health Monitoring:** Real-time monitoring of storage health to ensure data integrity	a) Storage Health Monitoring dropped.

Sl. No.	RFP Reference	Issued RFP	As Amended
	Supply & Install Item: 32. Storage: Preferred: a) Storage Health Monitoring: Page-150		

All other terms and conditions of RFP No: EDGE-G6 shall remain unchanged. This Addendum No. 1 shall be considered an integral part of the RFP document and shall be binding on all proposers who have obtained the RFP document from the Purchaser in accordance with ITP 6.3.

17.12.23

(Md Shakhawat Hossain)
Project Director
Enhancing Digital Government and Economy (EDGE)Project
Bangladesh Computer Council (BCC), ICT Division.