

Memo No.: 56.01.0000.046.07.047.23-1636

Date: December 17, 2023

Minutes of Pre-Proposal Meeting

Contract title: Supply, Installation and Commissioning of Unified Communication Tools and Government-wide Document Management System

Request For Bids No: EDGE-G6

Date and Time: 26 November 2023, 11.00 a.m.

Venue: Conference Room of EDGE Project.

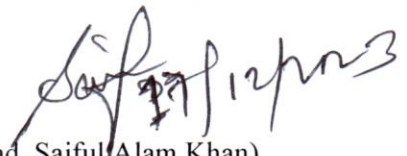
The Deputy Project Director of Enhancing Digital Government and Economy (EDGE) Project welcomed all the participants (**Attachment-1**) and delivered a speech highlighting purchaser requirement, important milestones, evaluation steps & regulation to be followed in the procurement process. Procurement Team of EDGE Project also briefly discussed the purchaser requirement for this procurement. The meeting gave emphasis on important milestones.

The meeting was informed that the proposers were requested to submit their queries within 14 days from publication of Request for Proposals. Project authority has received clarification/query from the potential proposers through e-mail before the pre-proposal conference. The Deputy Project Director opened the floor for discussion on clarifications and all the queries/clarifications received by the Project Authority were presented and discussed with the potential proposer's representatives present in the meeting. All the queries asked by the participants were noted to formulate a uniform written response.

Deputy Project Director requested the participants to send their queries on or before 27 November 2023. The written response to the queries will be sent in due time.

Project authority has received the following queries through email/meeting from the potential proposers. The responses are provided for each the query received (**Attachment-2**).


Having no other queries to be clarified, the meeting ended with a vote of thanks from the Deputy Project Director.


(Mohammad. Saiful Alam Khan)
Deputy Project Director

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

1.....
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2. Office Copy


(Mohammad Saiful Alam Khan)
Deputy Project Director

Attendance Sheet



Enhancing Digital Government and Economy (EDGE)
Bangladesh Computer Council (BCC)
Information And Communication Technology Division (ICTD)
Ministry Of Posts, Telecommunications and Information Technology
Youth Tower (Level-3,4 & 5), Plot # 822/2, Rokeya Sarani, Dhaka-1216, Bangladesh
Phone: +880255007193, Fax: +880255006791, E-Mail: pd.edge@bcc.gov.bd, Website: www.bcc.gov.bd



Attendance Sheet (Firms Representative) Pre-Proposal Conference

For

Contract Package Name: "Supply, Installation and Commissioning of Unified Communication Tools and Government wide Document Management System"

Contract Package No: Contract Package No: EDGE-G6

Time: 11:00 AM

Date: November 26, 2023

SL	Name & Designation	Organization	Signature & Contract Number
01	Atikun Rahaman Head of procurement Saffron Corporation Ltd.	lewanp-saffron jv	 Cell: 01810997398 Email: atikun.rahaman@saffroncorporation.com.bd
02	Kaushik chief technical officer G2G Tech limited	G2G tech limited Bangladesh. A	Kaushik Cell: 01905504178 Email: kaushik@g2g.com.bd
03	Proteop Das Deputy Manager, Business Dev.	REVE Systems Ltd	 Cell: 01547052624 Email: proteop@reve.com
04	Mir Mansur Hossain Product & Business Dev. Manager	REVE Systems Ltd.	Mansur Hossain Cell: 0181412834 mansur@reve.com
05	Md. Rakibul Islam O&M, Business Solution	Synesis IT Ltd.	 01911592527 rakibul.islam@synesisit.com.bd

07	AMINUL BARI SHUKRO Chief Solution Officer Synesis IT Ltd	Synesis IT Ltd	Aminul 01919092214 aminul.bari@ synesit.com.bd
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09	A.S.M. NURUN NABI CBO Synesis IT	Synesis IT.	Nabi 01819274243 nnabi@synesit.com.bd
10	Shoebur Rahman Saffron Corp Consultant	Saffron - Black box	01715727700 shoebur.rahman @blackbox-corp
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**Responses of Queries for Supply, Installation and Commissioning of Unified Communication Tools and Government-wide Document Management System
(Contract Package # EDGE-G6)**

Sl. No.	Page/ Clause Number/ Item Name	Clause/ Requirement	Question/Clarification Sought	Project Response
1	2	3	4	5
1.	Section II- Proposal Data Sheet (PDS) ITP 32.2 Page-50-51	ITP 32.2:	<p>We have seen that the given technical weight is based on preferred options only whereas we have found other mandatory requirements stated in the technical section.</p> <p>Please clarify whether these are preferred options only.</p>	<p>Yes. The technical weight is based on preferred options only.</p> <p>The technical factors (sub-factors) will be used to assess and compare qualitative aspects of the technical requirements in addition to minimum technical/performance requirements.</p>

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Sl. No.	Page/ Clause Number/ Item Name	Clause/ Requirement	Question/Clarification Sought	Project Response
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2.	Section II- Proposal Data Sheet (PDS) J. Evaluation of Combined Technical and Financial Parts and Most Advantageous Proposal ITP-39.1 Page-52	ITP-39.1: The weight to be given for cost is: 0.80. Discount Rate (I) for net present value calculations of recurrent costs (Not Applicable)	As this is a very competitive and technology-oriented project, please consider the technical weight .80 and financial .20.	The technical factors (sub-factors) will be used to assess and compare qualitative aspects of the technical requirements in addition to minimum technical/performance requirements.
3.	Section III- Evaluation and Qualification Criteria 1. Qualification Page-55	1. Qualification 1.1 Qualification Requirements The Proposer's qualification shall be assessed in accordance with the Qualification table included in this section. 1.2 Financial Resources Using the relevant Form, FIN 1.3.3 in Section IV, Proposal Forms, the Proposer must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet: (i) the following cash-flow requirement: minimum US\$ 4.5 million or equivalent amount.	Do we have to submit all three financial resources as mentioned in the proposal document, or is it sufficient to provide only one of these documents complying with the cash flow requirement of minimum US\$ 4.5 million or equivalent amount? Please clarify.	It is the proposer's choice to meet the minimum financial resources requirement in combination or any one of the financial instruments mentioned in the proposal document.




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		and (ii) the overall cash flow requirements for this contract and its current supply and services' commitment.		
4.	Section III – Evaluation and Qualification Criteria 1.3 FINANCIAL SITUATION: 1.3.2 Average Annual Turnover Page-66	1.3.2 Average Annual Turnover: Minimum average annual turnover of US\$ 5 Million or equivalent amount, calculated as total certified payments received for contracts in progress or completed, in best three (3) within the last five (5) years from the Proposal submission date.	Within last 5 years, we should count best three years payment we received. Do we need to sum best three or total value of best three and divided by 3 to get average value? Requirement is US\$5 Million. Please clarify.	Total value of best three will be divided by 3 to get average annual turnover.
5.	Section III – Evaluation and Qualification Criteria 1.3 FINANCIAL SITUATION: 1.3.1 Historical Financial Performance: Page-66	1.3.1 Historical Financial Performance: Submission of audited balance sheets or if not required by the law of the Proposer's country, other financial statements acceptable to the Purchaser, for the last three [3] years (FY 2022-2023, 2021-2022 and 2020-2021) to demonstrate the current soundness of the Proposers financial position and its prospective long-term profitability.	Form FIN 1.3.1 to fill, what will be USD exchange Rate we should consider for previous year?	Submission of the last three [3] years document will be considered to assess the Proposers financial position and its prospective long-term profitability.

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6.	Section III – Evaluation and Qualification Criteria 1.3 FINANCIAL SITUATION: 1.3.3 Financial Resources Page-67	1.3.3 Financial Resources: The Proposer must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet the following cash-flow requirement: minimum US\$ 4.5 million or equivalent amount.	As a JV company, is it allowed for a local partner to submit full financial resources? Here in FRP "Each partner: Must meet 25% of the requirement “conflicts. Local partner can be responsible for financial resource and foreign partner can be responsible for technical resource. We are requesting to eliminate 25% for each partner.	In case of Joint Venture, each partner must meet 25% of the requirement of Financial Resources.
7.	Section III – Evaluation and Qualification Criteria 1.3 FINANCIAL SITUATION: 1.4.2 Specific Experience Page-68	1.4.2 Specific Experience: Participation as a prime supplier, management contractor, JV1 member, sub-contractor with a minimum amount of contract value US\$ 4.5 million or equivalent amount under maximum two (2) similar contract(s) within last five (5) years, that have been successfully and substantially completed and that are similar to the proposed Information System described in Section VII. The contract will be treated as similar, which includes unified communication tools with document management, electronic communication system/application etc.	Is a single contract PO valued USD 4.5 million valid to be considered in this case?	Yes. Successful completion of a single contract with a minimum amount of contract value will be considered.



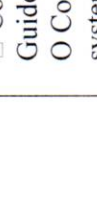
Sl. No.	Page/ Clause Number/ Item Name	Clause/ Requirement	Question/Clarification Sought	Project Response
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		The successfully completed similar contracts shall be documented by a copy of an Operational acceptance certificate (or equivalent documentation satisfactory to the Purchaser) issued by the purchaser(s). The successful supply completion certificate issued by the Proposer's parent/subsidiary/sister/affiliate firm will not be considered for specific experience.		
8.	Section VII- Purchasers' requirements Technical requirement: B. FUNCTIONAL, ARCHITECTURAL AND PERFORMANCE REQUIREMENTS: 1.1 Legal and Regulatory Requirements to be met by the Information System: Page-127	<p>1.1 Legal and Regulatory Requirements to be met by the Information System</p> <p>1.1.1 The Information System MUST comply with the following laws and regulations:</p> <p>1.1.1.1 Acts/Rules/Regulations:</p> <ul style="list-style-type: none"> • ICT Act 2006 • Cyber Security Act 2023 <p>1.1.1.2 Policies, Guidelines Policies, Guidelines, and Standards:</p> <ul style="list-style-type: none"> • Government of Bangladesh Information Security Manual 2016 • Information Security Policy Guideline 2014 • National Cyber Security Strategy 2021-25 • ISO 27001:2013 • ISO 27017:2015 • Cloud Control Matrix (CCM) v4 of CSA • Government Email Policy 2018 	Our request is to consider draft data protection law as this is a matter of national data security issues.	Not agreed. The law not yet approved.

Sl. No.	Page/ Clause Number/ Item Name	Clause/ Requirement	Question/Clarification Sought	Project Response
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		<ul style="list-style-type: none"> • BNDA 		
9.	Section VII, Serial No-1.4 Page: 129	Email communicational channel	We don't know the specific request, please describe the request in detail	Govt. Email System
10.	Section VII- Purchasers' requirements Technical requirement: C. SERVICE SPECIFICATIONS – SUPPLY & INSTALL ITEMS: 2.3 System Integration (to other existing systems): Page-132	<p>2.3 System Integration (to other existing systems): The details of integration requirements must be documented and presented to the purchaser for approval along with procedures for testing each and every unit separately and for a post-integration test of the entire system or service. The proposed solution must have API and mechanism to integrate with the government email systems, making it a versatile unified communication tools for the users.</p>	<p>Please illustrate the use cases for integration. Also kindly share the list of applications for which integration is required along with the API availability for each.</p>	<p>Use Case: The User ID of the Unified Communication Tools will be the email address of government email.</p> <p>It has been clearly stated in the RFP that the proposed solution must have API and mechanism to integrate with the government email systems</p>
11.	Section VII- Purchasers' requirements Technical requirement: C. SERVICE SPECIFICATIONS – SUPPLY & INSTALL ITEMS: 2.4 Training and Training Materials: Page-132	<p>2.4 Training and Training Materials: Training and Training Materials The Supplier MUST provide the following on-site knowledge transfer services along with course curriculum, training materials, trainer for the training, certifications</p>	<p>Please share if training can be conducted in hybrid mode.</p>	<p>Training will be onsite.</p>

Sl. No.	Page/ Clause Number/ Item Name	Clause/ Requirement	Question/Clarification Sought	Project Response								
1	2	3	4	5								
12.	Section VII- Purchasers' requirements Technical requirement: C. SERVICE SPECIFICATIONS – SUPPLY & INSTALL ITEMS: 2.6 Documentation Requirements :2.6.2 Technical Documents: Configuration and Customization Guides: Page-132	2.6.2 Technical Documents: <input type="checkbox"/> Configuration and Customization Guides: -Configuration Options: Explain the system's configurable parameters and settings, along with their impact on behavior. - Customization Guidelines: Instructions for making customizations or modifications to suit specific needs.	Please share if implementation guide is sufficient.	The implementation guide includes Configuration Options and Customization Guidelines.								
13.	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: <table border="1"> <thead> <tr> <th>Sl.</th> <th>Training/Works hop Name (3 sessions per day)</th> <th>Number of Participants</th> <th>Duration</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Pre-Deployment Workshop</td> <td>10</td> <td>2 Days</td> </tr> </tbody> </table>	Sl.	Training/Works hop Name (3 sessions per day)	Number of Participants	Duration	1.	Pre-Deployment Workshop	10	2 Days	<ul style="list-style-type: none"> Who will provide the logistic support for training (venue, internet, transport etc.) Who will provide Honorarium, Refreshment, Training Kits (Bag, Pen, Pad)? Who will provide training/workshop venue? 	Refer to the Addendum No. 1 to RFP No. EDGE-G6
Sl.	Training/Works hop Name (3 sessions per day)	Number of Participants	Duration									
1.	Pre-Deployment Workshop	10	2 Days									

Sl. No.	Page/ Clause Number/ Item Name	Clause/ Requirement	Question/Clarification Sought	Project Response												
1	2	3	4	5												
		<table border="1"> <tr> <td data-bbox="352 651 453 801">2.</td> <td data-bbox="352 801 453 929">Pre-deployment training course on the platform</td> <td data-bbox="352 929 453 1057">10</td> <td data-bbox="352 1057 453 1144">3 Days</td> </tr> <tr> <td data-bbox="453 651 560 801">3.</td> <td data-bbox="453 801 560 929">Post-deployment knowledge transfer training</td> <td data-bbox="453 929 560 1057">10</td> <td data-bbox="453 1057 560 1144">5 Days</td> </tr> <tr> <td data-bbox="560 651 667 801">4.</td> <td data-bbox="560 801 667 929">Stakeholder Sensitization workshop on UC</td> <td data-bbox="560 929 667 1057">100</td> <td data-bbox="560 1057 667 1144">1 Days</td> </tr> </table>	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		
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													
14.	<p>Section VII- Purchasers' requirements</p> <p>Technical requirement: C. SERVICE SPECIFICATIONS – SUPPLY & INSTALL ITEMS: 2.6 Documentation Requirements :2.6.2 Technical Documents: Page-132</p>	<p>2.6.2 Technical Documents:</p> <ul style="list-style-type: none"> <input type="checkbox"/> System Architecture and Design Documents: <input type="checkbox"/> High-Level Architecture: An overview of the system's architecture, including components, modules, and their interactions. <input type="checkbox"/> Detailed Design: In-depth descriptions of each component/module, including their functions, interfaces, data flows, and dependencies. <input type="checkbox"/> Technical Data Sheet <input type="checkbox"/> Solution Documentation of the Unified Communication Tool <input type="checkbox"/> Hardware Technical Manual <input type="checkbox"/> Installation and Setup Guides: <p><input type="checkbox"/> Hardware and Software Requirements: Specify the hardware, operating systems,</p>	<ul style="list-style-type: none"> • Hardware Technical Manual As the solution will be hosted on clients' on-premises cloud infrastructure and there is no hardware delivery, we believe no hardware technical manual is required. Please confirm. 	<p>Refer to the Addendum No. 1 to RFP No. EDGE-G6</p>												



Sl. No.	Page/ Clause Number/ Item Name	Clause/ Requirement	Question/Clarification Sought	Project Response
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		<p>databases, frameworks, and other software needed for the system to run.</p> <p>O Installation Steps: Step-by-step instructions for installing and configuring the system on various environments.</p> <p><input type="checkbox"/> Configuration and Customization Guides:</p> <p>O Configuration Options: Explain the system's configurable parameters and settings, along with their impact on behavior.</p> <p>O Customization Guidelines: Instructions for making customizations or modifications to suit specific needs.</p> <p><input type="checkbox"/> Operational Manual (Entire System)</p> <p><input type="checkbox"/> Troubleshooting Guide</p> <p><input type="checkbox"/> Compatibility and Interoperability Guide</p> <p><input type="checkbox"/> OEM certification after installation</p> <p>verifying the supply of software from an authorized source for the territory of Bangladesh.</p> <p>Note: All technical documents must be written in English and should be drafted in a simple and comprehensible manner.</p>		

Sl. No.	Page/ Clause Number/ Item Name	Clause/ Requirement	Question/Clarification Sought	Project Response
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15.	Section VII- Purchasers' requirements Technical requirement: C. SERVICE SPECIFICATIONS – SUPPLY & INSTALL ITEMS: 2.5 Data Conversion and Migration: Page-132	2.5 Data Conversion and Migration: No Data Conversion and/or Migration activity is considered.	<ul style="list-style-type: none"> Who will input master data? 	The bidder/supplier will collect the master data from BCC and input master data.
16.	Section VII- Purchasers' requirements Technical requirement: D. TECHNOLOGY SPECIFICATIONS – SUPPLY & INSTALL ITEMS: 3.1 General Technical Requirements: Page-133	3.1 General Technical Requirements 3.1.1 General Technical Requirements: Language Support: All information technologies must provide support for the English language.	<ul style="list-style-type: none"> Beside English language Bangla is also needed here. Please confirm. 	Not agreed. This is standard term.
17.	Section VIII- Purchasers' requirements	5. Subscription/ License Period: 2 years (Effective from Activation)	<ul style="list-style-type: none"> It is mentioned that the Subscription/ License Period will be 2 years but in page 164, it is mentioned that Warranty including 	The user Subscription/ License Period will be 2 years from the date of activation.

Sl. No.	Page/ Clause Number/ Item Name	Clause/ Requirement	Question/Clarification Sought	Project Response
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	3.2 Details Technical Specification and Requirement: 3.2.1 Technology Specification- Supply & Install Item: 5. Subscription/ License Period: Page-134		Maintenance of Unified communication Tool will be 3 years from the date of operational acceptance. Kindly clarify.	
18.	Section VII- Purchasers' requirements 3.2 Details Technical Specification and Requirement: 3.2.1 Technology Specification- Supply & Install Item: 6. General Features and capabilities Page-134	<p>6. General Features and capabilities: The solution must have a web-based client, a desktop client (windows, Mac OS), and a mobile app supporting (android, iOS) as a collaboration suite.</p>	<ul style="list-style-type: none"> It is surprising that, Linux platform has not been taken into account. But Linux OS is worldwide popular Platform. We think that the proposed solution should have the capacity to run on Linux platform also. So, we are requesting you to consider Linux OS beside windows & Mac OS and make it mandatory. 	<p>We are not considering the Linux OS for the end users as the end users will not use Linux OS.</p>

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19.	Section VII, Serial No-8 Page: 135	Voice call	Is this an audio calling application like OTT applications, or is it a meeting mode that includes audio in video conference? Briefly describe the use case so we can understand your actual needs	Yes, this is an audio calling system like WhatsApp as well as a meeting system like Zoom, Microsoft team or google meet
20.	Section VII- Purchasers' requirements 3.2 Details Technical Specification and Requirement: 3.2.1 Technology Specification- Supply & Install Item: 12. Automatic Transcription System:(b) Page-139	12. Automatic Transcription System: (b) The system must employ an ASR module capable of transcribing both English and Bangla language.	Automatic transcription system can be included only with google API and its cloud based not onprem. Does it conflict with the data security for Govt? Can we utilize the existing Google Speech to Text of Boitak.	The Google Speech-To-Text (STT) On-Prem solution gives full control over infrastructure and protected speech data in order to meet data residency and compliance requirements for 50,000 hours during the contract.
21.	Section VII- Purchasers' requirements 3.2 Details Technical Specification and Requirement: 3.2.1 Technology	12. Automatic Transcription System: k) Scalability: The system should be able to handle multiple transcriptions for concurrent video conferences without compromising performance.	<ul style="list-style-type: none"> What is the maximum number of concurrent transcriptions required? 	Please refer page 138, point 11, conferences, sub point c, "minimum of 500 concurrent conferences"




Sl. No.	Page/ Clause Number/ Item Name	Clause/ Requirement	Question/Clarification Sought	Project Response
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	Specification- Supply & Install Item: 12. Automatic Transcription System: k) Scalability: Page-140			
22.	Section VII- Purchasers' requirements 3.2 Details Technical Specification and Requirement: 3.2.1 Technology Specification- Supply & Install Item: 12. Automatic Transcription System Page-139-140	12. Automatic Transcription System:	<ul style="list-style-type: none"> We will be proposing ASR Module (English and Bangla) for which GPU based server is needed. Need your confirmation in this matter please 	BCC will provide the GPU from BCC cloud server.
23.	Section VII- Purchasers' requirements 3.2 Details Technical Specification and Requirement: 3.2.1 Technology Specification- Supply & Install Item:	12. Automatic Transcription System: a) Automatic Speech Recognition (ASR) b) The system must employ an ASR module capable of transcribing both English and Bangla language.	<ul style="list-style-type: none"> As discussed in the pre-bid meeting, for Bangla speech recognition the ASR should be integrated with Bangla Corpus, which is already developed by BCC. But we don't know the current error percentage rate of Bangla corpus and what financial engagement is required in order to 	Automatic Speech Recognition (ASR) API will be provided by BCC. The Google Speech-To-Text (STT) On-Prem solution gives full control over infrastructure and protected speech data in order to meet data residency and compliance requirements.

Sl. No.	Page/ Clause Number/ Item Name	Clause/ Requirement	Question/Clarification Sought	Project Response
1	2 12. Automatic Transcription System Page-139-140	3	4 integrate/use Bangla corpus. Need detailed information with price. <ul style="list-style-type: none"> Also, as per discussion, for English speech recognition, the ASR and other components will be integrated with Google/other international sources. But it is stated in the RFP that the entire solution will be hosted on premises, in that case using 3rd party API will be contradictory with hosted solution and it will not serve the purpose of on-premises solution. Moreover, there is a high possibility of National data security breach, National sensitive data leakage and high chance of National data manipulation. This may lead to a threat to the cybersecurity. So, we think that the ASR and other components should have to have own developed solution by the solution provider. Please confirm. 	5
24.	Section VII- Purchasers' requirements 3.2 Details Technical Specification and	15. File storage and collaboration: c) The system must be able to store a single copy of any document, image, or media instead of distributing a copy as attachments in sent emails.	<ul style="list-style-type: none"> It is stated in the RFP that Single copy to each site (DC and DR separate) for High Availability. Please clarify. 	Supplier will provide the latest version (1 copy) to BCC. BCC will keep its copy/mirror according to its required need.




Sl. No.	Page/ Clause Number/ Item Name	Clause/ Requirement	Question/Clarification Sought	Project Response
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	Requirement: 3.2.1 Technology Specification- Supply & Install Item: 15.: File storage and collaboration: (c) Page-141			
25.	Section VII, Serial No-15 Page: 141	Store and share files	Is this storing recording files or storing document files (doc, pdf, excel...) or both Please clarify for me?	Both
26.	Section VII, Serial No-15 Page: 141	Store and share files	Share files via link or insert files directly or both, or from a customer's internal cloud source? (Local file source on computer/smartphone/tablet or in the cloud?)	Both
27.	Section VII, Serial No-15 Page: 141	Store and share files	Is this file sharing interface located in the chat interface (individual/group) or locate somewhere?	Chat Interface
28.	Section VII, Serial No-15 Page: 141	Store and share files	Describe in detail the scenario of using this feature? especially when bundled with government applications such as mail integration, etc.	This is not bundle with Govt. Applications.

Sl. No.	Page/ Clause Number/ Item Name	Clause/ Requirement	Question/Clarification Sought	Project Response
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29.	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	<p>27. Data Loss Prevention (DLP): The solution shall be resilient against data loss on several levels.</p> <p>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.</p> <p>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.</p> <p>For auditing, the built-in read-only archive for incoming and sent emails can serve for reverse audit.</p> <p>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.</p>	<p>As there will be lots of national sensitive data, our request is not to accept any 3rd party system as it will be contradictory with on premise solution.</p>	<p>Refer to the Addendum No. 1 to RFP No. EDGE-G6</p>

Sl. No.	Page/ Clause Number/ Item Name	Clause/ Requirement	Question/Clarification Sought	Project Response
1	2	<p data-bbox="363 1406 387 1440">3</p> <p data-bbox="363 1146 512 1697">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.</p> <p data-bbox="549 1146 697 1697">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.</p>	<p data-bbox="323 880 347 902">4</p> 	<p data-bbox="323 376 347 398">5</p>

Sl. No.	Page/ Clause Number/ Item Name	Clause/ Requirement	Question/Clarification Sought	Project Response
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30.	Section VII- Purchasers' requirements 3.2 Details Technical Specification and Requirement: 3.2.1 Technology Specification- Supply & Install Item: 30. Hardware Sizing: Page-149	30. Hardware Sizing: The vendor will share Server and Storage Sizing for 100,000 users and 15 GB of storage per user	Please confirm Server & Storage is provided by BCC	Server and Storage will be provided by BCC.



Sl. No.	Page/ Clause Number/ Item Name	Clause/ Requirement	Question/Clarification Sought	Project Response
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31.	Section VII- Purchasers' requirements 3.2 Details Technical Specification and Requirement: 3.2.1 Technology Specification- Supply & Install Item: 29. Architectural Requirements: Page-149	<p>29. Architectural Requirements: The Solution must be supplied and configured for the implementation of the following architecture:</p> <ul style="list-style-type: none"> -Support highly available architecture; -Support primary and secondary (DR) data center; -Separate physical/virtual resources for critical nodes; -Support clustering at various levels (MTAs, application servers, metadata databases, full-text databases, load balancers themselves); -Each functional node runs at least in two instances (VMs) in an active/active scenario. 	<ul style="list-style-type: none"> • Could you please clarify where DR will be hosted? 	<p>Sheikh Hasina Software Technology Park, Jessore.</p>
32.	Section VII- Purchasers' requirements 3.2 Details Technical Specification and Requirement: 3.2.1 Technology Specification- Supply & Install Item: 32. Storage: Preferred: a) Storage Health Monitoring:	<p>32. Storage: Preferred: a) Storage Health Monitoring: Real-time monitoring of storage health to ensure data integrity</p>	<ul style="list-style-type: none"> • Need detailed explanation as the storage will be provided by OEM and equipment comes with a default monitoring system. 	<p>Refer to the Addendum No. 1 to RFP No. EDGE-G6</p>

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33.	Section VII- Purchasers' requirements 3.2 Details Technical Specification and Requirement: 3.2.1 Technology Specification- Supply & Install Item: 36. License: Page-151	36. License: The license must cover all mandatory features of the solution including the cost of the operating system, necessary databases, and other software components needed for its full functionality.	Please confirm Operating System is provided by BCC or Vendor and what will be OS license period?	Vendor/Supplier will pay the license cost of OS. The OS license period is 3 years from the date of UAT.
34.	Section VII- Purchasers' requirements 3.2 Details Technical Specification and Requirement: 3.2.1 Technology Specification- Supply & Install Item: 37. Source code languages Page-151	37. Source code languages: The application code shall be written in a well-known programming language. Performance Optimization: The source code should be optimized to meet the performance requirements specified in the technical specifications. This includes efficient memory usage, processing speed, and network utilization. Security Compliance: The UC tool's source code should comply with BNDA's security best practices and guidelines, such as secure coding practices, data encryption, and secure	In pre-bid discussion, it has been said that source code is not required. But in the tender document it is stated that, "The UC tool's source code should comply with BNDA's security best practices and guidelines, such as secure coding practices, data encryption, and secure communication protocols to prevent vulnerabilities, data breaches etc." Please clarify us If the source code is not provided, then how it will be ensured that the BNDA compliance is being maintained/checked. that's why considering the cybersecurity, we	The supplier will not provide the source code. The supplier need to provide documentation that shows it comply with BNDA's security best practices and guidelines, such as secure coding practices, data encryption, and secure communication protocols to prevent vulnerabilities, data breaches etc.

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		communication protocols, to prevent vulnerabilities, data breaches, etc.	think that source code must be provided for better transparency and cybersecurity. Need confirmation please.	
35.	Section VII- Purchasers' requirements 3.2.23 Service Level Agreement (SLA) for <i>Warranty Defect Repair Service</i> ; Page-153	3.2.23 Service Level Agreement (SLA) for Warranty Defect Repair Service:	We will have responsibility restricted to the functioning of Application only. Bidder will not be liable or penalized for any fault for services pertaining to Hardware, Network or Transmission services failure.	Supplier will be responsible for the functioning of application. Any fault occurs, supplier have to detect the fault. If the fault is in Hardware or network, bidder will inform BCC to resolve it.
36.	Section VII- Purchasers' requirements E. TESTING AND QUALITY ASSURANCE REQUIREMENTS: 4.3 Operational Acceptance Tests; Page-155	4.3 Operational Acceptance Tests 4.3.0 Pursuant to GCC Clause 27 and related SCC clauses, the Purchaser (with the assistance of the Supplier) will perform the following tests on the System and its Subsystems following Installation to determine whether the System and the Subsystems meet all the requirements mandated for Operational Acceptance. 4.3.1 The Purchaser (with the assistance of the Supplier) shall perform Operational Acceptance Tests to ascertain whether the System, or a specified Subsystem, is able to attain the functional and performance	What are prerequisites for starting this, or we can start this immediately after SIT & "Training and delivery of documentations". As it seems these tests can be performed once the system is fully functional & end users are using the system.	Yes.

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1	2	3 requirements specified in the Technical Requirements and Agreed and Finalized Project Plan, in accordance with the provisions of GCC Clause 27.2 (Operational Acceptance Test). The Supplier shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies and/or other reasons for the failure of the Operational Acceptance Test that the Project Manager has notified the Supplier of. Once such remedies have been made by the Supplier, the Supplier shall notify the Purchaser, and the Purchaser, with the full cooperation of the Supplier, shall use all reasonable endeavors to promptly carry out retesting of the System or Subsystem. Upon the successful conclusion of the Operational Acceptance Tests, the Supplier shall notify the Purchaser of its request for Operational Acceptance Certification, in accordance with GCC Clause 27.3.3. The Purchaser shall then issue to the Supplier the Operational Acceptance Certification in accordance with GCC Clause 27.3.3 (a), or shall notify the Supplier of further defects, deficiencies, or other reasons for the failure of the Operational Acceptance Test. The procedure set out in this GCC Clause 27.3.4 shall be repeated, as	4	5





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1	2	3 necessary, until an Operational Acceptance Certificate is issued. The Supplier shall submit the system integration test report detailing the test results from the successful completion of the tests to the purchaser for review at least two (2) weeks before the commencement of the OAT. The Government reserves the right to hold back the OAT until the evidence of the successful completion of the tests is produced.	4	5
37.	Section VII- Purchasers' requirements A. IMPLEMENTATION SCHEDULE TABLE: Line-Item No.1. System Design, Configuration & Implementation Page-159	System Design, Configuration & Line-Item No.1. Implementation:	The gap between Delivery and Installation is only 2 weeks, i.e W6 to W8. However, development work involved requires more time. Request additional 4 weeks extension.	The is an off-the-self solution. There is no migration. The supplier will get up to 15 weeks to System Design, Configuration & Implementation and accept by the supplier. There will be no extension.
38.	Section VII- Purchasers' requirements SYSTEM INVENTORY TABLE (SUPPLY AND	Component No.2: Warranty including Maintenance of Unified Communication Tool: Three (3) for Years from the date of Operational Acceptance	As per section 3.2.1 Technology Specifications – Supply & Install Items, Sl. No. 5 is for 2 years, page 134 Warranty including Maintenance of Unified Communication Tool The Supply Three (3) for Years from the	Three (3) for Years from the date of Operational Acceptance.

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	INSTALLATION COST ITEMS) Page-163		date of Operational Acceptance. Please confirm the number of contract years	
39.	Section IX- Special Condition of Contract C. Payment: Terms of Payment: GCC 12.1 (e) Complete System Integration: Page-258	(e) Complete System Integration: Fifty percent (50%) of the entire Contract Price, exclusive of all Recurrent Costs, as final payment upon receipt of invoice claim supported by the "Operational Acceptance Certificate" issued by the Purchaser following successful completion of Operational Acceptance Tests.	Kindly define the criteria of Operational Acceptance Certificate.	Refer to General Conditions of Contract (GCC) clause 27 and 30 of RFP Document for Operational Acceptance Certificate.
40.	Section IX- Special Condition of Contract C. Payment: Terms of Payment: GCC 12.1 (b) For goods supplied from outside Bangladesh: Page-258	GCC 12.1 (b) For goods supplied from outside Bangladesh: On Delivery: 40% (forty percent) of the pro rata Contract Price for goods supplied from outside Bangladesh shall be paid after shipment through irrevocable confirmed letter of credit (LC), upon submission of documents specified in GCC Clause 22.5.1 and associated SCC.	After delivery of all license for 100K users without install, payment 40% will be released? Please clarify more briefly.	Refer to Instructions to Proposers (ITP) clause 17.5 (a) of RFP Document, in case of Goods supplied from outside the Purchaser's country the prices shall be quoted on a CIP (named place of destination) basis, exclusive of all taxes, stamps, duties, levies, and fees imposed in the Purchaser's country. The Supplier will provide the Purchaser shipping and other documents, as specified in GCC Clause 22.5.1 and associated SCC to receive 40% (forty percent) of the pro rata Contract Price through irrevocable confirmed letter of credit (LC).



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41.	<p>Section IX- Special Condition of Contract</p> <p>C. Payment: Terms of Payment: GCC 12.1 (e) Complete System Integration: Page-258</p>	<p>GCC 12.1 (e) Complete System Integration: Fifty percent (50%) of the entire Contract Price, exclusive of all Recurrent Costs, as final payment upon receipt of invoice claim supported by the "Operational Acceptance Certificate" issued by the Purchaser following successful completion of Operational Acceptance Tests.</p>	<p>Rest of Payment 50% will be released after installation, Integration and training and UAT? Please clarify more briefly.</p>	<p>Yes.</p>
42.	<p>Section IX- Special Condition of Contract</p> <p>G. RISK DISTRIBUTION: Insurances GCC 37.1 (e) Page-262</p>	<p>GCC 37.1 (e): The Supplier shall obtain Worker's Compensation Insurance in accordance with the statutory requirements of Bangladesh. The Insurance shall cover the period from the beginning date, relative to the Effective Date of the Contract until expiration date, relative to the Effective Date of the Contract or its completion. The Supplier shall obtain Purchaser's Liability Insurance in accordance with the statutory requirements of Bangladesh. The Insurance shall cover the period from <i>beginning date, relative to the Effective Date of the Contract expiration date, relative to the Effective Date of Contract or its completion.</i></p>	<p>This is an additional cost for us & we have to find out the cost & duration for this insurance.</p>	<p>The supplier will incur the cost.</p>

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43.	Section IX- Special Condition of Contract G. RISK DISTRIBUTION: GCC 37.1 (c) Page-262	GCC 37.1 (c): <i>The Supplier shall obtain Third-Party Liability Insurance in the amount of USD 50,000 or equivalent amount with deductible limits of no more than USD 50,000 or equivalent amount. The insured Parties shall be the Supplier and the Purchaser. The Insurance shall cover the period from beginning date, relative to the Effective Date of the Contract until expiration date, relative to the Effective Date of the Contract or its completion.</i>	It is our request to make the insurance amount USD 25,000. Please consider.	Not Agreed.
44.	End user Deployment Need clarification for End user deployment & training.		Please confirm BCC agrees to the proposed deployment: Bidder to train BCC resources, who will in turn deploy and train the Ministries selected based on priority.	Yes.
45.	General Questions		General Questions: • What cloud and Infrastructure facilities will be provided from the client end? (e.g., DOS/DDOS protection, network and others) • Who will be responsible for any proprietary licensing and recurrent costs (e.g., database /OS /services /Email /SMS)?	<ul style="list-style-type: none"> • Yes • The supplier/bidder

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			<ul style="list-style-type: none"> It's a gentle reminder that, in case of currency transaction in foreign country, 46% income TAX is required. Please confirm. 	<ul style="list-style-type: none"> Refer to Instructions to Proposers (ITP) clause 17 of RFP Document for Proposal Prices.

