

Memo No.: 56.01.0000.046.07.054.24- 3152

Date: 06 May 2024

Minutes of Pre-Proposal Meeting

Contract title: Supply, Installation and Commissioning of Tools as a Service (TaaS) and Big Data Analytics Tools and Mainstreaming.

Request For Proposal No: EDGE-G4

Date and Time: 21 April 2024, 11.00 a.m.

Venue: Conference Room of EDGE Project.


The Project Director of Enhancing Digital Government and Economy (EDGE) Project welcomed all the participants (**Attachment-1**) and requested the Deputy Project Director to start the meeting. Deputy Project Director of EDGE Project delivered a speech highlighting purchaser requirements, 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 Proposal. However, no clarification/query was submitted from any potential proposers before the pre-proposal conference. The Project Director opened the floor for discussion on clarifications / queries from the potential proposer's representatives present in the meeting. All the queries asked by the participants were noted to formulate a uniform written response.

The Project Director requested the participants to send their queries on or before 23 April 2024. 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 each query received (**Attachment-2**).

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


6/05/24
(Md Shakhawat Hossain)
Project Director (Joint Secretary)


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

1.....
.....

2. Office Copy


21/5/24
(Md Shakhawat Hossain)
Project Director (Joint Secretary)

Attendance Sheet



Enhancing Digital Government and Economy (EDGE) Project
 Bangladesh Computer Council (BCC)
 Information And Communication Technology Division (ICTD)
 Ministry Of Posts, Telecommunications and Information Technology
 Youth Tower (Level-3, 4 and 5), Plot # 822/2, Rokeya Sarani, Dhaka-1216, Bangladesh
 Phone: +880241001721, Fax: +880255006791, E-Mail: pd.edge@bcc.gov.bd, Website: www.bcc.gov.bd



Attendance Sheet (Firms Representative)





Pre-Proposal Conference

Contract Title: Supply, Installation and Commissioning of Tools as a Service (TaaS) and Big Data Analytics Tools and Mainstreaming.

Package No: EDGE-G4

Date & Time: 21 April 2024 at 11:00 Bangladesh Time (BST=GMT +6:00 hours)

SL	Name & Designation	Name of the Proposer/Organization	Contact (Cell & Email)	Signature
1.	Emran Abdullah Director, eGeneration PLC	eGeneration PLC	01618505004 emran.abdullah@egeneration.co	
2.	Rahul Amin Tonmoy Deputy Manager	eGeneration PLC	01912156657 rahul.tonmoy@egeneration.co	
3.	Nizam Uddin Patwary AGM, Info Sec	Felicity IDC	01719108162 feroz@felicity.net.bd.	

4.	Rahul Das Juy Executive, Synesis IT LTD.	Synesis IT LTD.	01935308656 rahul.das@ synesisit.info	
5.	Mahmudur Rahman Director, Ariscat Ltd.	Ariscat Ltd.	01711506518 mahmudur@ ariscat.net	
6.	MD. Zidan Hassan Jr. Executive Ariscat Ltd.	Ariscat Ltd.	01886254787 Zidan@ariscat .net.	
7.	Anwar Hassan Project Manager	Synesis IT Ltd	01716-471099 hassan.anwar @synesisit.com.bd	
8.				
9.				



Responses of Queries for Supply, Installation and Commissioning of Tools as a Service (TaaS) and Big Data Analytics Tools and Mainstreaming.

(Contract Package # EDGE-G4)

Sl. No.	Page/ Clause Number/ Item Name	Page/Clause/ Requirement	Question/Clarification Sought	Project Response
1	2	3	4	5
1.	<p>Section VII – Purchaser’s Requirement</p> <p>3.1.1 : Tools as a Service (TaaS) for NDC</p> <p>Page-143, 152, 154, 157, 163, 165, 167, 170, 173</p>	<p>3.1.1.1 UI Testing Serial 7: Support</p> <p>3.1.1.2 IT Service Management Software Serial 18: Support</p> <p>3.1.1.3 Performance Test Tool Serial 4(d): Support</p> <p>3.1.1.4 Vulnerability Scanner Software Tool Serial 13: Support</p> <p>3.1.1.5 Application Security Testing Tool Serial 7: Support</p>	<p>You have only mentioned that 3 years Support for Lot-1, please provide us the details scope of support services for Lot-1.</p>	<p>Subscription-based tools refer to software or services accessed through a recurring fee model, rather than a one-time purchase or license fee. In this model, users pay periodically (e.g., monthly or annually) to use the tool or service. This approach allows for continuous access to the tool, including regular updates and support from the supplier. As Lot-1 tools are subscription based, so proposer will ensure the 3 years license as a support for the supplier. The detailed scope of support services during warranty are as follows-</p> <p>a. Require support service and response time mentioned in Service Level Agreement (SLA). Service Requests (SR) can be requested via email or the support portal. Considering the severity and time of reporting SR, Mean Time</p>



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		<p>3.1.1.6 Privileged Session Manager Serial 7: Support</p> <p>3.1.1.7 Self-Service Password Management and Identity Verification Solution Serial 9: Support</p> <p>3.1.1.8 Container Registry Serial 15: License/Subscription & Support</p> <p>3.1.1.9 Continuous Integration (CI)/Continuous Delivery (CD) Tool- Software Build Repository Manager Tool Serial 12: License/Subscription & Support</p>		<p>to Respond (MTTR) and Mean Time to Solve (MTTS) is given in details are in page 173-174.</p> <p>b. Warranty support in accordance with GGC clause 29 of RFP Document (page -286).</p>



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2.	Section-VII – Purchaser’s Requirement 1.4 Characteristics of Tools as a Service (TaaS) Page-136	Claus 1.4.1 Characteristics of Tools as a Service (TaaS): a. Cloud-Based Delivery: TaaS is typically delivered over the cloud, meaning users can access tools and applications through the internet without needing to install or maintain them locally. b. Scalability: One of the key features of TaaS is its scalability. Users can easily scale their usage up or down based on their current needs, making it ideal for fluctuating workloads. c. Subscription-Based Model: TaaS usually operates on a subscription model, where users pay for the tools as they use them. This can be more cost-effective than traditional licensing models. d. Accessibility and Convenience: These tools are accessible from anywhere with an internet connection, offering high	You have mentioned in “Section-VII, Page-136, Claus 1.4.1 Characteristics of Tools as a Service (TaaS), a. Cloud-Based Delivery.....” Which type of cloud are eligible to deploy the tools, is it NDC/BCC cloud or OEM Cloud or any national or international public cloud?	In Section VII Characteristics of Tools as a Service (TaaS) has been mentioned with a view to giving an overview to the proposer about TaaS features and modality. BCC provides state-of-the-art IT services and infrastructure to create better opportunities for Bangladesh through digitalization. To meet these, BCC runs and manages the National Data Center (NDC) of Bangladesh to achieve the Smart Bangladesh target. NDC provides numerous services, mainly segregated into three categories: Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS). The National Data Center is the certified Tier-3 standard data center in the country where services are provided 24×7. That’s why, TaaS will be fully deployed on National Data Center (NDC)/BCC Private Cloud environment.



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		<p>convenience and flexibility for users.</p> <p>e. Automatic Updates and Maintenance: The service provider typically handles updates and maintenance, ensuring that users always have access to the latest features and security updates.</p> <p>f. Integration and Customization: TaaS solutions often offer a range of integration options with other tools and services, and some level of customization to suit specific user needs.</p> <p>g. Centralized Management: TaaS allows for centralized management of tools and applications, simplifying administration and oversight.</p>		



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3.	-	-	This RFP documents asked for End-user manual and technical documents. However, this document needs to know the scope and workload of end-user which may not be achieved before the selection of service provider. Hence, please allow us to finalize and submit these documents after the completion of selection process.	Items mentioned in Purchaser's Requirements are OEM Off the Shelf products/tools. Off the shelf products or tools refer to commercially available goods that are pre-made and ready for use immediately upon purchase. They are standard products not customized or tailored for specific individual requirements. These items are typically mass-produced and widely available through common retail channels, making them easily accessible to a broad range of consumers. Every OEM for Off the Shelf Software has end user manual and technical documents. Selected supplier has to submit End-user manual and technical documents.
4.	-	-	Are the tools deployed in single or dual or multiple cloud?	BCC provides state-of-the-art IT services and infrastructure to create better opportunities for Bangladesh through digitalization. To meet these, BCC runs and manages the National Data Center (NDC) of Bangladesh to achieve the Smart Bangladesh target. NDC provides numerous services, mainly segregated into three categories: Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS). The National Data Center is the certified Tier-3 standard data center in the country where services are



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				provided 24×7. So, proposer needs to deploy the tools mentioned in the RFB in BCC National Data Center (NDC)/BCC Private Cloud environment. That's why it will be Single Cloud.
5.	-	-	How many sites for deployment single or dual or multiple?	BCC provides state-of-the-art IT services and infrastructure to create better opportunities for Bangladesh through digitalization. To meet these, BCC runs and manages the National Data Center (NDC) of Bangladesh to achieve the Smart Bangladesh target. NDC provides numerous services, mainly segregated into three categories: Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS). The National Data Center is the certified Tier-3 standard data center in the country where services are provided 24×7. So, proposer needs to deploy the tools mentioned in the RFB in National Data Center (NDC)/BCC Private Cloud environment. That's why it will be single site.
6.	-	-	What is the disaster recovery plan for the tools? Is there any responsibilities for proposer?	Subscription-based tools refer to software or services accessed through a recurring fee model, rather than a one-time purchase or license fee. In this model, users pay

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				periodically (e.g., monthly or annually) to use the tool or service. As tools are subscription based, there is no disaster recovery plan for the tools. As a result, it will not be applicable to the proposer. It is full responsibility of OEM.



