

Minutes of the Pre-bid meeting held on September 14, 2020
RFP-BD-2020-027 for Hiring a firm for Development of “MyCourt - Virtual Court Room System”-a2i

Date: September 16, 2020

Members attended the meeting:

Name	Designation
Shamsun Nahar Airin	Procurement Associate, UNDP
Md Hasanuzzaman	Programme Coordinator (Solution Architect)
Nahid Nazim	Procurement Associate, a2i Project
Bidders	

With reference to the subject RFP issued on September 07, 2020, please find below the queries raised by Invitees and answers thereto from UNDP Bangladesh:

SL	Queries	Answers
1	Request for another 2 weeks of extension for the submission deadline.	No , please follow the deadline mention in the RFP.
2	Do you have the User Journeys, Business Workflows and User Interfaces (wireframes) defined or are we expected to define the detailed product logic?	High level of Business Workflow already exists. The proposer has to detail out along with mock screens in the proposal.
3	Can we propose a design and requirements engineering phase at the start of the project before we start software development?	Yes.
4	Can we assume we use the “off-the-shelf” functionality and user flow of MS Team and Zoom? Or do you expect us to customise the standard user flow of MS Team and Zoom?	No Customization required.
5	Do you need us store the recordings of all the Zoom and MS Teams sessions inside the system? Or can we assume it's	It shouldn't be automatic, if user wants so that s/he store.
6	What roles do you have inside your internal project team and what are their skills involved? Do you have an internal product owner for this system? Do you have an internal solution architect or technical lead we will work with? Or will we provide all of that?	Please propose as per RFP. Project staff details will be shared with the Contract Awardee.
7	Where do you want the data to be stored? On-premise or in Cloud? Can the data be stored in the Cloud outside of Bangladesh (e.g Azure, AWS)?	All data will be stored in National Data Center of Bangladesh. No data will be stored in the cloud outside of Bangladesh.
8	Can we host the codebase in cloud offshore or has to be onshore?	Has to be Onshore.
9	Can the duration of the assignment be extended?	No, Duration will be as mentioned in the RFP.

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10	Please clarify, whether all key personnel need to be here in BD or they may work remotely?	Key personnel related to stakeholder meeting, requirement analysis, training and deployment needed to be present in Bangladesh.
11	Under payment schedule: what does it “partial” mean? It is quite subjective. When and how will this be defined? After contract signature or before?	Since few tasks are continuous therefore partial delivery will be accepted. If delivery percentage is achieved 40%-50% then it will be considered as partial delivery accomplishment. Detailed will be agreed at the inception report stage.
12	Security: do you require a penetration test to be done?	Yes
13	Payment schedule? clarify on “partial” part mention on the payment schedule?	Since few tasks are continuous therefore partial delivery will be accepted. If delivery percentage is achieved 40%-50% then it will be considered as partial delivery accomplishment. Detailed will be agreed at the inception report stage.
14	Are the courts currently networked? do they share a common network that we can leverage on?	Courts are not networked.
15	Request to response regarding resources engagement Home base (vendor office) or Field base (Client office)?	Mostly home based other than stakeholder meeting, requirement analysis, training and deployment.
16	What is the “acceptance criteria” for each deliverable and get back to us?	Acceptance criteria will be finalized during Inception Report stage.
17	What is the functional and technology stack use for MyCourt, MyOrder and Judiciary system? We would like to know more about the current court existing system so that we can provide the effort for the integration. Can you share with us more info about these system? ie, developed using Java, Microsoft .Net platform etc?	RESTful API based connection through Bangladesh National Digital Architecture (BNDA) for integration.
18	How many video calls or sessions do you expect to host every day?	10-15 sessions per day/license.
19	How many users are you expecting to use the solution?	48000 Public users and 2500 Court Officials
20	Can you confirm if all documents for release are attached to this tender?	Yes.

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21	Architecture of the project – centralized or decentralized?	Architecture is decentralized but will be hosted in centralized hosting environment.
22	Is the idea to develop the Virtual Court solution from the ground or searching for a standardizes cloud Court solution which solves the needs?	It will be a "Be Spoke" system, which can be developed by customizing/enhancing existing solution or can be developed from the ground by experienced service provider
23	Do the project include software configuration and user onboarding for high Court, 139 CMM and CJM Courts?	Yes, it includes 245 lower courts and High Court.
24	What other key applications do the Virtual Court system need to integrate with?	Payment Gateway, Cause List and Judicial Portal.
25	What is the number of users in the largest Court?	200+ users including Judges and Court Staffs.
26	Is the six-month expected project time for both software development, integration, configuration and user onboarding for all the Courts?	Yes, six months for all tasks as mentioned in ToR.
27	How should the Vendor react and answer the team composition of the team members question if the Vendor is offering standardized Cloud Court solution which need minor enhancement and configuration to fulfill the needs?	It will be a Be-spoke solution as per the Supreme Court's requirement and the source code has to be handed over to Supreme Court as an escrow. Even though vendor will provide standard solution, it will require lots of customization, hence team composition is required.
28	It is understood from the BDS that the language of the proposal shall be English, and hence the system and all related material. But IDS kindly needs to make sure whether the Bengali language is to be used in the system interface?	UI interface must be in Bengali.
29	What is the expected language for all communication means: meetings, reports, manuals, etc...	Communications in both Bengali and English. Reports in English but Manual should be in Bengali.
30	Will there be a need to travel to Bangladesh to perform work? Kindly note that the company can deliver all work online.	Travelling is required at the client premises. Need to arrange stakeholder meeting, training and deployment at onsite.

Note: Above Clarifications in response to queries raised during the Pre-bid meeting and amendments shall be an integral part of the RFP document and supersede the all provisions as applicable.