Minutes of the Pre-bid meeting held on October 05, 2020
RFP-BD-2020-031 for Hiring a firm for Designing and Developing Integrated Digital Office Management Systems for the National Human Rights Commission-a2i.

Date: October 07, 2020

Members attended the meeting:

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

With reference to the subject RFP issued on September 27, 2020, please find below the queries raised by Invitees and answers thereto from UNDP Bangladesh:

SL	Queries	Answers
1	Is it possible to extend the Proposal submission deadline?	Please consider the extended Submission deadline on or before **15 October'2020 (4:30 pm, BD time)**
2	Is it possible to revisit the minimum eligibility criteria – "Minimum 7 years' experience in ICT business as a registered company/entity in Bangladesh registered with the Register of joint stock and companies in <u>Bangladesh</u>."	Please consider the Criteria as – "Minimum 7 years' experience in ICT business as a registered company/entity in <u>Bangladesh/any South Asian Country</u> registered with the Register of joint stock and companies in <u>Bangladesh/any South Asian Country</u>"
3	Page: 3: "List and Description of Expected Outputs to be Delivered" – a) Schedule in calendar days or working days? b) Flexibility in the timeline based on the actual scope of work determined after the "Conduct background scoping and research work and finalizing the service specification."	a) Calendar days. b) It can be revised by mutual understanding after commencement of assignment.
4	Page: 14 "E-Nothi system for file management and operations. The Commission further seeks to develop an Integrated Digital Office Management and Database System." Is HRC expecting a separate digital documentation library apart from "E-Nothi system"- e.g. a system with features such a task management, event/meeting scheduling, doc revisions etc. Does this application need to be part of the main application or can they be separate applications with integration -e.g. document mgmt files to be linked to complaint mgmt application? Should document artifacts generated as part of a complaint (eg. letter to respondent etc) be available	- NHRC is not expecting separate digital documentation library. - This is separate application" complaint management" will be integrated with e-nothi. - Document artifact generated as part of complaint will be available at e-nothi. But few documents can be managed at complaint management part for ease of citizen's accessibility. - - Few documents can be managed at complaint management part for ease of citizen's accessibility.

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	to file management system such as e-nothi and/or the proposed digital documentation library?	
5	Page: 17: "Service Build & Integration:" & "Service Information/e-Citizen Charter:" Please elaborate expectations "Service Building" "With the help of Smart Form Builder (SFB) vendor will design the service..." What is the relationship of the form builder with the Complaint management system? "On Premise System implementation" Please elaborate, because if existing building blocks are provided there is no reason for an onsite implementation.	- Service Building- MyGoV has own capability to build the service. Awardee will design the identified complaint service using myGov form builder and integrate that into Complaint management's citizen interface. - On Premise System implementation- NHRC has own call center to receive complaints. System should have the capability to entry complaints by the on-premise call center personnel.

6	Page: 18: "A pool consists of 10-15 person from NHRC will be trained to ensure smooth run the myGov based Integrated Office Management System."
	
	    a) How many regional offices?
	    b) Other than the above is HRC expecting more personnel to be trained?
	    c) Required no of training sessions - repeat, refresher etc.
		a. Regional Offices: 4 Nos
		
		b. No
		
		c. Maximum 2 sessions

7	Page: 18: "Post Deployment Intensive Care" Expected duration?	3 Months.
8	Page: 18: "Continuous Maintenance, Support & New Service Integration:" Expected duration?	3 months.
9	Page: 19: "Promotional Activity" Does UNDP/HRC expect a marketing campaign to be launched by the vendor? If 'yes', expected number of posts/ads medium, size of advertisements?	The scope of work for Social Media promotional activities are: Create Facebook page, Minimum 20 posts in the entire period and provide feedback against user comments etc.
10	Page:22: integration & MS (): what is the expectation regarding level of integration - i.e. nothi eksheba etc. in terms of the vendor providing an API for these	In terms of integration necessary API has to be provided by Awardee. Nothi and eksheba consultant will be

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	platforms to communicate or does it include customizations to these platforms.	responsible for necessary customization at respective platform.
11	Page: 23, Item #20: Maintenance period indicated as 3 months - Is any services expected beyond 3 months? If 'yes' will it be a service contract between HRC and the vendor or HRC/UNPD and vendor etc.	As per time mentioned at the RFP. Extension depends on fund availability and project duration.
12	Page: 26 "HRP will reserve the right to deduct any module from the assignment, thus the payment would also be deducted from the total financial proposal if requires in the future." This would affect the projects budget given the amount of human resources which have been requested from the vendor. Please elaborate Furthermore, is there a specific reason to ask for individual resources for specific tasks? i.e. purpose of having Hosting & Infrastructure Expert and Implementation engineer when both this role can be performed by a single resource.	It can be revised by mutual understanding after commencement of assignment. It is expected that Hosting & Infrastructure Expert will be responsible Hosting Management in collaboration with National Data Centre/4TDC, Server Administration, Database Administration, Backup Management and Overall monitoring. Whereas Implementation Engineer will be responsible Necessary Data collection, Data configuration, Server Configuration and regular monitoring activities.
13	Page: 26: "9. Roles and responsibilities:" "Any requirement for change should be addressed by the vendor if needed including post development support service period." Does this also include structural/fundamental requirements deviations agreed to during the requirement analysis?	Yes
14	Documentation module/e-filing system: - will the complaint be exported to e-file? or is there any interface which will push the data to the system automatically?	API will be available to push the data.

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15	Does the whole system need to be converted to mobile app? (Native or hybrid)	Complaint submission and Complaint Tracking part. Shall be proposed by the proposer.
16	Who will provide the SMTP server? Do we need to use our own or commercial one?	NHRC will provide.
17	What will be the feedback mechanism for the compliant which is received though the system?	At each stage of complaint processing/decision making user will get feedback via mobile SMS/email and Citizen profile of MyGov.
18	Post development support will be 5 months or 3 months?	3 months
19	Will the reporting criteria be finalized at requirement analysis phase?	Yes

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.