

**Bangladesh Regional Connectivity Project 1:  
National Single Window Implementation and Strengthening Customs Modernization  
National Board of Revenue (NBR)  
IDEB Bhaban (10<sup>th</sup> Floor), 160/A, Kakrail, Dhaka -1000, Bangladesh**

Memo No. 1(112)/ISD/NSW Project/2020/901

Date: 16 June 2022

**Project:** Bangladesh Regional Connectivity Project 1: National Single Window Implementation & Strengthening Customs Modernization

**Contract title:** Design, supply, installation, configuration, setup, testing, related services and training for BSW software solution and Automated Risk Management System (ARMS)

**Request for Proposals (RFP) No.:** NBR-RFP-1A

**Responses of Queries of RFP No. NBR-RFP-1A**

Following is the list of queries received from Proposers in the course of procurement process and the Purchaser's answers thereto:

Sl.No.	RFP Volume / Section	Page/Clause Number/ Item Name of RFP	Question/Clarification Sought	Purchaser's Responses
sl01	Volume 1. Part 1. Section I. Instructions to Proposers (ITP)	ITP 33.7. Page 33.	shall it be allowed that if the JV has not been legally constituted at the time of proposing, the proposal security shall be in the name of any member of JV?	No. As per ITP 33.7: if the JV has not been legally constituted into a legally enforceable JV at the time of submission of Proposals, the <u>Proposal Security shall be in the names of all future members of JV</u> as named in the letter of intent referred to in ITP 4.1. To be noted that Proposal Security shall be submitted with the <u>Second Stage</u> Combined Technical and Financial Proposals.
sl02	Volume 1. Part 3. Section X. Contract Forms.	Section X/Performance Security Form (Bank Guarantee). Page 239	Will be required for the JV proposer to legally constitute the entity company of JV for implementation of the above project if JV proposer has been awarded the contract?	Pursuant to Section I. ITP Clause 4.1: "A Proposer may be ... any combination of such entities in the form of a joint venture (JV) under an existing agreement or with the intent to enter into such an agreement supported by a letter of intent." There is no mandatory requirement that it shall be legally constituted JV. However, it is essential that all JV members shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms.



Sl.No.	RFP Volume / Section	Page/Clause Number/ Item Name of RFP	Question/Clarification Sought	Purchaser's Responses
sl03	Volume 1. Part 3. Section X. Contract Forms.	Section X/Performance Security Form (Bank Guarantee). Page 239.	2. shall be acceptance by your good self that the Performance Security is furnished by any member of JV if the JV proposer has been awarded the contract?	In case of JV, any JV member may arrange for Performance Security to be issued. However, the Performance Security shall be <u>in the name of Joint Venture</u> (i.e. JV is Supplier under the Contract).
sl04	Volume 1. Part 1. Sections I-IV.	-	Do we still need to attached some Financial Report or Document for this RFP?	Yes. Your Proposal shall include all documents: - comprising the Proposal as per requirements of Section I. ITP Clauses 13 and 29, and PDS (Section II) referring to these clauses; - explicitly requested in Section III (e.g. Clause 2); and - mentioned as attachments to Proposal Forms provided in Section IV (e.g. Forms 1, 2.1, FIN-3.3).
sl05	Volume 1. Part 1. Section IV. Proposal Forms. and Volume 2. Part 2. Section VII.	Section IV. 3.2.1: Supply and Installation Cost Sub-Table; and Section VII. Para 6 & 12.5.	For License software, 3 years when it will start (by contract?)	Please refer to Addendum No.1 to RFP.
sl06	Volume 2. Section VII. Requirements of Information System.	Para ????	For Development Location, is it onsite at Bangladesh?	Yes. Development will be carried out from Dhaka under the supervision of PIU along with NBR IT team as per para 8.2 of the RFP Vol 2.
sl07	Volume 2. Section VII. Requirements of Information System.	Para 8.1. Page 213-219	How many persons for each key personnel that we have to provide?	The requirement is at least 1 person per position for all positions listed for each of 3 teams. It is up to the proposer to provide additional key resources under each category defined in the RFP Section VII Page 213-219 for the successful implementation of the project in the given time frame.



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sl08	Volume 2. Section VII. Requirements of Information System.	Para 3.8. Page 87	For Call Center Function, Do we need to provide only the call center application or including the call center agents? And is it have to onsite and can speak Bengali?	Proposers need to maintain the call center along with other basic requirements as per RFP Section VII Page 87-94. The Call Centre needs to be established in Dhaka, Bangladesh along with agents capable of speaking in Bengali and English as part of normal call center operations. The space along with other establishments and operations requirements needs to be provided by the Supplier. Please also refer to Addendum No.1 to RFP.
sl09	Volume 2. Section VII. Requirements of Information System.	Para 6.1.1. No.48.7 Page136	What is the hardware percentage requirement for DR and DC? For example, 100%, or 60%, or proposer's own design.	Proposer can submit their own design with redundancy and uptime as per the RFP requirements
sl10	Volume 2. Section VII. Requirements of Information System.	Para 6.1.1. No.48.5 Page136	If a virtualization solution is used, BSW and ARMS need to be two separate clusters?	Proposer can propose any architecture design maintaining the redundancy and requisite uptime as per the RFP requirements.
sl11	Volume 2. Section VII. Requirements of Information System.	Para 6.1.2. No.86. Page159	Can the National Enterprise Architecture (NEA) data exchange middleware be used as a messaging hub? Or does NEA only need to be used as a way to implement data exchange in the Messaging hub?	Both options can be explored.
sl12	Volume 2. Section VII. Requirements of Information System.	Para 6.1.2. No.89. Page162.	Is SMS Gateway included in the scope of construction of this project? Or is the SMS Gateway already available and BSW is only responsible for integrating with it?	Design and Development of SMS Gateway is in the scope of the Proposer. Proposer needs to follow IT Act 2013 and Digital security act 2018 of Govt. of Bangladesh and procure the same.
sl13	Volume 2. Section VII. Requirements of Information System.	Para 6.1.2. No.88. Page162.	Is the payment gateway included in the scope of construction of this project? Or is there a payment gateway already built and BSW is only responsible for integrating with it?	Design and Development of Payment Gateway is in the scope of the Proposer. Proposer needs to follow IT Act 2013 and Digital security act 2018 of Govt. of Bangladesh and procure the same.



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sl14	Volume 2. Section VII. Requirements of Information System.	Para 6. Page 133	There are multiple compliance table to be filled in this section. What is the scoring of the answers to this section	Proposers shall comply with all mandatory requirements of the Technical Specifications listed in Volume 2. Section VII, including requirements of Para 6. To be noted that evaluation of First Stage Technical Proposals shall follow ITP Sub-Clause 25.1, which does not imply scoring the technical features offered by Proposers, i.e. First Stage Technical Proposals shall be evaluated on 'pass/fail' basis. Please also refer to Section III for scoring criteria and methodology to be followed by the Purchaser in evaluation of the Second Stage Financial and Technical Proposals.
sl15	Volume 2. Section VII. Requirements of Information System.	Para 3.8. Page 87	Please confirm that the supplier, employees will only be required for the IT helpdesk seats. The call centre personnel will be hired by the BSW and not the supplier.	Proposers need to maintain the call center along with other basic requirements as per RFP Section VII Page 87-94. The Call Centre needs to be established in Dhaka, Bangladesh along with agents capable of speaking in Bengali and English as part of normal call center operations. The space along with other establishments and operations requirements needs to be provided by the Supplier. Please also refer to Addendum No.1 to RFP.
sl16			Will the BSW avail offices and working space for the supplier's team	It is the responsibility of the Supplier to arrange for necessary office space in Bangladesh for performing all the project related activities. However, the BSW project office may provide a working space of 300 sq. ft. approx. to the supplier for conducting meetings/discussion with the NBR/project authorities and other stakeholders. Please also refer to Vol-2 Para 8.2.
sl17	Volume 1. Section III. Evaluation and Qualification Criteria.	Second Stage Technical and Financial Proposals (Para w/o number). Page 72	What is the scoring on the CVs presented by the bidder	CVs shall be evaluated along with the First Stage Technical Proposals. Evaluation will be on 'pass/fail' basis subject to additional provisions in Para 2.3: Key Personnel.



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sl18	Volume 1. Section III. Evaluation and Qualification Criteria.	Para 2.4 (iv). Page 71	It says that "proposer must identify the software item as open source and provide copies of relevant open source licenses". Providing source link for downloading the open source software is acceptable instead of licenses?	Providing source link for downloading the open source software is not acceptable. Copies of the relevant open source license(s) must be included in the Proposal.
sl19	Volume 1. Section III. Evaluation and Qualification Criteria.	Para 2.1. Page 69	Will a declaration by the proposer saying that they "meet or continue to meet the criteria used at the time of initial selection" be okay or some other information in the form of a table or forms need to be submitted separately.	Pursuant to ITP Sub-Clause 13.1(c)(ii) the Proposer shall submit "Documentary evidence establishing to the Purchaser's satisfaction that the Proposer continues to meet the qualification requirements. The Proposer must provide evidence on any changes in the information submitted as the basis for initial selection or, <u>if there has been no change at all in said information, a statement to this effect</u> ". However, in any case, the Proposer shall submit: (i) documentary evidence explicitly required by Section III. First Stage Technical Proposals. Para 2; and (ii) all Proposal Forms (Section IV) duly completed and accompanied with attachments required by the forms.
sl20	Volume 2. Section VII. Requirements of Information System.	PDS for ITP Clause 33. Page 54	Do we need to furnish the proposal security or proposal securing declaration at this stage of submission?	Pursuant to PDS referring to ITP 33 a <u>Proposal Security</u> shall be required along with Second Stage Technical and Financial Proposal - Technical Part.
sl21	Volume 1. Section IV. Proposal Forms	Form 1. Proposal Submission Form - First Stage Technical Proposal. Page 83-84.	The document requirement under Attachment 7 & Attachment 8 on the referred pages (84 & 85) are different and not consistent. Please clarify which documents are required as per Attachment 7 & Attachment 8	Please refer to Addendum No. 1 to the RFP.
sl22	Volume 1. Section IV. Proposal Forms	Proposal Table of Contents and Checklist. Page 85.	The document requirement under Attachment 7 & Attachment 8 on the referred pages (84 & 85) are different and not consistent.	Please refer to Addendum No. 1 to the RFP.



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			Please clarify which documents are required as per Attachment 7 & Attachment 8	
sl23	Volume 1. Section IV. Proposal Forms	Form ELI 1.1 - Proposer Information Sheet. Page 105-106.	Do we need to include Proposer Information Sheet for first stage technical proposal? If yes, which attachment does it fall under?	Yes. It shall be included in Attachment 1: Proposer Eligibility.
sl24	Volume 1. Section IV. Proposal Forms	Form ELI 1.2 - Party to JV Information Sheet. Page 107.	Do we need to include Party to JV Information Sheet for first stage technical proposal? If yes, which attachment does it fall under?	Yes. In case of JV, it shall be included in Attachment 1: Proposer Eligibility.
sl25	Volume 1. Section IV. Proposal Forms	Technical Capabilities. Page 117.	Do we need to include Technical Capabilities part for first stage technical proposal? If yes, which attachment does it fall under?	Yes. It shall be included in Attachment 2: Proposer's Qualifications.
sl26	Volume 1. Section II. Proposal Data Sheet (PDS).	PDS for ITP Clause 33. Page 54.	Is security required for First Stage Technical Proposal? We see that Bank Security is only listed in the table of contents for second stage technical proposal, not first stage, but we also see that Security is listed in the table titled "D. Submission of First Stage Technical Proposal" (RFP Page 54)	Pursuant to Section I. ITP Sub-Clause 29.2(b): Proposal Security shall be submitted with Second Stage Technical and Financial Proposal - Technical Part. Please also refer to Section I. ITP Clause 13, which does not require Proposal Security along with the First Stage Technical Proposal.
sl27	Volume 1. Section IV. Proposal Forms	Form 1. Proposal Submission Form/ Enclosures. Page 83-84; and Proposal Table of Contents and Checklist. Page 85.	For First Stage Technical Proposal, attachment list shown in Page 83 doesn't match checklist (page 85). Which one should we follow?	Please refer to Addendum No. 1 to the RFP.
sl28	Volume 1. Section IV. Proposal Forms	Form 1. Proposal Submission Form/ Enclosures. Page 84.	"Conformity of the System with IT policy of Govt. of Bangladesh" > is there any format that we should follow for this?	Please refer to Addendum No. 1 to the RFP.



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sl29	Volume 1. Section I. Instructions to Proposers (ITP).	Vol 1- P33/ Section I, 33.7/ Sourcing the Proposal	When we are bidding as JV, is it OK to have the Prime of JV issue the bank guarantee in full amount, instead of in the name of the JV?	No. As per ITP 33.7: The Proposal Security or the Proposal-Securing Declaration of a JV shall be <u>in the name of the JV</u> that submits the Proposal (or, if the JV has not been legally constituted into a legally enforceable JV at the time of submission of Proposals, the Proposal Security shall be in the names of all future members of JV as named in the letter of intent referred to in ITP 4.1). To be noted that any JV member may arrange for Proposal Security to be issued, but it shall be in the name of the JV.
sl30	Volume 1. Section I. Instructions to Proposers (ITP).	ITP Clause 18.2: Format and Signing of First Stage Proposal. Page 19.	For ALL signatures required on First stage Technical Proposal, is e-signature acceptable?	No. Proposal shall be typed or written in indelible ink, the same requirement shall apply to signature by a person or persons duly authorized to sign on behalf of the Proposer. To be noted that Proposers shall not have the option of submitting their Proposals electronically pursuant to PDS for ITP Clause 20.1.
sl31	Volume 1. Section IV. Proposal Forms	Code of Conduct for Supplier's Personnel Form. Page 130 / Consequences of Violating the Code of Conduct	Regarding signing of the Code of Conduct for Suppliers, what scope of supplier's personnel are required to sign this document and have their signed copies submitted with our Proposal?	Pursuant to GCC Clause 9: The Supplier shall have a Code of Conduct for the Supplier's Personnel <u>employed for the execution of the Contract at the Project Site(s)</u> . Accordingly, all such Personnel shall sign the Code of Conduct. However, there is no requirement to submit the Code of Conduct signed by the Personnel already at the stage of submission of Proposal. As per 'Note to the Proposer': <u>The Proposer shall initial and submit the Code of Conduct form as part of its Proposal.</u>





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sl32	Volume 2. Section VII. Requirements of Information System.	Para 2. Scope of Work. Page 31. Para 2.3.4. Transshipment Process. Pages 39-40.	BSW and ARMS, to be implemented by the proposer, can either be developed as a Be-spoke solution or any best suited COTS product can be procured and customized/configured as per the requirements outlined in the FRS or COTS is preferable for ARMS only. Further for ARMS, COTS product is highly desirable but for BSW, the solution can be either COTS or BESPOKE and there is no preference on the same. Is our understanding correct?	Yes
sl33	Volume 2. Section VII. Requirements of Information System.	Para 10.7.2. Handholding Support. Page 257	Please clarify if the bidder is supposed to provide these mentioned 8 resources for handholding support.	Yes
sl34	Volume 2. Section VII. Requirements of Information System.	Para 11.1. Knowledge transfer, project handover and closure. Page 258	Relocation of the resident engineers is expected to be discussed with the bidder before deployment.	As per RFP, "NBR also reserves the right to replace or relocate an RE at any specific location after giving 1 month's prior notice." This contractual provision does not imply prior agreement with or consent of the Supplier (thought any arguments, if presented by the Supplier, will be given due attention).
sl35	Volume 1. Section VIII. General Conditions of Contract.	GCC Clause 13.2.1. Advance Payment Security. Page 164	The General Conditions of Contract 13.2 specifies the need to supply an Advance Payment Security. It also mentions that the "amount and currency of the Advance Payment [is] specified in SCC for GCC clause 12.1". The Supplier has not found a reference to the amount of the Advance Payment in SCC for GCC 21.1. Please provide us with the amount.	As per the Terms of Payment described in SCC Clause 12.1, there is no Advance Payment. Hence, Advance Payment Security shall not be applicable.





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sl36	Volume 2. Section VII. Requirements of Information System.	Para 3.4.2. List of CLPIAs and CLPs. Page 61	<p>1. Currently, only 19 CLPIAs and 110 certificates are included. Had there be changes to that, will the contract price be adjusted accordingly?</p> <p>2. Can we assume that the CLPIAs and other stakeholders involved in this project will designate sufficient resources to support the smooth delivery of this project, and bear the expense incurred in updating their IT systems for BSW integration, including but not limited to development, configuration, and testing of their systems.</p>	<p>1. Currently, only 19 CLPIAs and 109 certificates are included. Supplier needs to do initial assessment to study the processes before the start of the development work. If the number of CLPIAs or certificates are to be increased - such changes in contract elements shall be governed by GCC Part H, namely GCC Clause 39: Changes to the System.</p> <p>2. Changes in CLPIA's IT systems for integration will be the responsibility of the respective CLPIAs. BSW Vendor needs to design and implement the requisite APIs for integration.</p>
sl37	Volume 2. Section VII. Requirements of Information System.	Table 18: CLPIAs IT Systems. Page 64.	<p>1. There are a total of 109 types of certificates listed in this table, not 110 as per previously stated. Not sure what caused the discrepancy.</p> <p>2. There are 67 kinds that need to be built in BSW, which is inconsistent with the statement of 69 kinds that are currently manually processed and should be handled online via BSW.</p> <p>3. There are 40 kinds of certificates that need integration interface, which is different from the number of 41 kinds of certificates listed above.</p>	<p>Please refer to Addendum No. 1. Note: The total number of CLPs will be 109. The number of CLPs for Plant Quarantine Wing, Department of Agriculture Extension (PQW) will be 4 instead of 5. For Plant Quarantine Wing, Department of Agriculture Extension (PQW), please note that there are 4 types of CLPs out of which 2 types of CLPs are issued online. Out of the total 109 types of CLPs for 19 CLPIAs, there are 42 types of CLPs which are issued online, and for all these online CLPs, there would be a need for integration/data exchange with BSW Please refer the revised table 17 and 18 in addendum-1:- a. There are a total of 109 types of CLPs b. 67 types of CLPs are currently handled manually and need to be built in BSW c. 42 types of CLPs are currently online and need integration interface.</p>
sl38	Volume 2. Section VII. Requirements of Information System.	Table 18: CLPIAs IT Systems. Page 64.	Is system integration needed for these two certificates?	Yes. system integration is needed for these two certificates.



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sl39	Volume 2. Section VII. Requirements of Information System.	Para 3.9.1. Functional Specifications for BI /DA Module. Page 95.	1. Please provide more information on the type and scope of expected data analysis indicators. 2. Please provide more information regarding the scope of data utilized to support the expected BI/DA indicators.	There is no information available in addition to information already provided in the RFP. Relevant information will be provided to the supplier upon signature of the Contract during requirement gathering process.
sl40	Volume 2. Section VII. Requirements of Information System.	Table 44: Solution components and technical requirements of various Layers. #84.4. Page 158.	What are the requirements of disaster recovery and data sync functions? What are the requirements for local and remote data backup?	RPO and RTO requirements are mentioned in para 10 of RFP vol. 2 (page # 243). The requisite solutions need to be proposed to meet the requirements.
sl41	Volume 2. Section VII. Requirements of Information System.	Table 44: Solution components and technical requirements of various Layers. #73. Page 150.	RFP mentions that the Messaging and Translation Engine should support horizontal scalability. We'd like to learn if the current Data Center support the Horizontal Scalability please.	Yes. BCC Data Center supports Horizontal Scalability.
sl42	Volume 2. Section VII. Requirements of Information System.	Table 44: Solution components and technical requirements of various Layers. #90. Page 165.	Regarding the functional spec of restrictions on access to rights-protected content / sections / modules / screens / fields, etc. to authorized users only, should this be an app specific functionality or cloud service?	Both options can be explored.
sl43	Volume 2. Section VII. Requirements of Information System.	Para 3.1.1. Common Functional Specifications for BSW Modules. #1. Page 41.	Should operators have the flexibility of changing workflows for every specific transaction or any particular type of transactions?	As and when required BSW system will have the flexibility of changing the workflow for a particular type of transactions(s).



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sl44	Volume 2. Section VII. Requirements of Information System.	Table 44: Solution components and technical requirements of various Layers. #90. Page 165.	Does the current BCC Cloud offer IAM or an equivalent service?	Yes, it is available with BCC. For details related to the cloud services offered by BCC the Proposers may visit their website. Pursuant to ITP Clause 8.2 the Proposer may wish to visit and examine the physical site where the Information System is to be installed and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the Proposal and entering into a contract.
sl45	Volume 1. Section III. Evaluation and Qualification Criteria.	Second Stage Financial and Technical Proposals. Para 1. Evaluation of Technical Part (ITP 44). Category (i) - Implementation Approach and Methodologies to be followed – 40 points. A. Project Management Aspects and work plan (24). Page 73.	Total score of 11 sub-categories under A. Project Management Aspects and work plan is coming as 23 (10 sub-categories are of 2 and sub-category no. 8 is of 3) whereas in the RFP, the total score is mentioned as 24.	Please refer to Addendum No.1 to RFP.
sl46	Volume 2. Section VII. Requirements of Information System.	Para 10.6.5. Demand and Capacity Management. Page 256. & Para 12.1. Delivery Schedule. Page 262.	We'd like to clarify if the scope of work of the proposer is limited to the estimation of infrastructure requirement and further submission of the Hardware, Networking & Security infra BOQ along with High level specification as mentioned under Deliverable no 5. Procurement and related support is out of scope of the bidder. Please confirm if this is the correct understanding.	Yes



Sl.No.	RFP Volume / Section	Page/Clause Number/ Item Name of RFP	Question/Clarification Sought	Purchaser's Responses
sl47	Volume 2. Section VII. Requirements of Information System.	Para 8.1. Qualification and experience of the key resources. #9. Page 215.	1. We understand the qualification requirement mentioned here are only applicable for the key resources of Functional and technical team. Please confirm if this understanding is correct. 2. If minimum 10 years of work experience requirement is also applicable for non-key experts of the technical team, please consider lowering the standard for non-key experts.	1. Yes 2. Please refer to Addendum No.1 to RFP. The requirements mentioned for all the resource positions need to be fulfilled by the Proposers.
sl48	Volume 2. Section VII. Requirements of Information System.	Para 8.1. Qualification and experience of the key resources. #7. Page 215-218.	1. We understand the qualification requirement mentioned are applicable for the key resources of implementation team. Please confirm if this understanding is correct. 2. If the specified minimum of work experience requirement is applicable for non-key experts of the implementation team, please consider lowering the standard for them.	1. Yes 2. Please refer to Addendum No.1 to RFP. The requirements mentioned for all the resource positions need to be fulfilled by the Proposers.
sl49	Volume 2. Section VII. Requirements of Information System.	Para 8.1. Qualification and experience of the key resources. #4. Page 218-219.	1. We understand the qualification requirement mentioned are applicable for the key resources of capacity building team. Please confirm if this understanding is correct. 2. If specified minimum years of work experience requirement is applicable for non-key experts of the capacity building team, please consider lowering the standard for them.	1. Yes 2. Please refer to Addendum No.1 to RFP. The requirements mentioned for all the resource positions need to be fulfilled by the Proposers.
sl50	Volume 2. Section VII. Requirements of Information System.	Para. 3.1.1. Common Functional Specifications for BSW Modules. #1.9. Page 42.	BSW shall support following standard file types - PDF DOC DOCX XLS XLSX CSV TXT ZIP JPG JPEG PNG Please confirm/suggest if there's any other file type BSW should support, in addition to those listed above.	There is no information available in addition to information already provided in the RFP. Relevant information will be provided to the supplier upon signature of the Contract.



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sI51	Volume 2. Section VII. Requirements of Information System.	Para 3.2.3. Functional Specifications for Stakeholders Registration Module. Table 8: Functional Specifications for Stakeholders Registration Module. #3.2. Page 49.	In order to facilitate our analysis of the compatible technology stack, please specify the existing systems, if any (other than the current ICT system specified under table 18) as mentioned below where registration data is expected to be available with respective technologies used in the backend. -OLM -OSS-BEZA -PQW Application System -DGDA System -BGMEA System -DLS System -BIDA System -BRTC System	There is no information available in addition to information already provided in the RFP. Relevant information will be provided to the supplier upon signature of the Contract.
sI52	Volume 2. Section VII. Requirements of Information System.	Para 3.3.2. Mobile App. Page 53.	In order to support accurate estimate, please specify which functional requirements (as included in all FRS tables) need to be supported in mobile app version.	BSW application needs to be responsive to multiple types of devices following the standard development guidelines issued by Govt. of Bangladesh. BSW mobile app needs to be developed which would support both Android and iOS platforms. It should support all the functional requirements as mentioned in RFP.
sI53	Volume 2. Section VII. Requirements of Information System.	Para 10.7.1. Helpdesk support. Page 257.	Please clarify if supplier is expected to provide Service agent for call center/IT helpdesk.	Proposers need to maintain the call center along with other basic requirements as per RFP Vol 2 Page 87-94. It is desirable to have the call center in Bangladesh along with agents capable of speaking in Bengali and English as part of normal call center operations.
sI54	Volume 2. Section VII. Requirements of Information System.	Para 3.3.5.5. Information Workbench. Table 15: Functional Specifications for Information Workbench #12. Page 60.	The description mentions an information workbench that renders trade related info from BSW. Does this refer to the kind of data presentation view as retrieved from database? No need for any graphs to be drawn by system on this workbench?	The workbench shall cater for an information Dashboard for each authorised user. The solution should support rendering of graphs as needed. Rendering of graphs should be configurable for each Dashboard.



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s155	Volume 2. Section VII. Requirements of Information System.	Para 3.4.4. Functional Specifications for CLP Module. Table 20: Functional Specifications for CLP Module. #13.4. Page 73.	Do you want to set a limit to the permitted file size? If file size gets too large e.g., a film in high definition of size 1GB, uploading it to BSW could take long depending on internet speed of user.	Individual file size is fixed at 1 GB. NBR may increase this limit during the project period based on business requirements.
s156	Volume 2. Section VII. Requirements of Information System.	Para 3.8.5. Functional Specifications for Call Centre Module. Table 24: Functional Specifications for Call Centre Module. #28.9. Page 93	Is the awarded proposer required to setup the call centre e.g., provide building, operate all mechanical and engineering aspects of the call centre, provide all equipment e.g., tables, chairs, phones, etc?	Proposers need to maintain the call center along with other basic requirements as per RFP Section VII Page 87-94. The Call Centre needs to be established in Dhaka, Bangladesh along with agents capable of speaking in Bengali and English as part of normal call center operations. The space along with other establishments and operations requirements needs to be provided by the Supplier. Please also refer to Addendum No.1 to RFP.
s157	Volume 2. Section VII. Requirements of Information System.	Para 10.5.2. System Availability Service Level Parameters. Page 240	24 x 7 monitoring and patching of OS is performed by awarded vendor or the government body? This monitoring can it be remote or at Local site?	24x7 monitoring and patching of OS is outside the scope of the supplier in this RFP. This will be provided by Data center operator(DCO).
s158	Volume 2. Section VII. Requirements of Information System.		Any remote connection given to do administration, patching and installation work?	Yes it can be provided if there is no security concern from the competent authorities and with prior approval from NBR.
s159	Volume 2. Section VII. Requirements of Information System.	Para 6.2.1. Technical Infrastructure Model – Components. Table 50: Description of components and solution of BSW	Is there an existing SIEM that we are to leverage on? If yes what is the brand of the SIEM and would we be provided the access for the review of the logs?	Provision of SIEM is outside the scope of the supplier. Supplier to support in integration of SIEM with the BSW application.



Sl.No.	RFP Volume / Section	Page/Clause Number/ Item Name of RFP	Question/Clarification Sought	Purchaser's Responses
		Infrastructure. #113.9. Page 195		
sl60	Volume 1. Section III. Evaluation and Qualification Criteria.	Second Stage Financial and Technical Proposals. Para 1. Evaluation of Technical Part (ITP 44). Category (i) - Implementation Approach and Methodologies to be followed – 40 points. A. Project Management Aspects and work plan (24). #9. Page 74.	Any existing theme that BSW and ARMS want the proposer to follow? Or accepting new UIUX design?	Please follow the standards maintained by Govt. of Bangladesh websites. Proposers may come up with their own design which needs to be accepted the authority.
sl61	Volume 2. Section VII. Requirements of Information System.	Para 2.1. Functional Overview. Page 33	Is there a reference for ASYCUDA Web Service/APIs/integration endpoints, on what are existing and what are to be developed? For those new (to be developed), what is the project timeline, would it dovetail with BSW and ARMS implementation project plan? Related to: · Arrival Report – Page 80 – Vol2 · Departure Report – Page 80 – Vol2	Required information shall be shared with the supplier at the implementation stage.
sl62	Volume 2. Section VII. Requirements of Information System.	Para 2.3.2. Export Process. Page 38 and Para 5.2.3. Functional Specifications for Declaration Submission Module. Table 34:	Will BSW new re-engineered process 'import permits implementation' an alternative for BoE entry in addition to ASYCUDA (Declaration Submission Module)?  Or this new BoE entry in BSW will be made sole new process to traders?	Import Permit processes are for CLPIAs whereas BoE Entry process is for the customs which will be a part of the ASYCUDA World System.  The Declaration Submission Module will be a part of the ASYCUDA World System and is out of scope of the Proposer.





Sl.No.	RFP Volume / Section	Page/Clause Number/ Item Name of RFP	Question/Clarification Sought	Purchaser's Responses
		Functional Specifications for Declaration Submission Module. #39. Page 120		
sl63	Volume 2. Section VII. Requirements of Information System.	Para 3.5.3. Functional Specifications for Arrival / Departure Reporting Function. Table 21: Functional Specifications for Arrival / Departure Reporting Function. #20. Page 79	From section “5.1 Manifest Module”, there is no explicit mentioned of functional specification on manifest information retrieval. Please advise if this will be provisioned by AW work scope.	Yes. This will be provisioned under the scope of AW.
sl64	Volume 2. Section VII. Requirements of Information System.	Para 3.6.1. Functional Specifications for Customs Release Order, Exit Note Function. Table 22: Functional Specifications for Customs Release Order, Exit Note Function. #21. Page 80	Port authority’s system – is the scope limited to Chittagong Port Authority (CPA) Container Terminal Management System (CTMS)?  Will the same CTMS to be rolled out and used by other ports and terminals?  “Any information exchange between ASYCUDA and CTMS is being done manually whereby Customs email the manifest (as XML attachments) to CPA” [ref page 23] – what is the envisaged integration mode for BSW and CTMS?	The scope is not limited to Chittagong Port Authority (CPA) Container Terminal Management System (CTMS).  Different IT systems may be used at other sea ports  As of now, information exchange between ASYCUDA and CTMS also happens through API exchange.  The envisaged integration mode between BSW and CTMS is through API exchange. The requirement here is that BSW should be able to perform the necessary data exchange with the IT systems of the Ports/Port Authority and make available the relevant status update to all the concerned stakeholders of BSW.
sl65	Volume 2. Section VII. Requirements of Information System.	Para 5.2.3. Functional Specifications for Declaration Submission Module. Table 34:	What is the route back mechanism? Sync or async?	Both options can be looked into.



Sl.No.	RFP Volume / Section	Page/Clause Number/ Item Name of RFP	Question/Clarification Sought	Purchaser's Responses
		Functional Specifications for Declaration Submission Module. #39. Page 120		
sl66	Volume 2. Section VII. Requirements of Information System.	Para 5.2.3. Functional Specifications for Declaration Submission Module. Table 34: Functional Specifications for Declaration Submission Module. #39. Page 120	What is the route back mechanism? Sync or async?	Both options can be looked into.
sl67	Volume 2. Section VII. Requirements of Information System.	Para 5.6. Customs Laboratory Testing Module. Page 128. and Para 5.7. Examination Module. Page 129-130. and Para 3.3.5.1. Customs Workbench. Table 11: Functional Specifications for Customs Workbench. #8.9. Page 58	There is no clarity on how AW to provide status/info on Lab or Examination status integration to ARMS and BSW in Functional Requirements tables.	Required information shall be shared with the supplier at the implementation stage.
sl68	Volume 2. Section VII. Requirements of Information System.	Para 5.2.3. Functional Specifications for Declaration Submission Module. Table 34: Functional Specifications for Declaration	If entry is done in ASYCUDA Declaration Submission Module, what is the mechanism planned to update/trigger process for BSW and ARMS?	API integration.



Sl.No.	RFP Volume / Section	Page/Clause Number/ Item Name of RFP	Question/Clarification Sought	Purchaser's Responses
		Submission Module. #39. Page 118		
sl69	Volume 2. Section VII. Requirements of Information System.	Para 9.2.1. Training Curriculum. Page 231	To confirm, scope out of the Proposer's scope, i.e.: Manifest Submission for Sea, Air & Land, Laboratory Management, Valuation management etc.	Please refer to Addendum No.1 to RFP.
sl70	Volume 1. Section II. Proposal Data Sheet (PDS).	PDS for ITP 54.1. Page 55	The current 50/50 weightage for the technical and financial scoring would have impact on the quality of solution because price is a significant deciding factor of the bid. As the BNSW is a critical nation-wide project, the quality of the solution is of paramount importance. We like to understand the thought process that led to the conclusion of a 50/50 weightage and possibly appeal to emphasize more significant weightage to technical scoring.	The scoring system and the weight to be given for cost were elaborated with due regard to importance of the NSW Project. Provisions of the RFP have been duly agreed with the counterparts and authorities whose approvals shall be required in the course of procurement process. Provisions of ITP 54.1 shall remain unchanged.
sl71	Volume 2. Section VII. Requirements of Information System.	Number 100.1 Page 189	It is stated that "Following environments will need to be set up viz. Production, Staging, and Testing / Training, to ensure separation of production data and logic from test and training environment. While Production, Test / Training and Staging environment will need to be set up in National Data Centre/ BCC Cloud / NBR's own Data Centre, Bangladesh, rest of the environments as required may be set by the vendor in their own premises in Bangladesh" Can the rest of environments eg. development environment be set in location outside of Bangladesh?	As per RFP para 8.2, "The Supplier need to propose a detailed resource deployment plan during each phase of requirement gathering, design and development, deployment and onsite warranty. The resources will be based out of Dhaka, Bangladesh throughout the Contract Period. The Application development will be done from Dhaka, Bangladesh." Development / Staging environments can't be set up in locations outside of Bangladesh.
sl72	Volume 2. Section VII. Requirements of Information System.	Page 189	What is the version number of ASYCUDA you are currently using?	The current version is ASYCUDA World 4.3.1



Sl.No.	RFP Volume / Section	Page/Clause Number/ Item Name of RFP	Question/Clarification Sought	Purchaser's Responses
sl73	Volume 2. Section VII. Requirements of Information System.	Page 189	You provided statistics of number of users for stakeholders and regulatory authorities. How many users of these would be active users of BSW? How many is expected to make concurrent access?	As per RFP para 3.2.2, "For the purposes of sizing and catering for future expansions, the estimated numbers of the entities and users to be catered by the BSW for Trading Community Stakeholders shall be for a total of 150,000 entities, and 650,000 users; while for Regulatory Authorities and Information Services Stakeholders shall be for total of 300 entities, and 15,000 users."
sl74	Volume 2. Section VII. Requirements of Information System.	Para 3.4.3 Page 70	Is the current AYSCUDA world integrated with existing OGA systems i.e. ICT system?	There are few partial integration / interface with Asycuda World.
sl75	Volume 2. Section VII. Requirements of Information System.	Para 3.2.2 Page 47	Inland River Carrier, will be considered as part of sea manifest process, pls confirm.	Yes
sl76	Volume 2. Section VII. Requirements of Information System.	Para 9.1 Page: 223	Ref to the page no 223 (v-2), there are 8 types of training mentioned.  However, In page no 103 (v-1), 3.3 Training Cost Sub Table, 'Trading Community Stakeholders Training' and 'Detailed code design and architecture Training (Front end & Back end)' are missing. On the other hand, 'Certification Training' is in the list though not available in the training list (Page 223, v-2) Question: Need clarification on this.	Please refer to Addendum No.1 to RFP.
sl77	Volume 2. Section VII. Requirements of Information System.	Para 9.1 Page: 227	Type of Training: Detailed code design and architecture Training (Front end & Back end) Need Clarification - "Expected Duration: 1 year ( It will start with Supplier starting the development work )" Question:	Please refer to Addendum No.1 to RFP.




Sl.No.	RFP Volume / Section	Page/Clause Number/ Item Name of RFP	Question/Clarification Sought	Purchaser's Responses
			1. What is batch count? 2. What would be trainees count?	
sl78	Volume 2. Section VII. Requirements of Information System.	Para 9.2.2 Page: 235	The summary of the Training Calendar, considering the above users, is provided  Ref to the page no 235, there is mismatch with page 103, v-1 (3.3 Training Cost Sub Table) 'Certification Training' is not Available in page 235 but Available in Training Cost Sub Table (v-1), page-103 Question: Which one should we consider for pricing and planning?	Please refer to Addendum No.1 to RFP.
sl79	Volume 2. Section VII. Requirements of Information System.	Para 9.2.5 Page: 237	General Requirements on Training Logistics a) The entire training of identified resources shall be done in batches, with a batch size not exceeding 30 persons and each batch having one (1) trainer and two (1) demonstrators/assistant trainer.  Here a batch size should not exceed 30 but Ref to the page 235, batch size of - - 'Sensitization Workshop' is 150 nos - Ex. Level training is 50 nos - 'Trading Community stakeholder training' is 100 nos Question: Which one should we consider?	Please refer to Addendum No.1 to RFP.
sl80	Volume 2. Section VII. Requirements of Information System.	Para 9.1 Page: 228	Certification Training for System/supporting/3rd party Software.  Overseas training: 1) In Which County training will be conducted? 2) Can you suggest the name of any overseas training institute to conduct this overseas training?	Please refer to Addendum No.1 to RFP.



Sl.No.	RFP Volume / Section	Page/Clause Number/ Item Name of RFP	Question/Clarification Sought	Purchaser's Responses
sl81	Volume 2. Section VII. Requirements of Information System.	Para 9.1 Page: 237	<p>General Requirements on Training Logistics</p> <p>c) c) Training allowance BDT 1000/- per participant per training shall be applicable and to be borne by the Supplier.</p> <p>According to our experiences, training allowances need to be paid per day basis. However, in this clause it is written for "per training".</p> <p>Please get it clarified from project authority?</p>	Please refer to Addendum No.1 to RFP.

The list of queries and Purchaser's responses transmitted to all Proposers who have obtained the RFP document from the Purchaser in accordance with ITP 7.3.

You are requested to acknowledge the receipt of this queries responses.



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