National Board Of Revenue(NBR)

IVAS Unit

IDEB Bhaban, Kakrail Dhaka-1000

Memo No: 08.01.000.069.07.008.23.01

Date: 02/01/2024

This is Notifying to all concerns that the following Amendments are made to the Tender Ref No : 08.01.0000.069.07.008.23.295, Package: iVAS-GD-04; "Procurement of Support Service and Maintenance of iVAS system along with Up-gradation, Modification, Configuration, API Development and Integration and other Related Support.". Published on: 04/12/2023

Amendments on Tender Last Selling Date, Closing Date and Time, Opening Date and Time

SL	Tender Information					Existing As			Changed As	
#	Package No	Package Name		Last Selling Date	Closing Date and Time	Opening Date and Time	Last Selling Date	Closing Date and Time	Opening Date and Time
1.	Package: iVAS-GD-04	Procurement of Support Service and Maintenance of iVAS system along with Up-gradation, Modification, Configuration, API Development and Integration and other Related Support.		02/01/2024	03/01/2024 2:00PM	03/01/2024 2:30PM	16/01/2024	17/01/2024 2:00PM	17/01/2024 2:30PM

Amendments on Section- 7

Sl No.	Clause No.	Item No	Page	Existing Information	Replaced Information
2	Tender Name			"Supply Support Service and Maintenance of iVAS system along with Up-gradation, Modification, Configuration, API Development and Integration and other Related Support for three (3) years."	Procurement of Support Service and Maintenance of iVAS system along with Up-gradation, Modification, Configuration, API Development and Integration and other Related Support."
3	TOR	Sub-para (i) shall be inserted at the end of para 2.1. sub-para (h)			i) VAT Officers & Taxpayer Support: -Vendor shall provide dedicated resources for supporting technical issues arisen from VAT Officers and Taxpayer, that including all kinds of request via Phone Call (via Hotline Numbers), Email, Ticketing System (Helpdesk), Official Letter, Official Requests from Authorized Authorities.
3		Para 2.9 shall be inserted at the end of para 2.8			2.9. Final Deliverables: ➢ Incorporation of Change Technical Report ➢ Provide formulize an action plan for technology transfer and provide implementation ➢ System Requirement Specification (SRS) for new development ➢ Software High-level Requirements and Design Document for new development ➢ Software Low-level Requirements and Design Document for new development

- Business Process Mapping and Design for new development
- Role and Responsibility Metrics and Mapping for new development
- Software Architecture Design for new development
- UX/UI Design Documents for new development
- Data Flow Diagram for new development
- Jurisdiction Mapping Document
- Virtualization, Clustering and Availability matrices
- Installation, Configuration, Deployment and Upgradation Manual
- System Operational and Administration Document
- End user Guidelines
- Source Code Documentation
- Database Design and Mapping Document
- E-R Diagram for new development
- System and Database Backup Restore and Recovery Document
- SSL and Security Documents
- Software Testing, Quality Assurance Document
- API Design Document and Development Document
- End user License Document

- Change Management and Version Control Document
- Q&A for End user support services Document
- All iVAS related documentation must be prepared by the tenderer in accordance with government ICT related law, rules, regulations, guidelines, notification and reporting documents.
- Support matrix of Software
- Support services document.

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