



Government of the People's Republic of Bangladesh
Ministry of Road Transport and Bridges, Road Transport and Highways Division
Dhaka Transport Co-ordination Authority (DTCA)
Nagar Bhabhan, 12th Floor, Fulbaria, Dhaka-1000.



Request for Expressions of Interest (National, Firm)

01. Ministry/Division	Ministry of Road Transport and Bridges/ Road Transport and Highways Division.			
02. Agency	Dhaka Transport Co-ordination Authority (DTCA).			
03. Procuring Entity Name	Dhaka Transport Co-ordination Authority (DTCA).			
04. Procuring Entity Code	Not used at present.			
05. Procuring Entity District	Dhaka.			
06. Eol for selection of	IT Service Provider (Firm) for 'Transport Clearing House Operation & Maintenance'.			
07. Eol Ref No	35.02.0000.008.35.030.22-334	08. Eol Date	24/08/2022	

KEY INFORMATION

09. Procurement Method	Quality and Cost based Selection (QCBS) in accordance to rule-105 of PPR-2008.			
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FUNDING INFORMATION

10. Budget & Source of Fund	GoB (Revenue Budget).			
11. Development Partners	Not Applicable.			

PARTICULAR INFORMATION

12. Project /Programme Code	Not Applicable.			
13. Project /Programme Name	Not Applicable.			
14. Eol Closing Date &Time	Date: 12/09/2022 and Time: 12.00 PM			

INFORMATION FOR APPLICANT

15. Brief Description of Assignment	The existing Transport Clearing House System of DTCA must be operated and maintained efficiently 24 hours (in 3 shifts) a day, 7 days a week and 365 days a year and troubleshot accordingly (if required) by the IT Service Provider. The provider will also be responsible for the fare settlement with various public transport operators within the specified time. Specifically, the provider will monitor, maintain and troubleshoot the hardware (e.g. physical server, server storage, network) as well as provide complete operational support (e.g. system application monitoring, system security maintenance, error handling and troubleshooting, report) to run the Clearing House System of DTCA.			
16. Experience, Resources and Delivery Capacity Required	<p>I. Must be a local IT/ITES firm/service provider with minimum 7 years of experience in development, surveillance/monitoring, operation and maintenance of IT infrastructure/ Financial Service/Banking System. Documentary evidence (Work completion certificate, experience certificate) must be provided.</p> <p>II. Must have minimum 4 years of experience in development, surveillance/monitoring, operation and maintenance of medium/ large-scale IT infrastructure/ Financial Service/Banking System, which processes a huge amount of data in a short period of time and has common functions about error handling and log output. Documentary evidence (Work completion certificate, experience certificate) must be provided.</p> <p>III. Experience in system development, operation and maintenance of Clearing House System/ Transport Ticketing Solution/IC card-based system will be given preference. Documentary evidence (Work completion certificate, experience certificate) must be provided.</p> <p>IV. Must have liquid assets as working capital or credit line of minimum BDT 75 Lakh.</p> <p>V. Must have Yearly turnover of minimum BDT 60 Lakh. Must submit updated audit report of previous 1 year.</p> <p>VI. Must have minimum of 30 (Thirty) total employees and of which a minimum of 15 (Fifteen) total IT personnel (both for software support and network operation/maintenance related).</p> <p>VII. Must have valid Up-to-Date Trade License, Income Tax Payment certificates, VAT Registration certificates, Certificate of Incorporation (if any).</p>			
17. Other Details (If Applicable)	<p>I. All relevant certificates must be clear, readable, signed/sealed by the IT service provider.</p> <p>II. All relevant documents must be organized and tagged as per the sequence of serial -16.</p> <p>III. Submission of irrelevant document is highly discouraged.</p> <p>IV. For further details see the website www.dtca.gov.bd</p> <p>V. Eol's must be submitted in a properly sealed envelope clearly mentioning the address of the firm as well as information stated in serial 6-8 and 20-22. Otherwise, they would be returned without opening.</p>			

18. Association with foreign firm is	Not Allowed.			
19. Ref No.	Phasing of Services	Location	Indicative Start Date	Indicative Completion Date
S1	Operation & Maintenance	Dhaka	16/10/2022	15/10/2023

PROCUREMENT ENTITY DETAILS

20. Name of the official inviting Eol	Shabiha Pervin			
21. Designation of the official	Executive Director (Additional Secretary)			
22. Address of the official inviting Eol	Dhaka Transport Coordination Authority(DTCA), Nagar Bhaban, Level-12, Room No: 1317, Fulbaria, Dhaka			
23. Contact details of the official	Telephone/Mobile No.	Fax No.	Email	
	+880-2-223382686 +880-1717489447 (for further details please)	Not Applicable.	ed@dtca.gov.bd mukul.oracle@gmail.com (for further details please)	
24. The procuring entity reserves the right to delete or reject any or all of the Eol's.				

Shabiha Pervin
Executive Director (Additional Secretary)
Dhaka Transport Coordination Authority(DTCA)

24.08.2022