SUPPLY CHAIN MANAGEMENT (SCM)

REQUEST FOR PROPOSAL (RFP)
for
Hiring of IT Consulting Firm for 'Software Development and IT help desk' Services for 36 Months

RFP Ref. No. icddr,b/SCM/OTM/2022/20

Contracting Entity:

icddr,b
68 Shaheed Tajuddin Ahmed Sharani
Mohakhali, Dhaka 1212
LETTER OF INVITATION

Date: November 23, 2022

Request for Proposal Ref # icddrb/SCM/OTM/2022/20

Dear Sir/Madam,

The attached RFP contains all the necessary information for interested offerors. With the most proficient bidder, icddr,b will sign a Service Agreement for the currently established scope.

The selected organization will require to provide ‘Software Development and IT help desk’ Services.

This RFP does not obligate icddr,b to execute a contract nor does it commit icddr,b to pay any costs incurred in the preparation and submission of the proposals. Furthermore, icddr,b reserves the right to reject any and all offers, if such action is considered to be in the best interest of icddr,b.

Sincerely,

Mirza Muhammad Masud Rana
Sr. Manager, Supply Chain Management
icddr,b
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1. **Introduction**

icddr,b is a Bangladesh-based international health research institute that strives to solve key public health problems through high-quality scientific research and innovation. Policy-makers and practitioners utilized our evidence and expertise to improve health outcomes and prevent premature death and disability worldwide. Established more than 60 years ago, we continue to provide life-saving services to the people of Bangladesh, and to nurture the next generation of global health leaders.

icddr,b IT has to deliver several IT projects from both core and projects within a specific period where additional hours are required to accomplish those IT projects within the period. The natures of work are of two types as follows:

- Software Development
- Helpdesk support

To support those project base IT deliverables, as in-house payroll staffs are not cost effective in such cases, the required number of human resources acquired from an IT consulting firm will be beneficial. This will ensure the in-time availability of human resources with ensuring accountability, efficiency, cost saving, and meeting project deadline.

The purpose of this Request for Proposal (RFP) is to determine the organization(s) best suited to play these roles. Offerors are invited to submit proposals in response to this RFP in accordance with **Section - A Instructions to Offerors**, which will not be part of the contract.

This RFP does not obligate icddr,b to execute any contract(s) nor does it commit icddr,b to pay any costs incurred in the preparation and submission of the proposals. Furthermore, icddr,b reserves the right to reject any and all offers, if such action is considered to be in the best interest of icddr,b.

Unless otherwise stated, the periods named in the RFP shall be consecutive calendar days.

2. **Prebid Meeting:**

   The pre-bid meeting will be held on November 30, 2022, at 10:30 am Microsoft Teams Platform [Click here to join the meeting](Meeting ID: 419 969 805 012 Passcode: z9FdCv)

3. **Offer Deadline:**

   Offerors shall submit their offers in the tender box. Offers must be received no later than December 14, 2022, by 3.00 PM addressing as follows:

   Director, Supply Chain
   icddr,b
   68 Shaheed Tajuddin Ahmed Sharani, Mohakhali, Dhaka 1212

   Offerors are responsible for ensuring that their offers are received in accordance with the instructions stated herein.
4. **Instructions for the Submission of Proposal:**
The Bid process will be conducted through a **TWO-envelope system**. Separate technical and cost proposals (containing price information) **must be submitted through separate envelopes no later than the time and date specified above**.

The Financial proposals shall only be opened by the committee of the bidders who qualify in technical bid evaluation. The financial bids of all those bidders who have failed to qualify in the technical bid will not be opened under any circumstances.

The bidder/s will be selected based on QCBS (Quality and Cost Based Selection) as recommended by the Sourcing Evaluation Committee. The evaluation will be done based on the highest combined score obtained in the technical bid evaluation and the figures quoted in the financial bid.

Please note, technical proposals must not make any reference to pricing data in order that the technical evaluation may be made strictly on the basis of technical merit.

5. **To be determined responsive, an offer must include all of the documents and sections included in Section – B, Clause 2, and Section – C, Clause 1.**

6. **Communication**
iccdr,b requests that no iccdr,b staff are contacted during this process. Bidders may be contacted only to clarify questions concerning the RFP via email at supplychain@icddrb.org **by November 30, 2022** copy to SCM (email: easin.siddik@icddrb.org). The clarification will be shared with all pre-bid participants via email. Please be advised local working hours are 08.30 AM to 05.00 PM, please allow us up to two working days for a response. Where the inquiry may have an impact on other bidders within the process, iccdr,b will notify all other Bidders to maintain a fair and transparent process.

7. **Chronological List of Proposal Events:**
The following calendar summarizes important dates in the solicitation process. Offerors must
strictly follow these deadlines. The dates above may be modified at the sole discretion of icddr,b.

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP published</td>
<td>November 23, 2022</td>
</tr>
<tr>
<td>Pre-bid meeting</td>
<td>November 30, 2022</td>
</tr>
<tr>
<td>Proposal due date</td>
<td>December 14, 2022 by 3.00 PM</td>
</tr>
<tr>
<td>Contract award (estimated)</td>
<td>December 29, 2022</td>
</tr>
</tbody>
</table>
Date: November 30, 2022 at 10.30 am to 11.30 am

Microsoft Teams meeting
Join on your computer, mobile app or room device
Click here to join the meeting
Meeting ID: 419 969 805 012
Passcode: z9FdCv

Bid Submission Location:
According to time specified in Section A.2; please submit your proposal in the location below:

icddr,b; Chiller Building, Ground Floor (through Hospital Gate Entry);
Mohakhali; Dhaka 1212
SECTION - B:. GENERAL REQUIREMENTS

1. icddr,b shall not enter into a contract with any individual or organizations that have the following characteristics:
   - Have active exclusions in the System for Award Management (SAM) (https://www.sam.gov)
   - Appear on the Specially Designated Nationals (SDN) and Blocked Persons List maintained by the U.S. Treasury for the Office of Foreign Assets Control, sometimes referred to as the “OFAC List” (http://www.treasury.gov/resource-center/sanctions/SDN-List/Pages/default.aspx)
   - If, at any time, the organization has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a contract under any fund;

icddr,b defines, for the purposes of this provision, the terms set forth below as follows:

(a) "corrupt practice” means offering, giving, or promising to give, directly or indirectly, to any officer or employee of a Procuring Entity or other Recipient/governmental/private authority or individual a gratuity in any form, an employment or any other thing or service of value, as an inducement with respect to an act or decision of, or method followed by, a Procuring Entity in connection with the procurement proceeding;

(b) "fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement proceeding or the execution of a contract to the detriment of the Client,

(c) "collusive practice” means a scheme or arrangement among two and more organizations/consortiums with or without the knowledge of the Client (prior to or after proposal submission) designed to establish proposal prices at artificial, non-competitive levels and to deprive the Client of the benefits of free, open and genuine competition; and

(d) "Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence the procurement proceedings, or affect the execution of a contract.

icddr,b will use an online screening service (if required) to check the background of the participants. icddr,b anticipates issuing a contract to a Bangladeshi registered company or organization, provided it is legally registered and recognized under the laws of Bangladesh and is in compliance with all applicable civil, fiscal, and other applicable regulations. Such a company or organization could include a private firm, non-profit, civil society organization, or university.

Companies and organizations that submit proposals in response to this RFP must meet the following requirements:

I. Companies or organizations, whether for-profit or non-profit, must be legally registered under the laws of Bangladesh upon award of the contract.

II. Firms operated as commercial companies or other organizations or enterprises (including nonprofit organizations) in which foreign governments or their agents or agencies have a controlling interest are not eligible as suppliers of commodities and services.
<table>
<thead>
<tr>
<th>SL.</th>
<th>Description of the Attached Document</th>
<th>Attached</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Copy of updated Trade License</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>BASIS Membership certificate</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Copy of registration or incorporation in the public registry, or equivalent document from the government office where the offeror is registered.</td>
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<tr>
<td>4</td>
<td>VAT Registration Certificate/ BIN Certificate</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Copy of latest Income Tax Assessment certificate / Acknowledgement</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Current Bank Solvency Certificate/Statement in support of liquid assets/Audit report</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Cover Letter <em>(Annex – 1)</em></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Details of at least three contracts entered into during the past five years which are similar in nature to that which will arise from this RFP <em>(Annex - 3)</em></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Technical Proposal <em>(Annex - 4)</em></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Sealed and signed copy of bid document (Sign and Seal on each page)</td>
<td></td>
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<tr>
<td>11</td>
<td>Profile of the Organizations including organizational structures, management capacity, and other sections meeting the evaluation criteria set in Section – C, Clause 2 (C)</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Filled-up Information of the Bidder <em>[Section - E]</em></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Signed Vendor Self-Declaration Form <em>[Section - F]</em></td>
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<tr>
<td>14</td>
<td>Declaration form stating that no client has any dispute/claim against the bidder <em>[Section - G]</em></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Signed Affidavit in Vendor’s Letterhead to be submitted by Bidders, as proof of entering into a contract with icddr,b <em>[Section - H]</em></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Non-Discloser Agreement <em>[Section - I]</em></td>
<td></td>
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<tr>
<td>17</td>
<td>Risk mitigation plan: Description of a risk management plan for an emergency such as a strike, political volatility, client emergency, pandemic restrictions, etc.</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Occupational health, safety, and environment policy</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>HR policy for the bidder</td>
<td></td>
</tr>
</tbody>
</table>

Bidder’s company name: ____________________________________________________________

Address: ______________________________________________________________________

Name of the authorized person: ________________________________________________

Designation: __________________________________________________________________

Place, Date, Seal & Signature: _________________________________________________
2. REQUIRED WITH PROPOSAL DOCUMENTS

(a) Cover Letter

The offeror’s cover letter shall include the following information:

- Name of the organization/agency
- Type of organization/agency
- Address
- Telephone/Mobile/Fax
- Email
- Tax/VAT/Trade registration information
- Submitted Bid Security Information
- Other required documents that shall be included as attachments to the cover letter

3. CONTENT OF THE PROPOSALS

Each Proposal shall comprise the following documents:

- Technical Proposal (Annex – 3 & 4)

Bidders are requested to submit Technical Proposal in the following Form, Annex – 3 & 4

All information must be provided as requested and all Forms must be completed for a Proposal to constitute a valid offer, which is a prerequisite for subsequent evaluation.

Recent References (Annex - 3)

Each Bidder must provide details of at least two contracts entered into during the past five years which are similar in nature to that which will arise from this RFP. The information in Annex - 3 must include as a minimum:

- Client name, location, and date of the project;
- Description of goods provided and works or services performed;
- Contract value;
- Contact details for references.

4. TECHNICAL PROPOSALS (Annex - 4)

Each of the technical proposals shall contain the following parts:

- Organization Competency and Reliability
- Staff Competency
- Compensation and Benefit of the assigned staff to icddr,b
- Software Development and IT support services References
- Approach to service delivery which includes

icddr,b reserves the right to check additional references not provided by an Offeror.

The sections of the technical proposals stated above must respond to the detailed information set out in Section - D of this RFP, which provides the background, describes the deliverables and provides a deliverables schedule.
5. COST PROPOSAL

(a) Financial Offer (Annex - 5)
(b) Bidders are requested to submit their Financial Offer in a separate envelope (Financial Offer). The Financial Offer should be presented in the format provided in Annex - 5. The Bidder must also provide price breakdown information to support its Financial Offer.
(c) All Financial Offers must be established and submitted net of any direct taxes.
(d) icddr,b is not bound to accept the lowest priced offer from any Bidder, nor give any reason for rejecting a proposal.

The cost proposal will be used to determine which proposals represent the best value and serves as a basis for negotiation before the award of a contract.

The price of the contract to be awarded will be an all-inclusive fixed-price contract. All cost information must be expressed in Bangladeshi Taka. See Annex - 5 for a sample cost structure.

icddr,b reserves the right to request additional cost information if the evaluation committee has concerns about the reasonableness, realism, or completeness of an offeror’s proposed cost.

No cost information or any prices, whether for deliverables or line items, can be included in the technical proposal. Cost information must only be shown in the cost proposal.

The currency of this contract will be Bangladeshi Taka and cost proposals shall be submitted in BDT.

6. Chronological List of Proposal Events:
The following calendar summarizes important dates in the solicitation process. Offerors must strictly follow these deadlines.

7. Contract Award:
icddr,b will select the proposals for primary negotiation which obtain the highest combining score based upon the evaluation criteria stated in this RFP.

8. Validity Period
Offerors’ proposals must remain valid for 180 calendar days after the proposal deadline.

9. Terms of Contract
This is a Request for Proposal only and in no way obligates icddr,b to award a contract. In the event of contract negotiations, any resulting contract will be subject to negotiation.

10. Contract award
The contract(s) may be awarded following negotiations by issuing an NOI (Notice of Intent) which will be followed by an official PO (Purchase Order) and a legal contract signing.
11. **Penalty clause**

In the event that the offeror is unable to meet conditions for the Purchase Order and contract in particular quality and timelines, the Purchaser reserves the right to penalize the awardee at the rate of 10% of the awarded contract value/ invoice value.

If the awardee is unable to comply with the Purchase Order and Contract within the agreed timeline, in addition to the Liquidated Damages, the Purchaser reserves the right to cancel the Purchase Order and forfeit the contract performance security.

12. **Evaluation and Basis for Award**

An award will be made to the offeror whose proposal(s) is determined to be responsive to this solicitation document, meets the eligibility criteria stated in this RFP, meets the technical, management/personnel, and corporate capability requirements, and is determined to represent the best value to icddr,b.

13. **Performance Security:**

Within Seven (7) days from the date of acceptance of the Notification of Intent (NOI), the successful Tenderer shall furnish the Performance Security in the form of a Bank draft, pay order, or an irrevocable Bank Guarantee (valid until a date twenty-eight (28) days beyond the Intended Completion Date) for an amount of **10% (Ten) percent of the yearly contract value.**

14. **Invoice & Payment:**

The payment of monies under this clause shall not be taken as evidence against, or as an admission by icddr,b that the Services have been executed following the Contract or the value thereof, but shall be taken to be paid on account only.

Failure by icddr,b to pay the amount by the due date will not be grounds to vitiate or avoid the contract.

**Fees:**

In consideration of the services to be rendered hereunder, the service provider shall propose fees for each hour per individual that will be assigned for the specific project(s). All fees shall be stated in Bangladesh Taka (BDT). Unless otherwise indicated fees shall be inclusive of labor, transport, overheads, profits, VAT and other taxes, and all other costs as applicable. icddr,b will not entertain any additional expenses and/or allowances to the Service Provider if incurred.

The Service Provider shall submit fees for both services in the RFP. **Any offer in which the Service Provider is not fully completed may be regarded as informal and rejected.**

**Payment:**

The Service Provider shall submit to the icddr,b a monthly invoice detailing the services performed during the preceding month and the amount due. All such invoices shall be due and payable within thirty (30) calendar days after receipt thereof by the icddr,b.

15. **Negotiations**

icddr,b will award any contract solely based on the original offers received. However, icddr,b reserves the right to conduct discussions, negotiations, and/or request clarifications before awarding a contract.

Furthermore, icddr,b reserves the right to conduct a competitive range and to limit the number
of Offerors in the competitive range to permit an efficient evaluation environment among the most highly-rated proposals.

Highest-rated Offerors, as determined by the technical evaluation committee, may be asked to submit their best prices or technical responses during a competitive stage. At the sole discretion of icddr,b, offerors may be requested to conduct oral/visual presentations. If deemed an opportunity, icddr,b reserves the right to make separate awards per component or to make no award at all.
SECTION - C: TENDER EVALUATION CRITERIA

1. Mandatory Criteria:
   - Updated Trade License of the firm /company
   - BASIS Membership certificate
   - Copy of registration or incorporation in the public registry, or equivalent document from the government office where the offeror is registered.
   - Updated VAT Registration Copy (BIN Copy)
   - Current Bank Solvency Certificate/Statement in support of liquid assets
   - At least three Contracts issued in favor of your organization in the past five years are similar.
   - Required technical information as per Section - E

2. This RFP will use Quality-Cost Based method for proposal evaluation.
   - icddr,b will use the Combined Scoring Method which is 70%-30% distribution for technical and financial proposals, respectively.
   - The minimum passing score for technical proposals is 49 points out of 70.
   - icddr,b reserves the right to award one or more bidders based on the merit of the bidders’ proposals.

Details of technical evaluation criteria and scoring scheme:

<table>
<thead>
<tr>
<th>Sl #</th>
<th>Parameters</th>
<th>Weight</th>
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<tbody>
<tr>
<td>01</td>
<td>Organization Competency and Reliability</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>• Organizational setup [organogram, Policy Procedure, Governance Policy, Labor Law compliance]</td>
<td></td>
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<tr>
<td></td>
<td>• The relevant technical strength of the firm which includes IT Infrastructure team, Software development team, Networking Team, IT helpdesk team</td>
<td></td>
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<tr>
<td>02</td>
<td>Staff Competency</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>• Number of qualified programmers [Please provide list along with CV] [Maximum marks 6]</td>
<td></td>
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<tr>
<td></td>
<td>• Number of qualified IT helpdesk engineers [Please provide list along with CV] [Maximum marks 4]</td>
<td></td>
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<tr>
<td></td>
<td>• Number of available staff for icddr,b throughout the contract period which includes Number of Qualified Programmers [Maximum marks 3]</td>
<td></td>
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<tr>
<td></td>
<td>• Number of available staff for icddr,b throughout the contract period which includes a number of Qualified IT helpdesk engineers [Maximum marks 2]</td>
<td></td>
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<tr>
<td>03</td>
<td>Compensation and Benefit of the assigned staff to icddr,b</td>
<td>15</td>
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<tr>
<td><strong>Minimum Monthly salary [Take home] for Software Development [Max Marks 5]</strong></td>
<td></td>
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<tr>
<td><strong>Minimum Monthly salary for IT helpdesk [Max Marks 3]</strong></td>
<td></td>
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<tr>
<td><strong>Other benefits, if any: [Max Marks 3]</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- If the firm provides a Festival bonus will carry 1 mark</td>
<td></td>
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<tr>
<td>- If the firm provides Provident Fund Gratuity will carry 1 mark</td>
<td></td>
<td></td>
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<tr>
<td>- Other fringe benefits will carry 1 mark</td>
<td></td>
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</tr>
<tr>
<td><strong>Yearly Increment of salary [Max Marks 2]</strong></td>
<td></td>
<td></td>
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<tr>
<td><strong>Monthly cut-off for salary payment of the consultant [Max 2]</strong></td>
<td></td>
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</tr>
<tr>
<td><strong>Software Development and IT support services</strong></td>
<td><strong>References (previous experience similar to this project), clients’ satisfaction with proponent’s expertise</strong></td>
<td></td>
</tr>
<tr>
<td>4-6 satisfied clients = 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7-10 satisfied clients = 8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>More than 10 satisfied clients = 10</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| **Approach to service delivery including KPI which includes** | **Process of new manpower request,**
| - Process of new manpower request, | **replacement of manpower,**
| - replacement of manpower, | **termination of manpower,**
| - termination of manpower, | **feedback process,**
| - feedback process, | **monitoring by the vendor**
| **Sustainability of Operations. Technically, financially and operationally** | **Yearly turnover for the latest 3 years [Audited document]** |
| **Inspection of business premises shall be conducted among technically qualified bidders based on provisional scoring. However, the scoring of the technical evaluation will be finalized after physical verification.** |   |
| **Total** | **70** |

### 3. Financial Evaluation (Price) – Total Weight 30

The tender price submitted, including the total value and individual rates. The bidder who has quoted the lowest price will be assigned a score of 30 in the financial bid. The other bidders will be allotted a score relative to the score of the bidder with the lowest.

### 4. Combined Evaluation

The score of the technical proposal would be given 70% weightage, and the financial proposal would be given 30% weightage. The weighted combined score of the Technical bid and financial proposals shall be used to rank the bidders.

The first ranked i.e. the highest scoring bidder is eligible for appointment of the Contract for 'software development and IT help desk' services.

### 5. Inspection of Business Premises:

As a part of the offer assessment process, icddr,b's representative(s) may visit the prospective Service Provider's business premises to undertake an inspection and assess the suitability of the premises and capability of the firm. Failure to grant the icddr,b to its’ premises, may result in an offer not being considered further.
SECTION D: SCOPE ACTIVITIES, OBJECTIVES, AND DELIVERABLES

6. Service Provider’s Responsibilities and Obligations:

The Service Provider warrants that:

a. the services shall be fit for purpose and carried out following the requirements of the Project and with all due care and skill and following appropriate standards, principles and practices;

b. the Services shall be carried out by the Service Provider’s employees and shall be approved by the icddr,b;

c. The service provider will ensure seamless support [Software Development and IT help desk] as per scope, despite any internal challenges or problems.

d. it shall provide such further information in relation to the provision of the Services as reasonably required by the Ordering Officer;

e. the information contained in the proposal as to the structure, viability, reliability, capacity, experience, and expertise of the Service Provider and its employees are correct, and the Service Provider shall, unless the Contract otherwise provides, supply at its own cost and expense everything necessary for the proper completion of the Services and the proper performance of its obligations under the Contract.

f. The Service Provider shall be liable for all fines, penalties, and other criminal offenses as well as arising out of, or concerning the delivery of services by the Service Provider under the contract.

7. Scope of Services:

Software development and helpdesk services for IT Projects based on demand within the agreed requirement specifications, terms, and conditions.

Any IT tools and equipment will be out of the scope of the service provider. icddr,b will bear necessary IT tools and equipment.

8. Details of Requirement of Services:

N.B. Volume and no of service requirements can be increased or decreased from time to time as per the order of icddr,b.

Help Desk

| Education & Requirements | • Bachelor degree in Computer Science/Engineering or relevant from a reputed university;  
|                          | • 2 years of experience in the IT service delivery after completing his/her first university degree. |
| Skills                  | • Hands on end-to-end IT Help Desk support for all types of end users IT equipment like PC/Laptop, printer, scanner, UPS, router, switch, tabs/smart phone/hand held devices, IP Phone, conventional land phone etc. and applications on user devices.  
|                          | • Understanding ITIL or any IT Service management standard  
|                          | • Microsoft / Linux/ Mac Operating Systems and user applications run on those |
| Competency              | • Knowledge of IT Service Management  
|                          | • Knowledge of End user system and network administration  
|                          | • Knowledge of End user IT security  
|                          | • Knowledge of IT infrastructure management  
|                          | • Knowledge of IT standards and regulations |
Deliverables

• IT incident/problem/request register, issue diagnosis, issue resolution, request fulfilment
• Categorize/prioritize users Service Request, Incident/problem and Access request.
• IT incident/problem/request fulfilment/Access request response time is 30 minutes
• IT incident/problem/resolution time respectively; Critical: 3 working hours, High: 8 WH, Medium: 24 WH, Low: 48 WH
• Prepare knowledge based documentation/error database according to incident/problem resolutions and request fulfilment.
• Estimate annual IT requirements and provide details to supervisor;
• Review and solve internal customer requests / complaints related to hardware and software;
• Escalate to First level support for problem management.
• Ensure end-to-end IT Help Desk support
• Troubleshoot/install all types of end users’ IT equipment like PC/Laptop, printer, scanner, UPS, router, switch, tabs/smart phone/hand held devices, IP Phone, conventional land phone, etc.
• Provide Software Support for Laptop/Desktop/hand held devices (e.g. Operating System(s), patch updating, multimedia, e-mail system clients, Network Configuration and connectivity, Office Automation Software such as MS Office, MS Project, Printer / Scanner Configuration, internet configuration, intranet configuration, virus checking / scanning / cleaning, client backup, basic hygiene, utility software, etc. at the End User's work location
• IT Asset register
• Incident identification by IT monitoring tool and resolve issues accordingly.
• Track bandwidth usage for Remote offices to understand control bandwidth issues;
• Guide subordinate to resolve issues; Conduct visits to Remote office; Track closure of requests in remote offices in order to provide efficient and effective day-to-day IT support to researchers.

Software Development

Education & Requirements

• Bachelor degree in Computer Science/Engineering or relavant from a reputed university;
• 2 years of experience in the relavant field including the asked technology after completing his/her first university degree

Skills

• Having experience in software development, content and knowledge management systems with knowledge of RDBMS and object RDBMS mapping concept.
• Strong knowledge, as required, which may include but not limited to, Web programming by PHP frameworks [Laravel, CodeIgniter, etc], Dot Net, XML, Android, iOS development, Frontend web programming languages and skills such as JavaScript, Ajax, JQuery, etc
• Having experience in web page designing with skills in modern web designing technologies, UI & UX etc will be an added advantage;
• Strong knowledge of databases, as required, which may include but not limited to, MSSQL server, MySQL, PL-SQL, PostGresSQL, SQLLite, Oracle any other requirement by icddr,b.
• Developing robust & user friendly secured web applications for managing the interchange of data between the server and the users.
• Clear knowledge and understanding of OOP, Software life cycle, Testing and Version controlling as per best practices.
- Must be able to solve programming, database and software related problems.
- Must have a strong knowledge of technical documentation [i.e. SDD, FDD] and developing & handling web APIs.

<table>
<thead>
<tr>
<th>Competency</th>
<th>Knowledge of</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Application development</td>
</tr>
<tr>
<td></td>
<td>IT application maintenance</td>
</tr>
<tr>
<td></td>
<td>System integration</td>
</tr>
<tr>
<td></td>
<td>IT standards and regulations</td>
</tr>
<tr>
<td></td>
<td>IT documentation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Deliverables</th>
<th>Designing and developing various database driven web enabled applications;</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Design database, object modelling, data modelling for the proposed software application and to prepare detailed technical document of the design;</td>
</tr>
<tr>
<td></td>
<td>Coding and debugging (presentation layer, business layer and database layer);</td>
</tr>
<tr>
<td></td>
<td>Set up test and production environment, test developed applications and perform back-end administrative tasks; Maintain websites;</td>
</tr>
<tr>
<td></td>
<td>Provide advanced software support; Provide training to the end users IN ORDER TO develop appropriate and organizational standard software application for centre.</td>
</tr>
<tr>
<td></td>
<td>Required IT documentations.</td>
</tr>
<tr>
<td></td>
<td>IT software project/activity delivery according to deadline defined by icddr,b.</td>
</tr>
</tbody>
</table>

### 9. Working Schedule

The working schedule will be considered following the icddr,b calendar. Assigned human resource(s) shall work on premises at icddr,b.

Regular working hours of icddr,b is Sunday – Thursday, 8:30 am – 5 pm. 100% Human Resource availability shall be ensured by the service provider. For critical services outside of regular operating hours, personnel from the service provider may be required to work as and when required by icddr,b upon prior notification of such requirements.
### SECTION - E: INFORMATION OF THE BIDDER

<table>
<thead>
<tr>
<th>Sl.</th>
<th>Required Information</th>
<th>Put your information below</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Constitution of Bidder: (If available please attach Company Profile)</td>
<td>[USE √ MARKS] Sole Proprietorship Partnership Corporation Joint Venture Franchise Non-Profit Limited Company Cooperative Society</td>
</tr>
<tr>
<td>2</td>
<td>Name of the Organization/Company (In block letters):</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Trade License number with date of registration (Please attach an updated copy of the Trade License)</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>VAT Registration No. (Please attached copy of the VAT Registration Certificate)</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Income Tax ID (E-TIN) No. (Please attach a copy of the latest Income Tax Clearance Certificate)</td>
<td></td>
</tr>
<tr>
<td>Sl.</td>
<td>Required Information</td>
<td>Put your information below</td>
</tr>
<tr>
<td>-----</td>
<td>--------------------------------------</td>
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</tr>
<tr>
<td>7</td>
<td>Primary Contact Person</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Name</td>
<td>:</td>
</tr>
<tr>
<td></td>
<td>Phone no</td>
<td>:</td>
</tr>
<tr>
<td></td>
<td>E-mail</td>
<td>:</td>
</tr>
<tr>
<td>8</td>
<td>Secondary Contact Person</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Name</td>
<td>:</td>
</tr>
<tr>
<td></td>
<td>Phone no</td>
<td>:</td>
</tr>
<tr>
<td></td>
<td>E-mail</td>
<td>:</td>
</tr>
<tr>
<td>9</td>
<td>Other certificates (s)</td>
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</tr>
<tr>
<td></td>
<td>[i.e., ISO, BSTI, etc. (if any)]</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Details of recognition/awards (if any)</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Bank Information</td>
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</tr>
<tr>
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<td>Account No</td>
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<td>:</td>
</tr>
<tr>
<td></td>
<td>Routing Number</td>
<td>:</td>
</tr>
</tbody>
</table>

Bidder’s company name: ____________________________
Address: ____________________________
Name of the authorized person: ____________________________
Designation: ____________________________
Place, Date, Seal & Signature: ____________________________
As part of our commitment to following the standard business principals being a supplier/vendor of icddr,b; we are committed to follow comparable standards in our conduct, which we are contractually obliged to follow:

1. Compliance with law, anti-terrorism and adherence to generally accepted Ethics Standards
   As a supplier to icddr,b, you are expected to:
   - Comply with local laws and regulations, including without limitation relevant Anti-Money Laundering legislation. Adhere to the international laws and regulations, if applicable or requested by icddr,b due to icddr,b's contractual requirements / obligations with third parties.
   - Operate in accordance with generally accepted Ethics principles and standards relating to social and environmental responsibility, including without limitation the laws/rules/principles relating modern slavery, human trafficking, etc., and, if applicable or requested by icddr,b due to icddr,b's contractual requirements/obligations with third parties, internationally recognized human rights including laws preventing modern slavery.
   - Shall not do anything that is in contravention with the local anti-terrorism law (i.e. Anti-Terrorism Act 2009 and relevant Rules) and the international anti-terrorism laws / rules / regulations if applicable or requested by icddr,b due to icddr,b's contractual requirements/obligations with third parties.

2. Anti-competition and economic and trade sanctions
   As a supplier to icddr,b, you are expected to:
   - Not engage in any activities that could reasonably be construed as being anti-competitive, abusive or unfair.
   - Comply with laws and regulations governing the export or import of goods, products and services, and those relating to economic and trade sanctions, and anti-boycott.

3. Protection of assets, information & good name
   As a supplier to icddr,b, you are expected to:
   - Contribute to safeguarding icddr,b's assets from theft, misuse, or waste.
   - Take necessary measures to protect, and keep icddr,b data and information that is available to us confidential.
   - All competitor information is obtained and used legitimately and in compliance with all applicable laws and regulations. No attempt is made to divulge to icddr,b any information about its competitors. Likewise, icddr,b's confidential information must not be shared with any third party unless expressly permitted by icddr,b.
   - Avoid any investment, interest or association (direct or indirect) which might reflect or be seen to reflect unfavorably on icddr,b's good name and reputation or on your own.

4. Preventive measures against sexual exploitation and abuse
   As a supplier to icddr,b:
   - You agree to abide by the contents of icddr,b Code of Conduct, including without limitation, the ones with regard to Prevent and Respond to Sexual Harassment, Exploitation and Abuse and also agrees to comply with the icddr,b Safe-Guard Policy, Harassment Policy, including IT policy and Standard of Conduct as to Prevention of Sexual Exploitation and Abuse in the course of this agreement.
   - You undertake that a breach of the icddr,b Safe-Guard Policy may provide grounds for appropriate necessary and reasonable measure/action, including termination of agreement and blacklisting for future transaction with icddr,b and could result in criminal prosecution, administrative penalties or other legal proceedings.

5. Employees’ Health Safety at Work
   As a supplier to icddr,b, you are expected to:
   - Provide for safe workplaces that comply with national & international labor standards; in case of waiver or exemption from any such standards/laws, the supplier shall have to provide evidence of such waiver or exemption.

8. Protection of Community Rights
   As a supplier to icddr,b you are expected to:
   - Respect the local community and seek to prevent and mitigate adverse impact on local community.
   - Respect the rights of the indigenous people e.g. title to property and land. All
▪ Provide a healthy and safe workplace to prevent accidents and injury arising out of, linked with, or occurring in the course of work or as a result of the employer’s operations.
▪ Ensure fair employment practices, and refrain from any form of unethical or illegal employment practices (such as harassment or physical assault, any form of slavery, servitude and forced or compulsory labor including, but not limited to child- labor).
▪ Not discriminate against employees on the grounds of their ethnicity, gender, sexual orientation, religion, ideology, disability or age.
▪ Ensure that wages, working hours, vacation and leave periods provided to employees and hired external contractors are in accordance with applicable law and/or agreements.

6. Books and records
As a supplier to icddr,b, you are expected to:
▪ Maintain complete books and records that accurately reflect all business transactions and expenditures that are prepared in accordance with applicable laws and regulations

7. Conflicts of interest
As a supplier to icddr,b, you are expected to:
▪ Avoid situations where our own interests’ conflict or could conflict, with the business interests of icddr,b.
▪ Notify Icddr,b without delay, if we become aware of a conflict of interest, including if an icddr,b employee has a financial interest in our company or is related to our company in any other way.

By signing this document, we confirming that all information and declaration we provided in this Supplier Declaration, all are true and correct.

Being the procuring entity, icddr,b reserves the right to request further investigation on our self-declarations, certifications or to take any other reasonable action as contractually agreed where there may be concerns.

Declaration signed by Bidder:

Bidder’s company name: ____________________________
Address: _________________________________________
Name of the authorized person: _______________________
Designation: _________________________________________
Place, Date, Seal & Signature: ________________________
To,
Director, Supply Chain Management
icddr,b

Subject: Declaring that no client has any dispute/claim against the us.

Dear Sir,
We hereby confirm that we are not blacklisted due to “poor performance” or “corrupt and fraudulent practices” or banned by Government department/ Public Sector.
We also confirm that we are not under any liquidation, court receivership or similar proceedings or 'bankruptcy'.

Further, we also confirm that in case there is any change in status of the declaration prior to award of contract, the same will be promptly informed to icddr,b by us.

Bidder’s company name: :
________________________________________

Address: :
________________________________________

Name of the authorized person: :
________________________________________

Designation :
________________________________________

Place, Date, Seal & Signature :
________________________________________
I, ..............................................................................................................on behalf of ..............................................................................................................(the bidder), having business address ................................................................................................................................. take an oath and solemnly declare/affirm that, we have the legal capacity to enter into a contract with Procuring Entity i.e. icddr,b, and have not been declared ineligible by any of the Procuring Entity’s under any Government/semi Government/autonomous bodies of Government of Bangladesh on charges of engaging in Corrupt, Fraudulent, Collusive or Coercive practices and I further declare that I am a Citizen of Bangladesh and the particulars furnished by me above are correct and that I have not concealed or misrepresented any facts.

Bidder’s company name: ..............................................................

Address: ...........................................................................................

Name of the authorized person: ..................................................

Designation .......................................................................................

Place, Date, Seal & Signature : .............................................
SECTION - I: NON-DISCLOSURE AGREEMENT

It is understood and agreed that the below-identified disclosure of confidential information may provide certain information that is and must be kept confidential. To ensure the protection of such information and to preserve any confidentiality necessary, it is agreed that

1. The Confidential Information to be disclosed can be described as and includes:
   RFP Reference No. icddr,b/SCM/OTM/2022/20, dated November 23, 2022 of icddr,b and its technical and business information relating to trade secrets, drawings and/or illustrations, existing and/or contemplated materials and services, research and development, production, costs, profit and margin information, finances and financial projections, users, clients, and current or future business plans and models, regardless of whether such information is designated as "Confidential Information" at the time of its disclosure.

2. The Recipient agrees not to disclose the confidential information obtained from the disclosure to anyone unless required to do so by law.

3. This Agreement states the entire agreement between the parties concerning the disclosure of Confidential Information. Any addition or modification to this Agreement must be made in writing and signed by the parties.

4. All materials/services in regard to RFP Reference No. icddr,b/SCM/OTM/2022/20 that will be received by the recipient undersigned from icddr,b shall be returned immediately after completion of the project.

5. If any of the provisions of this Agreement are found to be unenforceable, the remainder shall be enforced as fully as possible and the unenforceable provision(s) shall be deemed modified to the limited extent required to permit enforcement of the Agreement as a whole.

WHEREFORE, the parties acknowledge that they have read and understand this Agreement and voluntarily accept the duties and obligations set forth herein.

Recipient of Confidential Information:

Bidder’s company name: ________________________________

Address: ________________________________

Name of the authorized person: ________________________________

Designation: ________________________________

Place, Date, Seal & Signature: ________________________________
The purpose of this annex is to guide offerors in creating a budget for their cost proposal. Because the contract will be funded under a United States Government-funded project, all offeror's budgets must conform to this standard format. It is thus recommended that offerors follow the steps described below.

**Step 1: Design the technical proposal:**
Offerors should examine the market for the proposed activity and realistically assess how they can meet the needs as described in this RFP. Offerors should present and describe this assessment in their technical proposals.

**Step 2: Determine the basic costs associated with each deliverable:**
The cost proposal should provide the best estimate of the costs associated with each deliverable, which should include labor and all non-labor costs.

Under no circumstances any cost information can be included in the technical proposal. No cost information or any prices, whether for deliverables or line items, can be included in the technical proposal. Cost information must only be shown in the cost proposal.

**Step 3: Create a budget for the cost proposal:**
The budget period should follow the technical proposal period. A sample budget is shown on the following page.

**Sample Budget:**
Offerors should revise the budget line items accordingly in response to the technical and cost requirements of this RFP.
1. Authorized Negotiators
The offeror will confirm their official negotiator and signatory for who is authorized to represent the offeror in the negotiation of this offer in response to this RFP.

List Names of Authorized signatories:
   1. (Name & Designation):
   2. (Name & Designation):

These individuals can be reached at:

Address:
Telephone/Cell:
Email address:

2. Adequate Financial Resources
The offeror will submit evidence to prove their adequate financial resources to manage this contract, as established by audited financial statements for the last three years (OR equivalent) with the proposal.

3. Adequate Human Resources
The offeror will submit evidence to prove their adequate human resources to manage this contract.

4. Record of Performance, Integrity, and Business Ethics
Offerors should confirm that they have no allegations of lack of integrity or of questionable business ethics.

5. Equipment and Facilities
Offerors should state they have the necessary facilities and equipment to carry out the contract with specific details as appropriate per the contract SOW.

6. Cognizant Auditor
Offerors should provide the Name, address, and phone of their auditors – whether it is a government audit agency or an independent firm.

7. Acceptability of Contract Terms
The offeror should state its acceptance of the proposed contract terms.

8. Organization of Firm
Offerors should explain how their firm is organized on a corporate level and on a practical implementation level, for example regionally or by technical practice.

Bidder’s company name: .................................................................
Address: ..............................................................................
Name of the authorized person: ......................................................
Designation: ...........................................................................
Place, Date, Seal & Signature: .....................................................

Annex - 1:
Sample Cover Letter

[Offeror: Insert date]

Director, Supply Chain Management
icddr,b
68 Shaheed Tajuddin Ahmed Sharani
Mohakhali, Dhaka 1212
Bangladesh

Reference: Request for Proposal # icddrb/SCM/OTM/2022/20

Subject: [Offeror: Insert the name of your organization]’s technical and cost proposals

Dear Sir:

[Offeror: Insert the name of your organization] is pleased to submit its proposal in regard to the above-referenced Request for Proposal. For this purpose, we are pleased to provide the information furnished below:

Name of Organization: ________________________________
Type of Organization: ________________________________
Taxpayer Identification Number: __________________________
VAT Number: ________________________________
Address: ________________________________
Telephone: ________________________________
Bid Security ref. and date: ________________________________
E-mail: ________________________________

we confirm that our proposal, including the cost proposal will remain valid for 180 calendar days after the proposal deadline.

Sincerely yours,

______________________
Signature


Annex - 2:

Cover Letter for Financial Proposal

To: Director, Supply Chain Management
ciddr,b
68 Shaheed Tajuddin Ahmed Sharani, Mohakhali
Dhaka 1212

Dear Sir:

We, the undersigned, offer to provide consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures]. This amount is inclusive of all regulatory levies and VAT. The respective VAT amount is shown in a separate cost head in the cost proposal.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to the expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Bidder’s company name: ____________________________
Address: ____________________________
Name of the authorized person: ____________________________
Designation: ____________________________
Place, Date, Seal & Signature: ____________________________
**RECENT REFERENCES**
**RELEVANT EXPERIENCE WITHIN THE PAST FIVE YEARS**

Each Bidder will provide, in the sample table below, the reference information of up to three (3) but at least two projects carried out by them which are of similar nature to that which will arise from this RFP. The information must include as a minimum:

- Client name, location, and date of execution;
- Description of project and specifically the work done by the Bidder in the project; The Contract value;
- Contact details for checking references.

<table>
<thead>
<tr>
<th>Client Name, Location, and Date of Execution</th>
<th>Description of the Project and the Work Performed</th>
<th>Contract Value (Currency)</th>
<th>Contact Details for Reference Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2</td>
<td></td>
<td></td>
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<tr>
<td>3</td>
<td></td>
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</tbody>
</table>
## Annex - 4

### COST BREAKDOWN

#### 1st Year

<table>
<thead>
<tr>
<th>Sl</th>
<th>Description of Service</th>
<th>UoM</th>
<th>Total Hour Approx. [Yearly]</th>
<th>Rate In BDT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Software Development Service</td>
<td>Per Hour Per Programmer</td>
<td>8000 Hrs</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>IT Help Desk Support Service</td>
<td>Per Hour Per Engineer</td>
<td>2000 Hrs</td>
<td></td>
</tr>
</tbody>
</table>

#### 2nd Year

<table>
<thead>
<tr>
<th>Sl</th>
<th>Description of Service</th>
<th>UoM</th>
<th>Total Hour Approx. [Yearly]</th>
<th>Rate In BDT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Software Development Service</td>
<td>Per Hour Per Programmer</td>
<td>8000 Hrs</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>IT Help Desk Support Service</td>
<td>Per Hour Per Engineer</td>
<td>2000 Hrs</td>
<td></td>
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</tbody>
</table>

#### 3rd Year

<table>
<thead>
<tr>
<th>Sl</th>
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<th>UoM</th>
<th>Total Hour Approx. [Yearly]</th>
<th>Rate In BDT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Software Development Service</td>
<td>Per Hour Per Programmer</td>
<td>8000 Hrs</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>IT Help Desk Support Service</td>
<td>Per Hour Per Engineer</td>
<td>2000 Hrs</td>
<td></td>
</tr>
</tbody>
</table>

* The total hour mentioned in the ANNEXURE-4 may increase or decrease due to availability of Budget and/or requirement of icddr,b during the contract period. In such a case, the service provider will be bound to provide the service at quoted approved rates within the contract period.*