

INVITATION FOR TENDER (IFT)		
1	Ministry/Division:	Ministry of Industries
2	Agency:	Bangladesh Small and Cottage Industries Corporation (BSCIC)
3	Procuring Entity Name:	Secretary, Bangladesh Small and Cottage Industries Corporation (BSCIC)
4	Procuring Entity District:	Dhaka
5	Invitation for:	IT Support Service [One Stop Service (OSS) System Development & it's customization, Operation and Maintenance of OSS Center]
6	Invitation Ref. No.:	36.02.0000.003.99.008.20
7	Date:	21 January, 2021
KEY INFORMATION		
8	Procurement Method	Open Tendering Method (OTM)
FUNDING INFORMATION		
9	Budget and Source of Funds:	Own fund
10	Development Partners:	N/A
PARTICULAR INFORMATION		
11	Tender Package No.:	PKG/LOGISTIC-01/2020-21
12	Tender Package Name:	IT Support Service [One Stop Service (OSS) System Development & it's customization, Operation and Maintenance of OSS Center]
13	Contract Duration	5 Years
14	Tender Publication Date:	January 22, 2021
15	Last Selling Date & Time :	February 18, 2021(5.00 PM)
16	Tender Closing Date & Time:	February 22, 2021 (11:00 AM)
17	Tender Opening Date & Time:	February 22, 2021 (11:30 AM)
18	Selling Tender Document	BSCIC Bhaban (6 th Floor),137-138, Motijheel C/A, Dhaka-1000, Phone: 02-9553490, Email: secretary@bscic.gov.bd
	Submission of Tender Document:	BSCIC Bhaban (6 th Floor),137-138, Motijheel C/A, Dhaka-1000, Phone: 02-9553490, Email: secretary@bscic.gov.bd
	Opening Tender Document:	BSCIC Bhaban (6 th Floor),137-138, Motijheel C/A, Dhaka-1000, Phone: 02-9553490, Email: secretary@bscic.gov.bd
19	Pre-Tender Meeting	A pre tender meeting shall not be held
INFORMATION FOR TENDERER		
20	Eligibility of Tenderer:	Eligibility of Tenderer's: i) The Tenderer(s) shall have a minimum 03 (Three) years general experience in providing IT Support Services in any G2B Services including Development, operation and maintenance of systems. ii) The minimum specific experience as a Prime Contractor in providing Service of at least TWO contracts of similar nature (One Stop Service System) over a period of last 3 (three) years each with Minimum 10,000 (Ten Thousand) service requests per year. iii) The minimum amount of liquid assets i.e. working capital or credit line(s) of the Tenderer shall be Tk. 4,00,00,000 (Four Crore only). iv) The required average annual turnover of the tenderer shall be at least of the amount of be Tk. 6,00,00,000 (Six Crore only) over the last (03) three years. v) The contractor must have updated Trade license, Income tax clearance Certificate, VAT Registration Certificate, Information Security certification (ISO 27001). vi) Other criteria laid down in the tender data sheet and additional terms and conditions of the tender documents.
21	Brief Description of works/Services:	IT Support Service [One Stop Service (OSS) System Development & it's customization, Operation and Maintenance of OSS Center]. The service includes multi-channel support operation, handling of Security Issues, software licenses & maintenance of cloud infrastructure, unlimited API & payment integration and related technical services for smooth operation of One Stop Service Center.
22	Brief Description of related Services:	None
23	Tender document price:	Tk. 2,000 (Taka Two Thousand only)
24	Tender Security	Tender security of Tk.8,00,000 (Taka Eight Lakh) has to be furnished in favor of Chairman, BSCIC in the form of Bank Draft/Pay order from any scheduled bank.
25	The procuring entity reserves the right to accept or reject any/all Tender without assigning any reason whatsoever.	

Handwritten signature and date: 21.01.2021

Md. Mofidul Islam
Secretary
Bangladesh Small & Cottage Industries Corporation (BSCIC)