TENDER SPECIFICATION OF SECURITY MAINTENANCE, MODIFICATION AND MINOR UPGRADATION FOR BANGLADESH NAVY SAILORS INFORMATION SYSTEM (BNSIS) SOFTWARE

1.   **General**. Bangladesh Navy is interested to employ an experienced and reputed Bangladeshi software development firm for Maintenance Support, Modification and Minor Upgradation of Bangladesh Navy Sailors Information System (BNSIS) Software.

2.   **Purpose**. The main purpose of this tender is to appoint a reputed Bangladeshi software development firm for Maintenance Support, Modification and Minor Upgradation of BNSIS.

3.   **Supplier**. Name and full address with e-mail of the supplier is to be mentioned.

4.   **Scope of Work**. The details of scope of works are given below:

   a.   **Maintenance and Support Service**.

   (1)   **Software**.

   (a)   Any sort of bug fixing or trouble shooting according to the BN requirements.

   (b)   Provide Security suggestions to BN if required.

   (c)   Minor upgradation to the existing module.

   (d)   Provide software service health checkup with quarterly reports.

   (e)   Redesigning of service log/reports generation & analysis if required.

   (f)   Trouble shooting ticket for software support should be raised accordingly and maintain strictly.

   (2)   **Hardware**.

   (a)   Any sort of trouble shooting according to the BN requirements.

   (b)   Provide hardware health checkup with quarterly reports.

   (c)   Provide Security Suggestions.

   (d)   Trouble shooting ticket for hardware support should be raised accordingly and maintain strictly.

   b.   **Additional Development (Paid Services)**.   Bidder will provide additional task or extra development work on payment basis as per bellow points and rates:

   (1)   Existing modules, forms and reports may need corrections/ alteration/ modification. New modules, forms and reports may need to incorporate with the system as per BN requirement.

   (2)   With the discussion between both parties, the development time will be fixed. The rate will be Tk 350.00/hour. Payment will be disbursed when the task is completed.

   c.   **Transition Management**.   The bidder will ensure that the existing Bangladesh Navy Sailors Information System (BNSIS) Software will be functional and smooth during the transition period in order to trouble free change over.

5.   **Qualification of the Bidder**.   Only renowned Bangladeshi software firms that fully meet the under mentioned criteria will participate in this tender:

   a.   The participating firm shall have own valid trade license with 5 years experience in software development. The software firm shall have Automation Software implementing work experiences. Joint venture/ third party offer, and incomplete or partial compliance shall not be accepted.

   b.   The firm shall have 5 numbers of qualified software developer.

   c.   The firm shall be a registered member of BASIS.

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d. Be willing and able to fully demonstrate their 'Demo of the BNSIS ' to BN if asked to do so.

6. **Bid Document.** Each bidder will submit his offer containing the following documents:

a. Copy of Trade License(renewed up to June2023).

b. Copy of TIN Certificate.

c. Copy of VAT Certificate.

d. Copy of BASIS Certificate.

e. Submit resume of 5 key software engineers who will work for the project.

7. **Validity of Offer.** The offer shall remain valid for at least for 06 (Six) months from the date of submission of the tender.

8. **Pre-bid Meeting.** A pre-bid meeting may be arranged at NHQ after floating this tender. To know the meeting schedule, bidders are requested to contact telephone No: 9836141-9. Ext. 2061(IT Officer DA)/ 2348(SO IT DNIT) or mobile No: 01769702061(IT Officer DA)/ 01769702348 (SO IT DNIT)/ 01769702344 (SO IT DNIT).

9. **Tenure of the Service**. Initial tenure of the service shall be for 12 (Twelve) months with effect from the date of signing of the contract. This may be extended for further upon mutual agreements of both parties. BN shall reserve the right to terminate the contract anytime by giving one month notice to the bidder without showing any reason.

10. **Payment Terms.** All payment will be made in Bangladeshi Taka on completion of signing a formal contract with the service provider. All government tax and other regulations exists will be followed. Payment will be done upon submission of invoice at the end of each quarter.

11. **Price Quotation**. The bidder should quote price (in BDT) quarterly according to scope of work. The quoted price should include all government taxes (VAT, AIT etc.) as SFC (Navy) will make the final payment after deducting the taxes from submitted bills.

12. **Bidding and Tender Evaluation Process.** The bidding and tender evaluation process will be carried out as per BN procedure. In addition, it is worthy to note that BN reserves the right to accept the whole or part of any offer, including the right to reject any or all offers without showing any reason whatsoever.

13. **Breach of BN Data Integrity and Facilities**. The bidder shall undertake utmost measures to preserve the integrity of BN data, records and IT facilities. For any breach of such integrity due to bidder activities, the bidder will be liable and subject to compensation and legal measures as applicable.

14. **Responsibility for Loss or damage**.

a. **Natural Calamities**. If any damages occur to the system or network components due to an Act- of- God e.g. earthquake, fire, flood etc BN will bear the cost of spares and the bidder will provide the required services for the said repair/ restoration.

b. **Other Causes**. If any damage occurs to the system or network components due to other causes (e.g. personal negligence or accident) the responsibility of damages will assessed by a joint board of enquiry comprising BN officers and bidder's representative. The repair cost will be finalized according to the recommendation of the board.

15. **Protection.** The bidder should suggest necessary arrangement to protect the network infrastructure (server, switch, router, media converter etc.) from lightening as well as foreign voltage. If any damage occurs due to improper protection of the network infrastructure, the bidder shall bear the damage cost.

16. **Security of Information.** All information and date exchanged with bidder is to be considered security sensitive. Adequate security measures are to be applied in this regard. Any breach of information shall be dealt with "The Official Secrets Act 1923" and other existing laws practiced in Bangladesh.

17. **Penalty.**

a. 5% of quarterly maintenance bill will be deducted if the bidder failed to response/ solve 5 trouble shooting / support service ticket for both hardware and software.

b.   If the bidder failed to comply more than 5 trouble shooting tickets, the extra number will be carried forward to the next quarterly maintenance bill.
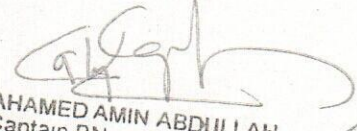
18.   **Liquidated Damage**.   5% LD will be deducted from the development cost for late delivery.

19.   **Security Clearance**.   Immediately after signing of the contract, the bidder shall submit the bio-data of engineers, technicians and other personnel related with this work for obtaining security clearance. If any person is not cleared for security reason, she/he will be substituted.

20.   **Compliance Statement**.   A clear and complete compliance statement of the bidder with necessary specification and drawing/ diagram will be submitted for evaluation of the tender. Incomplete compliance statement will attribute to cancellation the offer. If any clause of the specification does not commensurate with offered item/ services practically, the deviation has to be spelt out clearly.

21.   **Delivery**.   The bidder shall provide the services within 15(fifteen) days immediately after signing of the contract. All documents and deliverables are to be delivered to the following address:
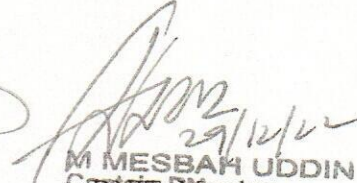
Officer - In - Charge
Naval Stores Sub Depot Dhaka
Khilkhet Naval Area, Namapara
Khilkhet, Dhaka-1229

29-12-22
ASHRAFUL ISLAM
Lt BN
DNIT (Rep), Member Secy
SO (IT-SD) (Information & Technology)
Naval Headquarters
Banani, Dhaka-1213

01/02/23
DNS (Rep), Member

29.12.22
DNP (Rep), Member
Lt Commander BN
Staff Officer (Plans-II)
Naval Headquarters
Banani, Dhaka-1213

AHAMED AMIN ABDULLAH
Captain BN
DNA&S, Member
Director of Naval Armament
Inspection and Supply
NHQ Banani, Dhaka-1213
29/12/22

29/12/22
M MESBAH UDDIN
Captain BN
DNIT, Member
Director of Naval Information & technology
Naval Headquarters
Banani, Dhaka-1213
29.12.22

29/12/2022
DNE, Member

01.01.23
DNW&EE, President
M ABDUL LATIF
Commodore BN
Director of Naval Weapons
and Electrical Engineering
NHQ, Banani, Dhaka-1213

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