

# Request for Proposal (RFP) for Design, Development and Maintenance of Dhaka Metro App for Dhaka Mass Transit Company Limited (DMTCL)

RFP Number: JICADXL-DMTCL-20240716

## Corrigendum #3

Date: 9<sup>th</sup> August 2024

The blue colored texts in the following stipulated sections are modified from the original RFP document.

Sr no	Addition / Deletion / Modification / Clarification	RFP Clause No. / Attachment No.	Old Requirement / Clause / Attachment / Corrigendum	New Requirement / Clause / Attachment
1	Modification	RFP introduction page 1	Electronic submission must be received at JICADXLab@bcg.com by the latest 11:59 PM Bangladesh Standard Time on July 31 <sup>st</sup> , 2024. The email subject needs to be changed to "RFP-DMTCL-App", followed by your organization name (for instance, RFP-DMTCL-App-Name). An information session for technology companies interested in bidding on the project ("Bidder(s)") will be held on August 1 <sup>st</sup> , 2024, at 10:00 PM BST. This session aims to clarify any questions related to the App development and proposal submission process. Bidders are required to confirm their participation by sending an email to JICADXLab@bcg.com. This confirmation is mandatory to receive the online link for the information session. Additionally, the Bidders must submit any queries via email to JICADXLab@bcg.com with the subject line "RFP-DMTCL-App" followed by their organization name. The deadline for submitting queries is 10:00 AM BST on August 2 <sup>nd</sup> , 2024.	Electronic submission must be received at JICADXLab@bcg.com by the latest <b>11:59 PM Bangladesh Standard Time on August 25<sup>th</sup>, 2024</b> . The email subject needs to be changed to "RFP-DMTCL-App", followed by your organization name (for instance, RFP-DMTCL-App-Name). An information session for technology companies interested in bidding on the project ("Bidder(s)") will be held on August 1 <sup>st</sup> , 2024, at 10:00 PM BST. This session aims to clarify any questions related to the App development and proposal submission process. Bidders are required to confirm their participation by sending an email to JICADXLab@bcg.com. This confirmation is mandatory to receive the online link for the information session. Additionally, the Bidders must submit any queries via email to JICADXLab@bcg.com with the subject line "RFP-DMTCL-App" followed by their organization name. The deadline for submitting queries is 10:00 AM BST on August 2 <sup>nd</sup> , 2024.
2	Modification	Section 5.1.1 –(7) AVM procurement	Refer RFP Corrigendum#1, point#3 for hardware specifications of AVM	<b>Refer Appendix 1 for revised hardware specifications for AVM</b>

		& server configuration		
3	Modification	Section 8 Delivery Schedule, 8.1 Timeline point (1 )	<p>(1) The Dhaka Metro App work spans 6-7 months from August 2024 to end of February 2025, during which the Bidder is responsible for designing, developing, and maintaining the Dhaka Metro App (compatible with both Android and iOS), along with a mobile-responsive web version including online recharge feature development and infrastructure setup.</p> <p>.....</p> <p>Overall execution timeline table</p>	<p>(1) The Dhaka Metro App work spans <b>6 months</b> from <b>September</b> 2024 to end of February 2025, during which the Bidder is responsible for designing, developing, and maintaining the Dhaka Metro App (compatible with both Android and iOS), along with a mobile-responsive web version including online recharge feature development and infrastructure setup.</p> <p>.....</p> <p><a href="#">Refer Appendix 2 for the revised overall execution timeline</a></p>
4	Modification	Section 9 Bidding and contractual process	<p>RFP process timeline table</p> <p>(1) Bidder's as a sole entity or consortium must meet the eligibility requirements for their technical bid to be evaluated. Please refer the detailed eligibility requirements laid out in section 11.2.</p> <p>(2) The Orderer reserves its right to accept or reject any or all bids, abandon/cancel, modify the procurement process, and issue another RFP for the same or similar Services before the award of the Contract. It would have no liability to the affected Bidder(s) or any obligation to inform them of the grounds for such action(s).</p> <p>(3) A Bidder can participate in only one bid, either as a sole party or Lead Member of consortium or as member of consortium or any other form. Conditional offers, alternative offers, and multiple bids by a Bidder shall not be considered.</p> <p>(4) Timelines mentioned above are tentative and may undergo a change as per the requirements.</p> <p>(5) Shortlisted Bidders are required to provide the passwords (if any) for commercial bid documents via email on JICADXLab@bcg.com by 3:59 PM</p>	<p><a href="#">Refer Appendix 3 for the revised RFP process timelines</a></p> <p>(1) Bidder's as a sole entity or consortium must meet the eligibility requirements for their technical bid to be evaluated. Please refer the detailed eligibility requirements laid out in section 11.2.</p> <p>(2) The Orderer reserves its right to accept or reject any or all bids, abandon/cancel, modify the procurement process, and issue another RFP for the same or similar Services before the award of the Contract. It would have no liability to the affected Bidder(s) or any obligation to inform them of the grounds for such action(s).</p> <p>(3) A Bidder can participate in only one bid, either as a sole party or Lead Member of consortium or as member of consortium or any other form. Conditional offers, alternative offers, and multiple bids by a Bidder shall not be considered.</p> <p>(4) Timelines mentioned above are tentative and may undergo a change as per the requirements.</p> <p>(5) <a href="#">Shortlisted Bidders are required to provide the passwords (if any) for commercial bid documents via</a></p>

			Bangladesh Standard Time on August 22, 2024, the scheduled date for opening the commercial bids.	<a href="mailto:JICADXLab@bcg.com">email on JICADXLab@bcg.com</a> before the scheduled date and time for opening the commercial bids.
5	Modification	Section 10 Submission process & proposal formats	<p>Electronic submission must be received at <a href="mailto:JICADXLab@bcg.com">JICADXLab@bcg.com</a> by the latest 11:59 PM Bangladesh Standard Time on August 12, 2024. The email subject needs to be changed to “RFP-DMTCL-App”, followed by your organization name (for instance, RFP- DMTCL-App-Name).</p> <p>The submission shall consist of the three separate files,</p> <ul style="list-style-type: none"> <li>• Overview of General Information,</li> <li>• Technical Proposal Pitch Deck, and</li> <li>• Commercial Proposal (password protected)</li> </ul> <p>Note that all submission materials need to be prepared in English and submitted in PDF format. The size of all files should be less than 70 pages each (including annexures, ensuring minimum 12 font size).</p> <p>The Bidders may make inquiries/information requests by email to <a href="mailto:JICADXLab@bcg.com">JICADXLab@bcg.com</a>. For any inquiry, the email subject must be changed to “Inquiry- DMTCL-App”, followed by your organization name (e.g., “Inquiry-DMTCL-App-Name). The deadline for receipt of inquiry is 10:00 AM Bangladesh Standard Time on August 2<sup>nd</sup>, 2024.</p>	<p>Electronic submission must be received at <a href="mailto:JICADXLab@bcg.com">JICADXLab@bcg.com</a> by the latest <b>11:59 PM Bangladesh Standard Time on August 25, 2024</b>. The email subject needs to be changed to “RFP-DMTCL-App”, followed by your organization name (for instance, RFP- DMTCL-App-Name).</p> <p>The submission shall consist of the three separate files,</p> <ul style="list-style-type: none"> <li>• Overview of General Information,</li> <li>• Technical Proposal Pitch Deck, and</li> <li>• Commercial Proposal (password protected)</li> </ul> <p>Note that all submission materials need to be prepared in English and submitted in PDF format. The size of all files should be less than 70 pages each (including annexures, ensuring minimum 12 font size).</p> <p>The Bidders may make inquiries/information requests by email to <a href="mailto:JICADXLab@bcg.com">JICADXLab@bcg.com</a>. For any inquiry, the email subject must be changed to “Inquiry- DMTCL-App”, followed by your organization name (e.g., “Inquiry-DMTCL-App-Name). The deadline for receipt of inquiry is 10:00 AM Bangladesh Standard Time on August 2<sup>nd</sup>, 2024.</p>
6	Modification	11.1 Evaluation Process – Introduction, point (3)	<p><b>(3) Presentation</b></p> <p>The Shortlisted Bidders basis eligibility criteria to give an oral presentation/Q&amp;A in English based on the submitted documents/ pitch deck with key team members to be present in person. With extended project team joining online.</p>	<p><b>(3) Presentation</b></p> <p>The Shortlisted Bidders basis eligibility criteria to give an oral presentation/Q&amp;A in English based on the submitted documents/ pitch deck with key team members <b>to be conducted online/ virtual</b>.</p>

**Appendix 1: Major hardware specifications for AVM:**

Component	Specifications
<b>NFC Reader</b>	<b>Standard:</b> Type F (FeliCa - ISO/IEC 18092 / JIS X 6319-4), <b>Operating Frequency:</b> 13.56 MHz, <b>Range:</b> 0-4 cm <a href="#">Equipped with SAM (Secure Access Module) slot complying with ISO/IEC 7816 (T=1)</a>
<b>Display</b>	<b>Type:</b> LCD/LED touchscreen, <b>Size:</b> 7-10 inches, <b>Resolution:</b> 1024x600 or higher, <b>Brightness:</b> Adjustable, suitable for various lighting conditions
<b>Processor</b>	<b>Type:</b> ARM Cortex-A53 or better, <b>Clock Speed:</b> Minimum 1.5 GHz, <b>Cores:</b> Quad-core or higher
<b>Operating System</b>	<b>Android 11.0 and above</b>
<b>Memory</b>	<b>RAM:</b> Minimum 2 GB, <b>Storage:</b> Minimum 16 GB, expandable via SD card
<b>Connectivity</b>	<b>Network :</b> Ethernet, Wi-Fi (802.11 b/g/n), and optional LTE
<b>Power supply</b>	<b>Input Voltage:</b> 110-240V AC, <b>Battery Backup:</b> Optional, for up to 2 hours of operation
<b>Security</b>	<b>Encryption:</b> SSL/TLS for data communication, <b>Authentication:</b> Secure boot, hardware-based key storage, <b>Tamper Detection:</b> Alerts for unauthorized access attempts
<b>Enclosure</b>	<b>Material-</b> Durable, weather-resistant casing (IP54 rating or higher), <b>Dimensions:</b> Compact form factor for easy installation at gates, <b>Mounting:</b> Wall-mounted
<b>User Interface</b>	<b>Languages-</b> Bangla & English, <b>Audio Feedback:</b> Speaker for audio confirmations and instructions
<b>Environmental Specifications</b>	<b>Operating Temperature:</b> 0°C to 60°C, <b>Humidity:</b> 10% to 90% non-condensing.

## Appendix 2: Overall execution timelines

### T0: Time of issuance of the LOI

Sr. No	Deliverables	Milestone	2024 Sep	Oct	Nov	Dec	2025 Jan	Feb
1	Program Kick-off post Contract award	T0+ 1 W						
2	Design Finalization & Approval - User research - Wireframes - UI/UX	T0 + 1 M						
3	Top-up server - Bug Testing & UAT release App build completion - Bug Testing & UAT release - PRD - Sprint planning - Infra Setup - Test case prep. - Development, and unit test and UAT release	T0 + 4 M						
4	Dhaka Metro App – UAT signoff & Go- live	T0 + 5 M						
5	Bug fixing, App stabilization, support & maintenance	T0 + 6 M						
6	Transfer/ handover to DMTCL and DTCA	T0 + 6 M						

### Appendix 3: RFP process timelines

Following is an indicative timeline and subject to adjustments based on evolving situation in Bangladesh.

Milestones	Dates	Day	Remarks
RFP release on JICA website	16 <sup>th</sup> July 2024, 1:00 PM BST	Tuesday	
Pre-bid conference meeting with prospective bidders	1 <sup>st</sup> August 2024, 10:00 AM BST	Thursday	Will be conducted Online. Confirmation of participation via email on JICADXLab@bcg.com, is mandatory to receive the online link for the session.
Submission of queries	2 <sup>nd</sup> August 2024, 10:00 AM BST	Friday	Format for the enquiries is provided in Attachment 10.
Submission of technical & password protected commercial proposals	25 <sup>th</sup> August 2024, 11:59 PM BST	Sunday	
Qualified (eligible) potential bidders' technical presentations	27 <sup>th</sup> – 28 <sup>th</sup> August 2024	Tuesday, Wednesday	Will be conducted online/ virtually.
Technical evaluation and shortlist of bidders for commercial phase	29 <sup>th</sup> August 2024, 1 PM BST	Thursday	
Opening of commercial bids for shortlisted Bidders	29 <sup>th</sup> August 2024, 4 PM BST	Thursday	
Bid score finalization	29 <sup>th</sup> August 2024, 6 PM BST	Thursday	
Issuance of LOI	2 <sup>nd</sup> September 2024	Monday	
Team Mobilization	3 <sup>rd</sup> – 6 <sup>th</sup> September 2024	-	

Note: All other terms and conditions, forms of the RFP document remain unchanged in addition to Corrigendum#1 and Corrigendum #2. In case of any ambiguity, the RFP document will stand.