

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

RFP Number: JICADXL-DMTCL-20240716

Pre-bid queries & responses

S/N	Section no	Page no	Section/ clause	Bidder Question	Response												
1	11.3	Table 3, point 2, page 56	Technical bid evaluation	at least 2 in Bangladesh with relevant tech. experience across any of the 4 areas: Mobile apps development, APIs building & integration, core applications, and IT-OT; Reduce the requirement to 1 no?	Please be guided by the RFP section 11.3 Stage 2 – Technical bid evaluation												
2	9	Point 1, page 46	Bidding and Contractual Process	A Bidder must meet the eligibility requirements for their Technical Bid to be evaluated. In case of Consortium the Lead Bidder can individually meet all the requirements in the eligibility criteria. (Detailed criteria in section 11.2). This might contradict the legal entity requirement in section 11.2?	Please be guided by the RFP Corrigendum #3 Sr. no. 4 on Bidding and contractual process, point 1												
3	9	Page 45	Bidding and Contractual Process	Submission of technical & commercial proposals (password protected), Please confirm if there any specific software or format to be used?	Please be guided by the RFP Corrigendum #3 Sr.no. 4 on Bidding and contractual process												
4	11.3	Table 3 - Technical Bid Evaluation Criteria, Point Number - 5, Page 57	Technical Bid Evaluation	Team profiles - Quality & relevance for RFP scope execution Please consider Domain Expert and Delivery Manager as a single parameter for evaluation as it stands the same in most of the cases	Please be guided by the RFP section 11.3 Stage 2 – Technical bid evaluation												
5	12.1	Milestone payment schedule (i)	Payment terms	Please change the payment terms to: <table border="1"> <tr> <td>Program Kick-off post Contract award</td> <td>15%</td> </tr> <tr> <td>Design Finalization & Approval</td> <td>15%</td> </tr> <tr> <td>Top-up server - Bug Testing & UAT release & App build completion - Bug</td> <td>30%</td> </tr> <tr> <td>Dhaka metro App– UAT signoff & Go-Transfer/ handover to DMTCL and DTCA</td> <td>30%</td> </tr> <tr> <td></td> <td>10%</td> </tr> <tr> <td>Total</td> <td>100%</td> </tr> </table>	Program Kick-off post Contract award	15%	Design Finalization & Approval	15%	Top-up server - Bug Testing & UAT release & App build completion - Bug	30%	Dhaka metro App– UAT signoff & Go-Transfer/ handover to DMTCL and DTCA	30%		10%	Total	100%	Please be guided by the RFP section 12.1 payment terms
Program Kick-off post Contract award	15%																
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Dhaka metro App– UAT signoff & Go-Transfer/ handover to DMTCL and DTCA	30%																
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Total	100%																
6	12.1	Milestone payment schedule (ii)	Payment terms	Please change the payment terms to : <table border="1"> <tr> <td>AVMs order placement with supplier</td> <td>30%</td> </tr> <tr> <td>On delivery by Supplier to Digital Partner</td> <td>30%</td> </tr> <tr> <td>Installation and configuration of AVMS</td> <td>40%</td> </tr> <tr> <td>Support & maintenance and asset</td> <td>0%</td> </tr> <tr> <td>Total</td> <td>100%</td> </tr> </table>	AVMs order placement with supplier	30%	On delivery by Supplier to Digital Partner	30%	Installation and configuration of AVMS	40%	Support & maintenance and asset	0%	Total	100%	Please be guided by the RFP section 12.1 payment terms		
AVMs order placement with supplier	30%																
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Support & maintenance and asset	0%																
Total	100%																
7	9	page 46	Bidding and Contractual Process	Extension of submission by 15 working days from 12th August	Please be guided by the RFP Corrigendum #3 Sr.no. 4 and Appendix-3 on Bidding and contractual process												
8	11.3	Table 3: Technical bid evaluation criteria, Page - 56	Stage 2 – Technical bid evaluation	Request to change the clause to Consortium must meet the requirement	Please be guided by the RFP section 11.3 Stage 2 – Technical bid evaluation												
9	11.3	Table 4: Technical evaluation criteria and scoring guidelines, Page - 59	Stage 2 – Technical bid evaluation	Request to change the clause to - Annual turnover In case of Consortium, the total turnover of the Consortium will be considered	Please be guided by the RFP section 11.3 Stage 2 – Technical bid evaluation												

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10	5.1	Page 22	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transactions, Sl. No. 12, App Use: Journey Planner)	How the booked ticket will be used from the app? Will the ticket info to be attached to Rapid Pass via NFC communication?	Please be guided by RFP Corrigendum #4 Sr.no.1, 7 and 9 in reference to section 5 Scope of work, Journey planner and fare calculator App use cases
11	5.1	Page 26	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Customer support, Sl. No. 29, App Use: Customer service chat)	Will the user just be able to claim refund from the app? How will the request be posted, using API? How will the refund be given to the user? Will the admin can view the refund request?	Please be guided by RFP. This is not part of the current scope.
12	5.1	Page 21	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transactions, Sl. No. 9, App Use: Link existing card)	Can user link multiple existing MRT/rapid pass to their mobile user account?	Please be guided by RFP Corrigendum #4 Sr. no. 6 on linking existing card App use case
13	5.1	Page 26	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Admin portal)	Will there be any kind of Mobile App (Android & iOS) support for the Admin Portal?	Please be guided by RFP section 5.1.1 (1) Build and deploy
14	5.1.1- (7)	Page 13	AVM procurement & software configuration	The environmental temperature range, which is 0 to 60°C. Is this the operating temperature for inside the enclosure or outside of it? When the circuit is running, the enclosure can become hot. If the temperature needs to stay under 60°C, we should consider using a ventilation fan (if it happened need R&D). This would require more power to operate, and we need to clarify this section. Additionally, it may decrease the main power backup's lifetime.	Please be guided by the RFP section 5.1.1 (7) AVM procurement & software configuration
15	5.1	Page 21	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Profile mgmt., Sl. No. 7, App Use: Recharge history)	Recharge history: Recharging from the app only will be considered for history. Is our understanding correct? or we need to consider the recharge history from other sources also like DBBL bank.	Please be guided by the RFP section 5.1 table 1
16	5.1	Page 26	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Admin portal, Sl no. 33, App use case: Analytics and reporting)	What specific types of reports and analytics are required? Please share more specific requirement for reports and analytics	To be detailed out in PRD by the Digital Partner during design stage.
17	5.1	Page 26	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Admin portal, Sl no. 33, App use case: Analytics and reporting)	Will there be any choice list of fields during exporting report and date time duration also or fields always be static?	List of reports and fields to be detailed out in PRD by the Digital Partner during design stage.
18	5.1	Page 26	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Admin portal, Sl no. 33, App use case: Analytics and reporting)	What types of key performance indicators and metrics need to consider?	To be detailed out in PRD by the Digital Partner during design stage.

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19	5.1	Page 27	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Admin portal, SI no. 35, App use case: Content Management)	How many approver/layer will be placed on content approval?	To be detailed out in PRD by the Digital Partner during design stage.
20	5.1	Page 26	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Admin portal, SI no. 34, App use case: User Management)	Regarding "remove inactive accounts". How inactive accounts are defined? i.e. How many inactive days should be considered to define an account Inactive? Please share the inactive accounts mechanism.	Please be guided by the RFP section 5.1 table 1
21	5.1	Page 27	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Admin portal, SI no. 36, App use case: Alerts & notifications)	"Customizable alert types: Create different types of alerts for various scenarios" Ref: Page#27, Item#36 How many scenarios will be considered? Please share more information	To be detailed in the PRD by the Digital Partner during the design stage.
22	5.1	Page 23	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transactions, SI. No. 14, App Use: Fare Calculator)	How special discounted fares will be managed? Will it be managed by central clearing house system ("CCHS")?	Please be guided by RFP Corrigendum #4 Sr. no. 14 on system configuration App use case
23	5.1.1 - 1(b)	Page 10	Online Recharge (top up server)	How many payment gateways should we consider to integrate?	Exact no. to be confirmed at the design stage.
24	5.1.1- (6)	Page 12	Server procurement	We are assuming the cloud cost of development/staging/production will be borne by DMTCL. Cloud cost is monthly/yearly basis. Is our understanding correct?	Please be guided by the RFP section 5.1.1 - (6) Server procurement
25	5.1.1- (6)	Page 12	Server procurement	Can we explore another local cloud provider if BCC and BDCCL fails to deliver the necessary scalability, fault tolerance, and performance?	Please be guided by the RFP section 5.1.1 - (6) Server procurement
26	5.1	Page 19	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Profile mgmt., SI. No. 1, App Use: Registration/Signup)	[Delete User Profile] On account deletion, does generated user data (e.g. travel history, transaction history) should be deleted or kept in the system database?	To be detailed in the PRD by the Digital Partner during the design stage.
27	5.1	General	Functional requirements	Can the mobile app features be accessible offline?	Please be guided by the RFP. This is not part of the scope.
28	5.1	Page 20	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Profile mgmt., SI. No. 8, App Use: Saved places/ favorites)	[Saved Place] Does users able to delete or clear saved/favorite places?	To be detailed in the PRD by the Digital Partner during the design stage.
29	5.1	Page 19	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Profile mgmt., SI. No. 1, App Use: Registration/Signup)	"Cancellation of any active subscription or booked services with account deletion" - As per our understanding there is no subscription feature mentioned in the RFP and we are considering booked tickets as booked services. Is that correct?	Please be guided by RFP Corrigendum #4 Sr. no. 5 on registration/signup App use case

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30		5.1 Page 24	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Content Mgmt. – Station wide awareness., Sl. No. 21, App Use: Station map/ info)	Metro/Station map: We need to develop metro/station map into google map. Is our understanding correct?	Please be guided by RFP Corrigendum #4 Sr. no. 10 on Station map/info App use case
31		5.1 Page 23	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Content Mgmt. – City wide awareness., Sl. No. 16, App Use: Dhaka Metro Network)	"Allow users to download the metro map for offline access" from Ref: Page#23, item number 16 downloading google map for offline access or downloading image or something. Please share more information	Please be guided by RFP Corrigendum #4 Sr. no. 10 on Station map/info App use case
32		3 Page 7, Existing and planned tech. partners	Related parties	Existing system(Automated fare collection, centralized clearing house system) integration: We assume the existing system has API which we can use from the metro app. Is our understanding correct?	Please be guided by the RFP section 5.1.1 - (1) Build and deploy
33		5.1 Page 26	Functional requirements Table 1: Dhaka Metro App Feature requirements. (Category: Customer support, Sl. no. 29, App use case: Customer service chat)	Will the chat bot be a rule based chat bot or, AI chatbot, or actual human live support? And what type of contents can be included? Like texts/audio/video	Please be guided by RFP Corrigendum #4 Sr.no. 11 and 13 on customer service chat and customer support App use cases respectively
34		5.1 Page 26	Functional requirements Table 1: Dhaka Metro App Feature requirements. (Category: Customer support, Sl. no. 29, App use case: Customer service chat)	Can we consider third-party chatbot? do you have any preferences?	Please be guided by RFP Corrigendum #4 Sr.no. 11 on customer service chat App use case
35		5.2 Page 36	Technical requirements	Do you need support for iPad and tab also?	Please be guided by the RFP section 5.2 technical requirements point 4
36		5.2 Page 36	Technical requirements	What will be the minimum OS versions(Android and iOS) to be supported? Do you have any preferences?	Please be guided by RFP Corrigendum #3 Sr.no. 15 in reference to section 5.2 Technical requirements
37		5.2 Page 36	Technical requirements	Do you need support for landscape orientation of mobile application?	Please be guided by the RFP. This is not part of the current scope.
38		5.1 Page 22	Functional requirements Table 1: Dhaka Metro App Feature requirements. (Category: Transactions, Sl. no. 13, App use case: Fare Chart)	[Fare chart] How fare information be updated within the app to reflect changes in metro fare prices or policies?	Please be guided by RFP Corrigendum #4 Sr. no. 14 on system configuration App use case

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39	5.1.1- (7)	Page 13	AVM procurement & software configuration	<p>Regarding the AVM Machine: Please check the following images. What is the expectation of what the AVM machine will look like?</p> <p>A.</p>  <p>B.</p> 	Please be guided by the RFP 5.1.1 (7) AVM procurement & software configuration
40	12.1	Page 71	Payment terms	How will the payment be settled to the digital partner i.e. Will it be in an Indian account or in Bangladeshi account?	Please be guided by RFP Corrigendum #4 Sr. no. 18 in reference to section 12.1 Payment terms
41	5	Page 9	Scope of work	What is the specific range of card types supported by the application (e.g., MRT pass, Rapid Pass)?	Please be guided by RFP Corrigendum #4 Sr. no. 1 in reference to Section 5 Scope of Work
42	5.1.1 - 1(b)	Page 10	Proposed architecture diagram of Online Recharge (top up server)	Why does the process of transferring data from the Ticket Vending Machines (TVM) and Ticket Office Machines (TOM) to the Central Clearing House System (CCHS) takes several minutes, rather than happening in real time?	Please be guided by the RFP section 5.1.1 - 1(b) online recharge (top up server)
43	5.1.1,- 4	Page 12	Maintenance & support	It has been mentioned in the ToR that the support will be given for 1 month. However, in the revised timeline table it has been mentioned 2 months of support after go-live. Please clarify how long does the digital partner have to give maintenance and support under the scope of the work?	Please be guided by the RFP 5.1.1 (7) Maintenance & support

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44	5.1.1,- 5	Page 12	Capability building & training	Please clarify the desired scope of capacity building activities, including the requirement for admin training. Should knowledge transfer be limited to documentation and admin training, or does it encompass hands-on training for software engineers of DMTCL?	Please be guided by the RFP 5.1.1 (5) Capability building & training
45	5.1	Page 19	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Profile Mgmt., Sl. No. 1, App Use: Registration/Delete Account)	Please clarify the nature of the subscriptions that can be cancelled upon account deletion.	Please be guided by RFP Corrigendum #4 Sr. no. 5 on registration/signup App use case
46	5.1	Page 20	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Profile Mgmt., Sl. No. 1, App Use: Registration/Delete Account)	What specific user data categories are available for download prior to permanent account deletion? Should this encompass solely profile information or extend to include comprehensive data, such as recharge history and travel records?	To be detailed out in the PRD by the Digital Partner during the design stage.
47	5.1	Page 20	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transactions, Sl. No. 9, App Use: Link Existing Card)	Can MRT Passes and Rapid Passes be unlinked and then connected to another account?	To be detailed out in the PRD by the Digital Partner during the design stage.
48	5.1	Page 20	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transactions, Sl. No. 9 to 11)	Will both MRT Pass and Rapid Pass continue to be available, resulting in two separate passes?	Please be guided by the RFP section 5 scope of work
49	5.1	Page 20	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transactions, Sl. No. 9, App Use: Link Existing Card)	Can multiple MRT or Rapid Passes be linked together in a single account?	Please be guided by RFP Corrigendum #4 Sr. no. 6 on linking existing card App use case
50	5.1	Page 21	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transactions, Sl. No. 9, App Use: Link Existing NFC)	Are MRT Passes and Rapid Passes linked to a National ID (NID) number?	Please be guided by RFP Corrigendum #4 Sr. no. 6 on linking existing card App use case
51	5.1	Page 21	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transactions, Sl. No. 9, App Use: Link Existing NFC)	What is the proposed mechanism for initiating an NFC pairing between a mobile device and a card, and how will subsequent card-to-app linking be facilitated?	Please be guided by RFP Corrigendum #4 Sr. no. 6 on linking existing card App use case
52	5.1	Page 21	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transactions, Sl. No. 9, App Use: Link Existing NFC)	How will users differentiate between multiple cards added to the application (e.g., Card 1, Card 2) in the absence of NFC technology?	Please be guided by RFP Corrigendum #4 Sr. no. 6 on linking existing card App use case

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53	5.1	Page 21	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transactions, Sl. No. 10, App Use: Online Card Recharge)	Please clarify the preferred payment gateway integration method. Will the system accommodate individual payment channels (e.g., bKash, Nagad, card) or a unified gateway solution (e.g., SSL Commerz)?	To be detailed out in PRD by the Digital Partner during the design stage.
54	5.1	Page 21	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transactions, Sl. No. 10, App Use: Online Card Recharge)	Is the implementation of two-factor authentication (2FA) during the recharge process a mandatory security requirement?	Please be guided by the RFP section 5.1 table 1 sl. 1,2,4 and 10
55	5.1	Page 22	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transactions, Sl. No. 10, App Use: Online Card Recharge)	Please share a detailed expectation of the Orderer regarding the NFC recharge process.	Please be guided by the RFP section 5.1.1-1(b). (b) Online Recharge (top up server) of RFP
56	5.1	Page 22	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transaction, Sl. No. 13 & 14, App Use: Fare Chart & Fare Calculator)	Please elaborate on the rationale behind maintaining separate fare calculator and fare chart functionalities.	Please be guided by the RFP section 5.1 table 1
57	5.1	Page 22	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transaction, Sl. No. 15, App Use: Card Status Check)	Please clarify the requirement for in-app notifications regarding cards in transit status exceeding one hour.	Please be guided by RFP Corrigendum #4 Sr.no. 13 on customer support App use case
58	5.1	Page 22	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transactions, Sl. No. 12, App Use: Journey Planner)	Should users have the option to purchase one-time tickets? Does booking a ticket mean purchasing a one-time ticket?	Please be guided by RFP Corrigendum #4 Sr.no.1, 7 and 9 in reference to section 5 Scope of work, Journey planner and fare calculator App use cases

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59	5.1	Page 22	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transactions, Sl. No. 12, App Use: Journey Planner)	Will users be able to use one-time tickets by tapping their phone at the gate?	Please be guided by RFP Corrigendum #4 Sr.no.1, 7 and 9 in reference to section 5 Scope of work, Journey planner and fare calculator App use cases
60	5.1	Page 24	Functional requirements Table 1: Dhaka Metro App Feature requirements (App use case: Dhaka Metro Network, Sl no. 16 Category: Content Mgmt. – City wide awareness)	How can users be enabled to download the metro map for offline access, making it particularly beneficial in areas with limited mobile data connectivity?	Please be guided by RFP Corrigendum #4 Sr. no. 10 on Station map/info App use case
61	5.1	Page 25		What are the different types of user roles for the application, and what permissions does each type of user need?	To be detailed out in PRD by the Digital Partner during the design stage.
62	5.1	Page 25	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Content Management- Legal, Sl. No. 24, App Use: Privacy Policy)	How they envision against identity theft? Can a user use another person's phone/app and use it?	Please be guided by RFP Corrigendum #4 Sr. no. 6 on linking existing card App use case
63	5.1	Page 25	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Content Management- Legal, Sl. No. 24, App Use: Privacy Policy)	The level of security, such as PIN verification, biometric authentication, or two-factor authentication, should be clearly defined. Please elaborate on the specific security measures expected to protect user balance information.	Please be guided by RFP. Refer section 5.1 table 1 sl. nos. 2 and 10, outlining the user validation requirements for login and online recharge.
64	5.1	Page 26	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Admin Portal, Sl. No. 37, App Use: Customer Support)	In addition to live chat support, should initial questions be handled by a chatbot?	Please be guided by RFP Corrigendum #4 Sr.no. 11 and 13 on customer service chat and customer support App use cases respectively
65	5.1	Page 26	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Admin portal, Sl no. 34)	How many types of administrative roles such as super admin, normal admin, etc. will be incorporated?	To be detailed out in PRD by the Digital Partner during the design stage.
66	5.1	Page 26	Functional requirements Table 1: Dhaka Metro App Feature requirements. (Category: Customer support, Sl. no. 29, App use case: Customer service chat)	Please share detailed information regarding the automated chat system for claiming refund process.	To be detailed out in PRD by the Digital Partner during the design stage.

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67	5.1	Page 27	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Admin portal, SI no. 37, App use case: Customer support)	Regarding Live chat support, Is the Live chat support feature implemented as a chatbot or in real-time? What is the specific functionality of this feature within the admin panel, given that Live chat support appears to be primarily user-facing?	Please be guided by RFP Corrigendum #4 Sr.no. 11 and 13 on customer service chat and customer support App use cases respectively
68	5.1	Page 28	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Admin portal, SI no. 38, App use case: Customer support)	Regarding customer feedback collection, how and from where can users give feedback? We are assuming it will be a feedback form within the mobile app, however, will that be the only possible channel?	To be detailed out in the PRD by the Digital Partner during the design stage.
69	5.1.1 - 1(b)	Page 10	Online Recharge (top up server)-	Do we need to develop a payment gateway from scratch, or can we use an existing one like SSLCommerz?	Please be guided by the RFP 5.1.1 (1) -1 (b) online recharge (top up server)
70	11.3	Page 58	Stage 2 - Technical bid evaluation, Table 4: Technical evaluation criteria and scoring guidelines	It is mentioned that for the 4 Key experts "In case of Consortium, the employees from lead Bidder only will be accepted". If the lead Bidder is a group of companies, can the Key experts be employees of wholly owned subsidiaries of the group, or do they have to be employees of the group HQ office?	Please be guided by RFP Corrigendum #4 Sr. no. 17 in reference to Section 11.3 Technical bid evaluation
71	Attachment 1 Form 1.3	Page 88	Experience & Expertise	Do the Key Experts have to be available full-time in Bangladesh throughout the entire assignment duration i.e. until February 2025? Or can they be available in a hybrid setup of onsite and offsite locations?	Please be guided by the RFP section 11.3 Stage 2 – Technical bid evaluation point (iii)
72	5.1	Page 21	Functional requirements Table 1: Dhaka Metro App Feature requirements. (Category: Transaction, SI no. 9, App use case: Link existing card)	Does the "Prompt to link MRT/Rapid Pass to the app" feature mean that it will open a pop-up widget with a web link to connect the Rapid Pass card? How will this feature work?	Please be guided by the RFP section 5.1 table 2 Integration & API requirements feature wise; sl. No. 9 API required
73	5.1.1 - 1(b)	Page 10	Online Recharge (top up server)	After a successful top-up, the top-up server will communicate with CCHS for synchronization purposes. What happens if a commuter recharges their card at a metro station? How will the top-up server be notified?	Please be guided by the RFP section 5.1.1 (b) online recharge (top up server)
74	5.1.1 - 1(b)	Page 10	Online Recharge (top up server)	Given the limited browser support for NFC, what are your expectations for the NFC feature in the web application?	Please be guided by the RFP section 5.1.1 (b) online recharge (top up server)
75	Attachment 5	Page 113	System availability	What measures will be in place to handle failures or downtime of third-party APIs, such as the payment gateway or map integration services?	To be detailed out in the PRD and TRD by the Digital Partner during the design stage.
76	5.1	Page 26	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Admin portal, SI no. 33, App use case: Analytics and reporting)	What key performance indicators (KPIs) will be used to measure the app's performance?	To be detailed out in the PRD by the Digital Partner during the design stage.
77	5.1	Page 27	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Admin portal, SI no. 36, App use case: Alert & notification)	Admin - "Create different types of alerts for various scenarios." - What types of alert need to manage?	To be detailed out in the PRD by the Digital Partner during the design stage.

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78	5.1	Page 27	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Admin portal, SI no. 37, App use case: Customer support)	Admin - What functionalities should the customer service chat include (e.g. live chat with support staff)? Would it be third party?	Please be guided by RFP Corrigendum #4 Sr.no. 11 and 13 on customer service chat and customer support App use cases respectively
79	5.1	Page 10	Functional requirements	Admin - What third-party services and APIs are essential for the app's operation?	Please be guided by RFP table 2 section 5.1 for integration requirements
80	5.1.1- (7)	Page 13	AVM procurement & software configuration	5.1 -> 7) AVM procurement & software configuration - Who will be responsible to build AVM software along with top up server API integration?	Refer section 5.1.7.AVM Software is to be developed by Digital Partner.
81	5.1.1- (7)	Page 13	AVM procurement & software configuration	Section 5.1.1(7) AVM Procurement & Software Configuration: Since the Digital Partner is responsible for the operationalization of the AVM system, including ensuring electricity and internet connectivity, who will be responsible for paying the electricity and internet bills?	Please be guided by RFP Corrigendum #4 Sr. no. 4 in reference to section 5.1 : Functional requirements, (7) AVM procurement & software configuration
82	5.1	Page 22	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transactions, SI. No. 12, App Use: Journey Planner)	Under the Journey Planner, how will the "Prompt to book a ticket for the selected journey" feature work?	Please be guided by RFP Corrigendum #4 Sr.no.1, 7 and 9 in reference to section 5 Scope of work, Journey planner and fare calculator App use cases
83	5.1.1 - 1(b)	Page 10	Online Recharge (top up server)	What task SCU (station control unit) & LCU (line control unit) do?	Please be guided by RFP Corrigendum #4 Sr. no. 2 in reference to Section 5.1 : Functional requirements, 1 (b) Online Recharge (top up server)
84	5.1.1 - 1(b)	Page 10	Online Recharge (top up server)	After the top up service, when will the balance be updated? I.e.: Instantly/ tapping the NFC enabled card	Please be guided by the RFP section 5.1.1 (b) online recharge (top up server)
85	5.1.1 - 1(b)	Page 10	Online Recharge (top up server)	Are all the Current tickets, MRT pass, rapid pass cards are NFC enabled or you are planning to create a new card?	Please be guided by RFP Corrigendum #4 Sr.no.1 in reference to section 5 Scope of work
86	5.1.1 - 1(b)	Page 10	Online Recharge (top up server)	Is the mobile app required or needs to be opened for updating balance on an NFC card via tap?	Please be guided by RFP Corrigendum #4 Sr. no. 2 in reference to Section 5.1 : Functional requirements, 1 (b) Online Recharge (top up server)
87	14	Page 84	Minimum security requirements	Who will be responsible for the firewall security, including maintaining and monitoring incoming and outgoing traffic, setting up security rules, and related tasks?	Please be guided by the RFP section 14
88	10.4.2	Page 50	Development pricing schedule beyond this work (1st March 25 onwards)	Who are the System Integrator (SI) vendors and Platform Vendors? Are these vendors covered by Digital Partner?	Please be guided by RFP Corrigendum #4 Sr. no. 16 and 19 in reference to Section 10.4.2 Development pricing schedule and Attachment 1 form 1.9

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S/N	Section no	Page no	Section/ clause	Bidder Question	Response
89		13 Page 82	Secure coding standards	Who will be responsible for maintaining the end-user-facing load balancer, domain, SSL, and other security-related aspects?	Please be guided by the RFP section 13 and attachment 4
90	5.1.1 (1)	Page 10	Functional requirements	What is the expected volume of end-user installations and traffic both currently and in the future?	Please be guided by the RFP section 5.1.1 - (1) Build and deploy
91	5.1.1- (6)	Page 12	Server procurement	Will we have access to on-demand system resources if the infrastructure load increases?	Please be guided by RFP Corrigendum #4 Sr. no. 3 in reference to section 5.1 : Functional requirements, (6) Server procurement
92	5.1	Page 27	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Admin portal, SI no. 35, App use case: Content Management)	Who is responsible for the Contents of Admin Portal?	Please be guided by RFP Corrigendum #4 Sr.no. 12 on content management App use case
93	5.1.1- (7)	Page 13	AVM procurement & software configuration	Do you have any brand preference for AVM?	Please be guided by the RFP section 5.1.1- (7) AVM procurement & software configuration
94	5.2	Page 36	Technical requirements	Regarding app: we assuming native app development for both android and iOS. Not cross platform development. Is our understanding correct?	Please be guided by the RFP section 5.2 technical requirement point #1
95	5.1.1- (7)	Page 13	AVM procurement & software configuration	Regarding the AVM solution, we understand it can be implemented in multiple ways: 1. Building or procuring an ATM-like AVM, which could be quite costly. 2. Using an NFC-supported Android device with a dedicated app. Could you please let us know if BCG has any guidelines or preferences for the AVM solution?	Please be guided by the RFP section 5.1.1- (7) AVM procurement & software configuration
96	5.1.1- (6)	Page 12	Server procurement	Since cloud services operate on a pay-as-you-go model, can we consider procuring cloud services until the handover of the application?	Please be guided by the RFP section 5.1.1- (6) Server procurement
97	5.2	Page 36	Technical requirements	We are considering following browsers and OS for testing of web & admin dashboard application 1. Windows(latest) a). Chrome(latest) b). Edge(latest) 2. MacOS(latest) a). Chrome(latest) b). Safari(latest) Do we need to consider additional browsers apart from these?	Please be guided by the RFP section 5.2 Technical requirements point 4
98	5.2	Page 36	Technical requirements	We are assuming both web applications will be responsive design. It will be adjusted to any kind of screen rather not breaking the pages. Is our understanding correct?	Please be guided by the RFP section 5.2 Technical requirements point 4

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S/N	Section no	Page no	Section/ clause	Bidder Question	Response
99	5.2	Page 36	Technical requirements	How many android and iOS versions need to consider for supporting the app? Is it possible to share a minimum OS version?	Please be guided by RFP Corrigendum #3 Sr.no. 15 in reference to section 5.2 Technical requirements
100	5.1.1 - 1(b)	Page 10	Online Recharge (top up server)	Is the Rapid Pass/MRT pass card is NDEF formatted? Is the data of the Rapid Pass/MRT pass is NDEF formatted?	Please be guided by RFP Corrigendum #4 Sr.no.1 in reference to section 5 Scope of work
101	5.1.1 - 1(b)	Page 10	Online Recharge (top up server)	If any NFC-enabled device doesn't support the MRT Pass/Rapid pass card due to specification in that case user has to update the balance into the card by AVM machine. Is our understanding correct?	Please be guided by RFP Corrigendum #4 Sr. no. 2 in reference to Section 5.1 : Functional requirements, 1 (b) Online Recharge (top up server)
102	5.2	Page 36	Technical requirements	Does this project have any specific technology preferences (e.g., backend language, framework) or fixed requirements?	Please be guided by the RFP section 5.2 technical requirement point #1
103	5.1.1 (1)	Page 10	Functional requirements	As per the RFP, the estimated daily users are 500,000 with 100,000 concurrent users. Considering that many users will top up for a month or a week at different times of the day, is the estimate of 100,000 concurrent users accurate, or might it be an overestimation?	Please be guided by the RFP section 5.1.1 - (1) Build and deploy
104	5.1	Page 22	Functional requirements Table 1: Dhaka Metro App Feature requirements (Category: Transactions, SI. No. 12, App Use: Journey Planner)	What is the logic behind the journey planner? Since initially only a few parts of Dhaka city will be covered with one metro line, will the journey planner cover the entire Dhaka city, or will there be any geographical restrictions for the start and end destinations?	Please be guided by the RFP
105	12.1	Page 71	Payment terms	Given the current volatility and instability of the dollar market, providing a quotation for AVM machines is challenging. Can the price be revised based on the dollar rate at the time of purchase?	Please be guided by the RFP 12.1 payment terms point no. 2