Request for Proposal (RFP) for Development, Implementation and Services of Meter Reading App, Management Dashboard & NRW Monitoring Tool at CWASA

RFP Number: JICADXL-CWASA-20240410
Formal response to pre-bid queries raised till 16th April 2024

S/N	Section no	Page no	Section/ clause	Queries	Response
1	7.4	17	Technology architecture	What would be the domain for the project? Who will manage the DNS for this particular service – CWASA or Digital Partner?	The domain is "ctg-wasa.org.bd". The bidder is expected to set-up and provide the DNS. Bidder can use different domain for the quick wins. Management of DNS is out of scope for this RFP and will be separately incorporated in a subsequent managed services contract.
2	7.4	17	Technology architecture	Will it be in a closed network environment without internet access? Will CWASA provide the ISP connectivity or do we need to onboard an ISP for Internet access?	This is closed network environment. However there is access to internet when needed. CWASA will provide the ISP connectivity.
3	7.4	17	Technology architecture	As no virtualization is allowed for this build (page 9) and if we must provide an infra solution with two (2) physical rack servers (page 63), where will we host the utility and/or monitoring services? e.g., SFTP/NTP/DNS/Syslog etc.	Bidder will need to provide solution to host utilities (SFTP, NTP, DNS, Syslog) within the 2 physical rack servers.
4	7.4	17	Technology architecture	Can we use other DB servers (NoSQL like Mongo DB, for analytics, GIS) apart from MS SQL server? If so, who will purchase the license of the MS SQL Server – one time and annual support? If there is only one DB server (page 63), there will be no redundancy. Will DB needs to be have High Availability, then we need to implement HA for MS SQL Server? It will further add to the costs.	Please be guided by the RFP for the DB server requirements and other components. MS SQL Server is to be used for RDBMS data. NoSQL Database can be recommended with appropriate training and capability build incorporated to ensure the ICT is prepared for use. All licenses are to be procured by bidder. All licenses need to be perpetual. Bidder will need to design a redundancy solution based on the constraints and NFR as stated in the RFP.
5	7.4	17	Technology architecture	What is the current network throughput of the existing DC's application(s)?	The current network throughput of the existing DC's applications is 100 Mbps.
6	7.4	17	Technology architecture	Do we need to plan an Active Directory/LDAP like solution for user privileged access management?	User Privileged Access management need to store all user authentication details and allow role based access and administrative access to manage. Active Directory & LDAP are valid solution options to implement. Note: The specific solution to implement is up to the bidder's discretion.
7	10.4	131	Security requirements	Can we propose a SAN storage for the system reliability and Data Security?	No, SAN storage is not required.
8	10.4	131	Security requirements	What type(s) of existing Firewall - L4/7 ? Do we need to purchase own Firewall for this solution? Refer to Network Security section in page 66.	Existing firewall is Windows Firewall Only (L7 Application Layer). Yes, bidders to purchase firewall solution. Kindly refer to the corrigendum 1 for details.
9	10.4	131	Security requirements	What type(s) of existing WAF/LB, Anti-DDoS, DLP, Anti-APT, EDR, etc.? Do we need to purchase these solutions within our proposed solution? Refer to Network Security section in page 66.	Currently WAF/LB, Anti-DDoS is provided by the ISP. Bidders to purchase firewall solution. Kindly refer to the corrigendum 1. Bidder does not need to purchase any other network security solutions.
10	10.4	131	Security requirements	We need a clarity on Network Security section in page 131. Do we need to consider purchasing all of these within our proposed solution or CWASA is going to provide to us as part of their infra? Do we need to protect our proposed infrastructure's platform dedicatedly apart from hosting DC's security infrastructure? To include these into our solution will increase the price which might be beyond budget for this PoC project. Similarly, we need clarity on Platform Security and Data Security mentioned in page 66.	Bidder is required to purchase and set-up 2 Rack Servers, 1 Firewall and 10 kVA Online UPS. The new infrastructure can leverage existing CWASA set-up. Bidder to provide the security requirements to secure platform and Data within reasonable level balancing potential threat and budget to implement. This is also applicable for platform security and data security.
11	7.4	17	Technology architecture	Will we have link aggregation Switch to get traffic from Water meters? E.g MPLS/VPN?	There is no direct link requirement to water meters.
12	7.4	17	Technology architecture	Should we also plan anything for data backup? If so, what would be the data retention policy?	Bidders should set-up backup process. Bidders are allowed to suggest cloud options only for back-up. Image data is to be retained for 6 months and transactional data for 24 months on production servers. All data backup to be retained for a period of 5 years.
13	7.4	17	Technology architecture	Should we plan any SIEM? Can we propose Opensource software?	Please be guided by the RFP. Kindly limit to the Bill of Materials requested in the RFP and do not build any optional tools in to the bid. Bidder can propose Open Source software, however, adequate support must be available for such software locally in Bangladesh.
14	7.4	17	Technology architecture	For data analytics services, there is no segregation of hardware which is required for data model learning and training. Should we propose additional hardware for this?	Solution should be contained to the 2 rack servers.
15	7.4	17	Technology architecture	What kind of APIs required to be developed? Can we at least get a list of additional services we need to get from CWASA (like customer database access, bill generation, etc.)? For data security and encryption mechanisms, how can we ensure on both ends?	Detailed list of APIs to be developed will be generated as part of the solution building exercise and the functional requirement generation outlined in the initial few weeks of the project. Examples of the potential APIs that could be developed include Get Billing Data (Customer ID, Geographic region, MeterId etc.), Get Meter Readings (Date Range, lastbill), Get Customer Profile Data, Get Meter Location, Get Outstanding Bills etc. For data security and encryption control, Bidders should specify the possibilities at their end.

#	Clause	Page	Category	Query	Response
16	8.1	25	Bidding and contractual process	Required tender submission date is too tight due to holiday season in Bangladesh and Japan. Please consider the **extension of tender period for 1 month** (until the end of May 2024) for reviewing RFP carefully and preparing quality proposal.	Submission dates have been updated to 29th April 2024. Kindly refer to corrigendum 2 for details on the updated timelines.
17	Attachme nt 5.5	68	Eligibility Requirement	We would like to bid as a **consortium of 3 companies** with different role and capacity each other to strengthen our value and quality of the proposal. Please accept 3 parties' consortium bid.	Kindly refer to corrigendum 1 for details on amended eligibilty criteria.
18	8.1	25	Bidding and contractual process	All of our partners in Bangladesh will not be in operation due to Eid Holiday from beginning of this week until 14th April, which is common in Bangladesh, while the RFP has been released on late afternoon of 10th April. Thus, even they cannot take enough time to review the contents of RFQ at this moment. And therefore, we would like to **request at least 2 weeks time for raising inquiries** after announcement of RFQ.	We extended question submissions to 16th April 2024 (communicated during the pre-bid clarification session). Unfortuantely, no further extensions can be offered at this time.
19	8.1	25	Bidding and contractual process	All of our partners in Bangladesh will not be in operation due to Eid Holiday from beginning of this week until 14th April, which is common in Bangladesh, while the RFP has been released on late afternoon of 10th April. Thus, even they cannot take enough time to review the contents of RFQ at this moment. And therefore, we would like to **request at least 2 weeks time for raising inquiries** after announcement of RFQ.	We extended question submissions to 16th April 2024 (communicated during the pre-bid clarification session). Unfortuantely, no further extensions can be offered at this time.
20	8.1	25	Bidding and contractual process	The RFP is coinciding with the holidays, specially Eid and Pohela Boishakh which go on from this week until April 14th, our office, along with many others across the country, are closed. This closure is a long-standing tradition in Bangladesh and greatly affects our operational capacity. Given the significance of the RFP and our commitment to delivering a comprehensive query, we find the current deadline of April 15th, as per section 8.1 of the bidding and contractual process, does not provide sufficient time for a meticulous review and preparation of queries. Therefore, we, respectfully, also **request an extension for the query submission deadline.** An additional time allowance will ensure that all interested parties can fully comprehend the RFP and contribute valuable insights for the betterment of the project.	We extended question submissions to 16th April 2024 (communicated during the pre-bid clarification session). Unfortuantely, no further extensions can be offered at this time.
21	8.1	25	Bidding and contractual process	Extension of Tender Submission Deadline: In ref to 8.1 Bidding and contractual process, we respectfully request an **extension of the tender submission deadline by one month**. The tender's timing, coinciding with the Eid holidays, poses a significant challenge, as many of our key resources will be unavailable during this period. This extension is crucial to ensure that we can mobilize our full capabilities upon return, enabling us to compile a comprehensive and thoughtful proposal that meets the intricate demands of the project and demonstrates our dedication to excellence	Submission dates have been updated to 29th April 2024. Kindly refer to corrigendum 2 for details on the updated timelines.
22	8.1	25	Bidding and contractual process	Rescheduling of Pre-Bid Meeting: In ref to 8.1 Bidding and contractual process, given the proximity of the scheduled pre-bid meeting to the post Eid holidays, we propose **delaying pre-bid meeting by at least one week**. This adjustment will ensure maximum participation, allowing all interested parties sufficient time to return to their regular schedules post-holiday and prepare adequately for this crucial engagement	Please be guided by the RFP
23	Attachme nt 5.5	68	Eligibility Requirement	Amendment to Consortium Clause: In ref to Attachment 5.5 Consortium Bidders, while we appreciate the allowance for consortium bids, we propose an expansion of this clause to welcome **bids from a consortium comprising 3 (three) companies**. Each company in our consortium brings unique strengths and capabilities, enhancing our collective proposal in value and quality. We believe that a collaborative approach will significantly enhance innovation, efficiency, and the overall quality of solutions proposed to CWASA. We are aiming to partner with companies from Singapore and Japan, bringing top-tier solutions and expertise to this strategic project	Kindly refer to the amended eligibilty requirements in corrigendum 1.
24	8.1	25	Bidding and contractual process	Please kindly consider the **extension of tender period at least for one month** (closing may be end of May) since almost of our related parties for proposal is closed until the beginning of next week due to Eid holiday in Bangladesh and holidays in beginning of May in Japan, but we need sufficient time to prepare quality proposal. Accordingly, Pre-Bid information session may also be delayed or 2nd session may be requested.	Submission dates have been updated to 29th April 2024. Kindly refer to corrigendum 2 for details on the updated timelines.
25	Attachme nt 5.5	68	Eligibility Requirement	Attachment 5.5 stated the Consortium comprised of 2 companies is allowed. However, we would like to bid as a **consortium of 3 companies** with different role and capacity each other to strengthen our value and quality of the proposal. Please accept 3 parties' consortium bid.	Kindly refer to the amended eligibilty requirements in corrigendum 1.
26	7.1	11	Meter reading app	Digital Partner is required to be responsible for integration to the scope of this project. We would like to know how Digital Partner can a**ccess to the existing Water Billing system** during preparation of proposal for designing and costing. Not only this clause, but overall RFP is focusing on the integration with the existing system in the user. Please advise how Bidder can access to such information of existing system in detail before submission of proposal. In case the Bidders are allowed to access to the supplier of the existing system, please kindly disclose the detail.	This information will be provided to the selected bidder at the beginning of the project.

27	Attachme nt 5	63	Eligibility Requirement	Detailed Eligibility criteria 1 and 2 Financial Stability Metrics: In case of forming consortium, members are jointly and severally responsible for the contract obligation. Please allow that "**ANY of members can satisfy the requirement**" in case of forming consortium.	It is important that each consortium member proves their financial stability individually. However, we understand that due to COVID, there were significant disruptions to operations of many companies. Hence, we are modifying the eligibility criteria for profitability to allow for this disruption. Kindly refer to the amended eligibilty requirements in corrigendum 1.
28	Attachme nt 5	63	Eligibility Requirement	Detailed Eligibility criteria 3 and 4 Experience and Track Record Metrics Please allow that "**ANY of members can satisfy the requirement**" in case of forming consortium.	Please be guided by the RFP
29	5	9	Related Parties	Please advise the process how JICA DX Lab select Orderer, Japanese contractor. If it is already decided, kindly advise it.	This information will be provided to the selected bidder at the beginning of the project.
30	9.2	26	Proposal	What are required in the presentation of shortlisted bidders? Do you require the demonstration of sample or image of App., Dashboard, in the presentation? In case sample demonstration is required, please push back the date since it requires certain time for preparation beside proposal preparation.	Kindly refer to section 9.2 for presentation details.

Demonstration of samples or images is not a mandatoy requirement. It is up to bidder discretion.

Timeline for presentation has been updated to 30th April 2024. Kindly refer to corrigendum 1 for updated timelines. |
31	11.2	31	Payment Terms Penalty	Comparing to the other JICA projects for procurement., 4% penalty per week for time delay is too high. Please consider reducing to 0.5% per week for delayed portion and accumulated only up to 10%.	Kindly refer to the amended Penalty terms in corrigendum 1.
32	Form 1.7	57	Service Agreement	This form seems to be prepared for the selected Digital Partner. Please confirm this is not required for all Bidders to submit as a proposal	Yes, This form will be signed by the selected digital partner. This has been provided as a reference to the bidders, for them to understand the terms and conditions of the contract.
33	Attachme nt 2	59	Asset Landscape	We realize that the project aims to enhance water resource management especially for reducing Non Revenue Water. We understand that the accumulation of meter readings from each household must be linked to the categorized block meter (each household belongs to the linked branch meter). Please kindly provide water supply pipeline map to the household, detail categorization and the location of block meters	This information will be provided to the selected bidder at the beginning of the project.
34	Attachme nt 6.3	71	Meter reading app	Customer lodge online complaint: Our understanding is you have already customer complaint & resoultion online system. We are not considering it in our scope. Is our understanding correct?	Yes, CWASA has online customer complaint and resolution system.
35	Attachme nt 6.3	77	Meter reading app	Our understanding is: QR code will open a online payment system where customer can choose either bKash or Bank payment. After the successful payment, system will update automatically for that customer. We considering this process into our scope. Is our understanding correct?	Yes, that is correct. 1. QR code to embed the amount and the Customer Account Number and link to bKash, Nagad etc. 2. The customer can select the MFS (bKash, Nagad etc.) and is then redirected to the MFS with Amount and Custome Account Number prepopulated. Bank payment is not part of it.
36	Attachme nt 6.3	78	Meter reading app	What happens when the internet isn't available during the bill generation? Multiple dependencies such as: Approval from authority. Our understanding is - Bill can be generate even in offline and other dependent functionlities will be work when internet connection is available. Is our understnading correct?	Yes, bills do not need to be generated if approval is required or other dependencies exist.
37	Attachme nt 6.3	80	Meter reading app	Should we consider one single model we can procure together or the application should support on multiple random device as well ?	The meter reading app needs to be supported on the procured hardware devices.
38	Attachme nt 6.3	73	Meter reading app	Rollbased access - Our Assumption is Only MI will use this app. RO, CRO and RS will use admin panel. End user will not use this app	That is correct, this app will not be rolled out to customers. Admin panel will have ICT team as the admin user. RO, CRO will have access according to requirements.
39	Attachme nt 6.3	73	Meter reading app	Our Assumption is Roaster will be handled from Web Admin Panel and the roaster data will be received MR app end through WebService. Could you please confirm our understanding?	That is correct, Roster will be handled from web admin panel and also from Apps and will be received by the MR app through webservice.
40	Attachme nt 6.3	74	Meter reading app	Our Assumption is MI will send his location information only at the time of meter reading data upload to server? Continuous location will not be send to server. Could you please confirm our understanding is correct or not?	That is correct, MI locations need to be captured only at the time of meter reading data upload and not continuosly.
41	Attachme nt 6.3	76	Meter reading app	There is an option to send Mail of the bill copy. Will it be sent through MI's device installed or it will sent in background through a mail sender library?	The mail will be sent in the background through a mail sender library. Mail can be sent from device when input to the system.
42	Attachme nt 6.3	81	Meter reading app	Our assumption is we will call an API with promised date along with user information. No voice recorded data send not needed. Could you please confirm our understanding?	Yes, that is correct. Voice recording is not allowed. Promised date would be input in the app.
43	Attachme nt 6.3	80	Meter reading app	Whitelist apps list can be modified from Admin panel. But update of any whitelist app can be done through google play. Is our understanding correct?	The purpose of the Mobile Device Management requirement is so CWASA is able to administer the device and the apps, track the usage and remotely wipe device if lost. As long as the solution is able to meet the above requirements the bidder is able to propose the solution.
44	Attachme nt 6.3	71	Meter reading app	Our understanding is OCR-based photo verification is out of scope	Yes, that is correct. OCR is out of scope.
45	7.4		Technology architecture	Does any existing data center have the necessary infrastructure such as , Racks,precision air conditioning, raised flooring, uninterruptible power supply (UPS), and environmental monitoring systems (EMS) in place?	Yes - the data centre is within the CWASA HQ and currently has 1x RACK, air conditioning however no EMS is in place. Bidder should also provide additional UPS 10 kVA 2 hours Online backup.
46	7.4	19	Technology architecture	The RFP document specifies that while physical servers are not to be virtualized, applications within these servers can be containerized, provided that the base operating system supports Windows Server 2022. Is my understanding correct?	Yes - that is correct. Do not virtualise the Physical servers but application can be containerized.
47	10.4	113	Security requirements	Need details about the existing network security components currently deployed within CWASA's infrastructure, including specifics about the firewall, WAF, Anti-DDoS, and other tools mentioned?	Currently WAF/LB, Anti-DDoS is provided by the ISP. Bidders to purchase firewall solution. Kindly refer to the corrigendum 1.

Bidder does not need to purchase any other network security solutions. |
| 48 | 10.4 | 113 | Security requirements | How do you envision integrating these existing network security components with the proposed system architecture? | The network currently has routers and switches in place with the ISP provider providing WAF & Anti-DDoS for public facing traffic. Detailed network diagram will be shared with the winning bidder. Currently CWASA will need to upgrade their current firewall setup (L7 App level) and as such, the bidder is expected to provide a firewall solution and integrate the new rack servers. |

49	7.4	17	Technology architecture	Can you provide insights into the expected growth in terms of processing capacity or additional licenses needed for scalability at each layer of the system?	CWASA is expecting 10% growth in customers. Bidder will need to account for this growth and its impact on the system
50	7.4	17	Technology architecture	Are we consider to using virtualization for development and testing environments, even though it's restricted for the production setup? If yes, do you have any preferences regarding virtualization technologies (e.g., VMware, Hyper-V, KVM)?	For Development & Testing bidders are able to levearge any set-up, e.g. virtualisation or cloud - as long as the solution is workable in Production. No preference for virtualisation technologies.
51	Attachme nt 10	112	Hardware Requirements	Need to provide the Android Tablet Size, because the tablet comes in various sizes.	Please refer to the below speifications for the tablet: Display Size: Between 10 to 12 inches. Resolution: At least 1920 x 1080 Processor: A mid-range to high-end processor (e.g., Qualcomm Snapdragon 7 series or higher, Apple A-series chips, Samsung Exynos 9 series or higher) RAM: At least 4GB. Storage: Minimum 32GB internal storage Operating System: Android 10 or newer, iOS 14 or newer Connectivity: Wi-Fi capability, minimum LTE/4G connectivity for remote access to dashboards without Wi-Fi Ports: USB-C for charging and data transfer.
52	7.3	16	NRW monitoring tool	Do CWASA have their own SCADA system? If they do, then need to have API to determine the NRW. Need to get the input, output, leakage data and other manual data for the calculation. If no SCADA system, then how would you provide the data - need to know current methodology to calculate the NRW. If SCADA cannot provide data for the NRW, then how to get the data as per the RFP	CWASA has its own SCADA systems for water production & distribution monitoring and control. Data integrateion could be via API or batch which needs to be developed by the vendor to fetch data from SCADA servers.
53	7.6	20	Capacity Building and Implementation Support	Who provides these resources to collect the data and enter into the database for the App and Management Dashboard. NRW tools requires lot of manual data, whereby extra labor resources would be required. Do we include these resources cost in the SOW. Furthermore if SCADA data and Meter Reading Billing data are not correct then how to obtain the corrected data.	There is no manual data to be collected. The existing data in various systems needs to be integrated for the tool.
54	Attachme nt 5	63	Eligibility criteria	Due to COVID then followed by Global Economics downturn and Bangladesh Government restrictions on Import and opening the Bank LC on IT raw materials have caused difficulties **in keeping the company profitable** in the last 2 years. Therefore requesting to ease the eligibility requirements to show the profitable 1-year instead of last 2-years	We recognize that due to COVID and economic downturn, there were significant disruptions to operations of many companies. Hence, we are modifying the eligibility criteria for profitability to allow for this disruption. Kindly refer to the amended eligibilty requirements in corrigendum 1.
55	Attachme nt 5	63	Eligibility criteria	In reference to 4 Eligibility Requirements and Attachment 5.5, while we appreciate the allowance for consortium bids, we propose an expansion of this clause to **welcome bids from a consortium comprising three distinct companies.** Each company in our consortium brings unique strengths and capabilities, enhancing our collective proposal in value and quality. We also request a relaxation of meeting all the criteria by each party to enable each consortium member to contribute their specialized expertise effectively. We believe that a collaborative approach will significantly enhance innovation, efficiency, and the overall quality of solutions proposed to CWASA.	Kindly refer to corrigendum 1 for details on amended eligibilty criteria.
56	5	9	Related Parties	Pls clarify the selection process of the Digital Partner.	Please be guided by the RFP
57	Attachme nt 6.3	81	Meter reading app	Will the admin portal be deployed in intranet or internet?	Admin portal will be deployed on both intranet and internet.
58	7.1	13	Meter reading app	For the spot billing, there will be bill generation approval, how can it be automated if the approval process is mandatory?	Bills need not be generated instantly if approval is required or other dependencies exist.
59				The RFP heavily emphasizes integration with the existing system. Can bidders receive detailed technical information about this system prior to proposal submission? How can Digital Partners gain the necessary access to the current Water Billing system to create an accurate integration design and cost estimate? If direct access to the existing system's supplier is possible, please provide their contact details.	This information will be provided to the selected bidder at the beginning of the project.
60	Attachme nt 6.3	81	Meter reading app	What are the specific geospatial data formats, standards, and conventions currently used by CWASA's Infrastructure Information Management System, and could you provide detailed documentation on the data schema, including any existing APIs for data access and the current mechanism of integration with SCADA and other operational systems? As far as we understand a GIS (Geographic Information Systems) is required to viewing, measurement, analysis, map creation and store the information in the shape file formats. However we didn't find any reference to any GIS software in the RFP like ArcGIS or QGIS; nothing has been listed in Attachment 9 of CWASA using any GIS software. Does CWASA use any kind of GIS software at present? Is GIS software part of our deliverable under this POC? This requires a clarification.	Detailed schema information will be provided to the selected bidder at the beginning of the project. GIS software is not part of POC.

#	Section	Page	Topic	Question	Response
61	Attachment 6.3	81	Meter reading app	What kind of APIs required to be developed by us? Can we at least get a clear list of additional services requirements which we need to develop for our solution on top of CWASA (like customer database access, bill generation API, etc.)? The document refers to a lot of integration but it is not clear how those integration will take place. What kind of stack is at CWASA, where APIs need to be built? Is it any available API management tool at CWASA? Do we need to connect to existing Database to fetch data for APIs? For data security and encryption mechanisms, how can we ensure this at both ends?	Detailed list of APIs to be developed will be generated as part of the solution exercise and the functional requirement outlined in the initial few weeks of the project. However the potential APIs that could be developed include Get Billing Data (Customer ID, Geographic region, MeterId etc.), Get Meter Readings (Date Range, lastbill), Get Customer Profile Data, Get Meter Location, Get Outstanding Bills etc. For data security and encryption control Bidders should specify the possibilities at their end.
62	7.4	19	Technology architecture	What would be the domain for the project? Who will manage the Firewall, Router, Anti-virus, Back-up Solution, or DNS for this particular service – CWASA or Digital Partner?	The domain is "ctg-wasa.org.bd". The bidder is expected to set-up and provide the DNS. Management of DNS is out of scope for this RFP and will be separately incorporated in a subsequent managed services contract.
63	7.4	19	Technology architecture	Will it be in a closed network environment without internet access? Will CWASA provide the ISP connectivity or do we need to onboard an ISP for Internet access?	This is closed network environment. However there is access to internet when needed. CWASA will provide the ISP connectivity.
64	7.4	19	Technology architecture	In the document, its written 2 rack servers in page 19 (Infrastructure Set-up section point 1) while it also written as "each rack" in point 2 and "server rack(s)" in point 3. Are we to keep the solution designed within 2 racks (a number of servers) or only 2 rack servers? Need clarification here. What about router, firewall, Anti-Virus, Backup Solution, etc. Who will provide those? We need to know if we have to add these items in our commercial proposal or not.	Please contain solution into 2 rack servers. No need to purchase router, it will be provided by CWASA. Bidder will need to provide the servers, the firewall and the anti-virus and propose a backup solution.
65	7.4	19	Technology architecture	As no virtualization is allowed for this build (page 19) and if we must provide an infra solution with two (2) physical rack servers, where will we host the utility and/or other monitoring services? e.g., SFTP/NTP/DNS/Syslog etc.	Bidder will need to provide solution to host utilities (SFTP, NTP, DNS, Syslog) within the 2 physical rack servers.
66	7.4	19	Technology architecture	What is the current network throughput of the existing DC's application(s)?	The current network throughput of the existing DC's applications is 100 Mbps.
67	7.4	19	Technology architecture	Can we propose a SAN storage for the system reliability and Data Security? Is only two (2) Rack Servers are required, then it will add to our costs if we propose additional SAN storage? This point needs to be clarified with details of hardware requirements so it's a fair bidding process.	No, SAN storage is not required
68	7.4	19	Technology architecture	Will we have link aggregation Switch to get traffic from Water meters? E.g MPLS/VPN?	There is no direct link requirement to water meters.
69	7.4	19	Technology architecture	Should we also plan anything for data backup? If so, what would be the data retention policy?	Bidders should set-up backup process. Bidders are allowed to suggest cloud options only for back-up. Image data is to be retained for 6 months and transactional data for 24 months on production servers. All data backup to be retained for a period of 5 years.
70	8.1	25	Bidding and contractual process	In reference to 8.1 Bidding and contractual process, we respectfully request an extension of the tender **submission deadline by one month**. The tender's timing, coinciding with the Eid holidays, poses a significant challenge, as many of our key resources will be unavailable during this period. This extension is crucial to ensure that we can mobilize our full capabilities upon return, enabling us to compile a comprehensive and thoughtful proposal that meets the intricate demands of the project and demonstrates our dedication to excellence.	Submission dates have been updated to 29th April 2024. Kindly refer to corrigendum 2 for details on the updated timelines.
71	8.1	25	Bidding and contractual process	Given the significance of the RFP and our commitment to delivering a comprehensive query, we find the current deadline of April 15th, as per section 8.1 of the bidding and contractual process, does not provide sufficient time for a meticulous review and preparation of queries. Therefore, we, respectfully, **also request an extension for the query submission deadline. An additional two weeks time allowance** will ensure that all interested parties can fully comprehend the RFP and contribute valuable insights for the betterment of the project.	We extended question submissions to 16th April 2024 (communicated during the pre-bid clarification session). Unfortuantely, no further extensions can be offered at this time.
72	8.1	25	Bidding and contractual process	In reference to 8.1 Bidding and contractual process, given the proximity of the scheduled **pre-bid meeting to the post Eid holidays, we propose delaying this meeting by one week.** This adjustment will ensure maximum participation, allowing all interested parties sufficient time to return to their regular schedules post-holiday and prepare adequately for this crucial engagement.	Please be guided by the RFP requirement
73	8.1	25	Bidding and contractual process	Please clarify the specific requirements for shortlisted bidder presentations. Is a live demonstration of sample apps or dashboards mandatory within the presentation? If live demonstrations are required, would it be possible to extend the submission deadline? This would allow sufficient time for demonstration preparation alongside the proposal.	Kindly refer to section 9.2 for presentation details. Demonstration of samples or images is not a mandatoy requirement. It is up to bidder discretion. Timeline for presentation has been updated to 30th April 2024. Kindly refer to corrigendum 1 for updated timelines.

74	9.2	46	Technical evaluation	As per this section, it seems all proposal contents to be made are of descriptive format, but "Pitch Deck" has been mentioned multiple times. In Attachment 1 where the proposal submission has been detailed but there is no mention of the pitch deck there. Shall we create proposal document in "descriptive format" while maintain a separate presentation file with less information as a "Pitch Deck", whose details have been mentioned in 9.2? In section 10 Evaluation Criteria, much of the selection process is revolving around the pitch deck rather than the proposal submission. A pitch deck in the format of presentation might not be sufficient for presenting our full technical solution in details. We need clarity on this matter.	Please be guided by the RFP Attachment 1 for proposal submission formats. The technical evaluation will be based on the submission, the presentation as well as the interaction with the bidder during the presentation.
75	7.4	19	Technology architecture	Can we use other DB servers (NoSQL like Mongo DB, for analytics, GIS) apart from MS SQL server? If so, who will purchase the license of the MS SQL Server – one time and annual support? Will DB needs to be have High Availability, then we need to implement HA for MS SQL Server? It will further add to the costs.	Please be guided by the RFP for the DB server requirements and other components. MS SQL Server is to be used for RDBMS data. NoSQL Database can be recommended with appropriate training and capability build incorporated to ensure the ICT is prepared for use All licenses are to be procured by bidder. All licenses need to be perpetual. Bidder will need to design a redundancy solution based on the constraints and NFR as stated in the RFP
76	10.4	113	Security requirements	We need a clarity on Network Security section in page 114. Do we need to consider purchasing all of these within our proposed solution or CWASA is going to provide to us as part of their infra? Do we need to protect our proposed infrastructure's platform dedicatedly apart from hosting DC's security infrastructure? To include these into our solution will increase the price which might be beyond budget for this PoC project. Similarly we need clarity on Platform Security, Data Security and Server Security mentioned in page 114.	Bidder is required to purchase and set-up 2 Rack Servers, 1 Firewall and 10 kVA Online UPS. The new infrastructure can leverage existing CWASA set-up. Bidder to provide the security requirements to secure platform and Data within reasonable level balancing potential threat and budget to implement. This is also applicable for platform security and data security.
77	11.2	32	Payment Terms Penalty	Compared to other JICA procurement projects, a 4% weekly penalty for delays seems excessive. We propose a more reasonable 0.5% weekly penalty on the delayed portion, with a maximum accumulation of 10%.	Kindly refer to the amended Penalty terms in corrigendum 1.
78	Attachment 5	63	Eligibility criteria	Detailed Eligibility criteria 1 and 2 Financial Stability Metrics If a consortium is formed, please confirm that the fulfillment of contractual requirements can be met by ANY individual member of the consortium, rather than requiring all members to jointly meet every requirement.	It is important that each consortium member proves their financial stability individually. However, we understand that due to COVID, there were significant disruptions to operations of many companies. Hence, we are modifying the eligibility criteria for profitability to allow for this disruption. Kindly refer to the amended eligibilty requirements in corrigendum 1.
79	Attachment 5	63	Eligibility criteria	Detailed Eligibility criteria 3 and 4 Experience and Track Record Metrics Please allow for flexibility in a consortium setting, such that any individual member can independently fulfill the stated requirements.	Please be guided by the RFP
80	6.4	83	Meter reading app	Do we need to plan an Active Directory/LDAP like solution for user privileged access management? As its mentioned in the RFP that there should be ability to ensure compliance with data protection and privacy laws, employing encryption, maintaining audit logs, and implementing strict access controls. Pls clarify this point.	User Privileged Access management need to store all user authentication details and allow role based access and administrative access to manage. Active Directory & LDAP are valid solution options to implement. Note: The specific solution to implement is up to the bidder's discretion.
81	10.4	113	Security requirements	Should we plan any SIEM? Can we propose Opensource software?	Please be guided by the RFP. Kindly limit to the Bill of Materials requested in the RFP and do not build any optional tools in to the bid. Bidder can propose Open Source software, however, adequate support must be available for such software locally in Bangladesh.
82	8.3	106	NRW monitoring tool	For data analytics services, there is no segregation of hardware which is required for data model learning and training. Should we propose additional hardware for this?	Solution should be contained to the 2 rack servers
83	10.4	113	Security requirements	What type(s) of existing Firewall - L4/L7? Do we need to purchase own Firewall for this solution? Refer to Network Security section in page 114.	Existing firewall is Windows Firewall Only (L7 Application Layer). Yes, bidders to purchase firewall solution. Kindly refer to the corrigendum 1 for details.
84	10.4	113	Security requirements	What type(s) of existing WAF/LB, Anti-DDoS, DLP, Anti-APT, EDR, etc.? Do we need to purchase these solutions within our proposed solution? Refer to Network Security section in page 114.	Currently WAF/LB, Anti-DDoS is provided by the ISP. Bidders to purchase firewall solution. Kindly refer to the corrigendum 1. Bidder does not need to purchase any other network security solutions.
85			General	Can we get the data for the NRW portal through API, if so, what procedure should we connect with that API, and what will be its response, is it possible to share the details?	Kindly refer to RFP for system integrations required for NRW tool. Detailed API schema information will be provided to selected bidder at the beginning of the project.
86			General	Do we need any kind of automation in Testing or Integration? Please describe the minimum level required if the answer is yes.	Not a requirement. Bidders can provide additional optional features as per their discretion.
87			General	Is there any restriction to use 3rd party open source library for development?	No, as long as it is compatible with Window Server 2022 & SQL Server Software 2022.
88			General	How the change request will be managed during development after the solidification of requirement and timeline is finalized. Because if it comes after the release, that won't harm the release date. But it will affect the timeline if we change the requirements during development.	Any change requests that may arise will be addressed through a mutually agreed process. The change requests will be priced using the rate card provided in the RFP response.

#	Ref	Pg	Category	Question	Answer
89	Attachme nt 6.3	81	Meter reading app	Can we think alternate approach of whitelisted app management? Rather than preventing installation of non-whitelist app and uninstallation of white listed applications, can we send & show the information of non-permitted activity in management dashboard and inside app like XX, YY apps are installed in the device which are not white listed MM,ZZ apps are recently uninstalled which are whited listed.	The purpose of the Mobile Device Management (MDM Tools) requirement is so CWASA is able to administer the device and the apps, track the usage and remotely wipe device if lost. Bidders may propose any viable solution to meet the above requirements.
90	Attachme nt 6.3	81	Meter reading app	manage software updates. do we need to handle it or we can rely on OS as OS handles the update automatically? About device health status monitoring, what information you would like to see, can you give some details?	Bidder to set-up solution with latest software. Patching and OS Maintenance is out of scope for this RFP and will be separately incorporated in a subsequent managed services contract. Bidders to provide details on device health status monitoring based on best practices and experience.
91	Attachme nt 7.3	85	Management Dashboard	SSO need to integrate for authentication in Management Dashboard. Our assumption is - you already have a SSO service. Need to integrate that into management dashboard application. Is our understanding correct?	To ensure we avoid confusion of the abbreviation of "SSO", the response below will use the expanded terms of "Same Sign-On" and Single Sign-on". The 3 initiatives require a "Same sign-on" authentication and authorization method as a minimum. However it is optional if the bidder selects to leverage a "Single Sign On" solution. CWASA currently does not have any "Single Sign On" functionality or a "Same-Sign-on" functionality.
92	Attachme nt 7.3	85	Management Dashboard	Need to integrate biometric authentication in Management Dashboard Web Application. Is our understanding correct?	Yes - the biometric requirement is via the tablet device only.
93	Attachme nt 6.3	73	Meter Reading app	It would be great if you please provide Whatsapp notification usecase details	Whatsapp notification shall be used to send OTP to CWASA officials for login/ registration.
94	7.4	19	Technology architecture	Having hardware sizing for estimation would be greatly beneficial for us.Eg: CPU core, RAM , Disk (if RAID applicable)	Below are estimation for server specifications Server 1 CPU: 16 Core Memory: 128 GB RAM Storage: 4TB (usable space) RAID: 1+0 Server 2 CPU: 16 Core Memory: 128 GB RAM Storage: 6TB (usable space) RAID: 1+0 UPS: 10 kVA 2 hour online backup
95	7.4	19	Technology architecture	Should we consider external storage devices like for backup solution Dell EMC,NetApp or is it feasible to utilize existing CWASA backup solution?	No - Leveraging the existing back-up solution is sufficient for this RFP.
96	7.4	19	Technology architecture	Should we consider a microservice-based solution architecture, which is known for its scalability, reliability, and performance?	Microservices based solution is valid architecture for the solution.
97	7.4	19	Technology architecture	Do you have any prefer to RASP tool ?	No preference in the RASP tool.
98	7.4	19	Technology architecture	A contract agreement needs to be established with the hardware and software supplier with CWASA or the supplier to DP. If DP is the designated party, upfront payment for hardware and software costs will be required. What are the considerations in this scenario? e.g : Who is the responsible issue PO to supplier.	CWASA will own all hardware and software contracts – the hardware and software will need to be purchased by the Bidder on behalf of CWASA. Kindly refer to corrigendum 1 for details on the updated payment terms.
99			General	Will bidder be allowed to rearrange or realign the detail roadmap keeping the overall roadmap as defined in the RfP?	The changes on detail roadmap can be discussed and assessed during the initial design and planning sessions and regular sprint sessions, keeping the overall timeline intact.
100			General	Will it be allowed to recommend any counter proposal regarding any features e.g. Device Management?	Counter proposals are not allowed for this RFP. Please be guided by the RFP. Bidders may propose any viable solution to meet the requirements.
101			General	We understood that we may need to integrate with several CWASA system like billing etc. We are assuming that any modification in those systems e.g. creating new API or modifying any existing API for the integration with this new system will be out of the scope of this proposal. Please confirm our understanding	Modifications to existing systems is out of scope of this RFP. If at all needed, it will be handled via Change Request (CR) process.
102			General	As there are 4 major stakeholders involved in this project a) JICA b) CWASA c) BCG d) Software vendor/bidder. We would like to know what will be the requirement clarification, confirmation process e.g., to whom the software vendor will request for it	Please be guided by the RFP section 11.3.
103			General	Will we get access to other bidders Q&A?	Yes, every bidder will be able to see the answers to all questions submitted by all participants.
104	7.4	19	Technology architecture	Do you have SFTP server for file storage? Should we consider preparing a SFTP server in our scope?	SFTP is a requirement as per the RFP.
105	7.4	19	Technology architecture	Do you have any data marts(subset of a data warehouse)? Should we consider preparing a data marts in our scope?	There is no data warehouse for CWASA. The Bidder will not need to develop any datamarts however the 3 solutions will need back end databases
106	7.1	11	Meter Reading App	The UI/UX wireframe and design of the MR App are in our scope like the Management dashboard & NRW tool. Is our understanding correct?	Yes, Wireframe and design of all three quickwins is part of scope.
107			Attachment 1 Form 1.6	Need clarification on PAN number	Companies based out of Bangladesh need to provide their BIN number. Companies based out of other geographies need to provide any other unique identification number for financial transactions.
108	7.4	19	Technology architecture	Is it possible to reduce the in-built storage specifications for Handheld printers embedded with phone from 64 GB to 32 GB	Yes, Kindly refer to corrigendum 1 for details on amended specifications.
109			General	We are assuming that the feature spec can be requested through Q&A following Q&A process e.g. Data Accuracy and Validation rules or location verification	Please be guided by RFP. Further details will be shared with the selected bidder