

Directorate of National Consumers' Right Protection

Ministry of Commerce

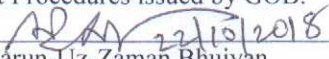
1 Karwan Bazar (TCB building-7th Floor), Dhaka-1215

Phone / Fax: 8802-8189425, 8802-8189426, 01777-753668

E-mail: dg@dncrp.gov.bd**Request for Expression of Interest (EOI)
for****Selection of IT Firm for Software Development of Consumer Complaint Management System for
Directorate of National Consumers' Right Protection**

1.	Ministry/Division	Ministry of Commerce
2.	Agency	Directorate of National Consumers' Right Protection(DNCRP)
3.	Procuring Entity Name	Directorate of National Consumers' Right Protection(DNCRP)
4.	Expression of interest for	Selection of IT Firm for Requirement Collection, analysis, design, development, Implementation of Consumer Complaint Management System for Directorate of National Consumers' Right Protection(DNCRP) with after Implementation Support and Maintenance for Directorate of National Consumers' Right Protection.
5.	Ref. No. with Date	26.04.0000.112.31.155.18, 22/10/2018
6.	Procurement Method	Quality & Cost Based Selection (QCBS)
7.	Source of Fund	SIF of a2i
8.	EOI Publication Date	October 23, 2018
9.	Last Date & Time of submission of EOI	November 07, 2018 – 12.00 PM
10.	Brief description of Assignment	<p>Directorate of National Consumers' Right Protection (DNCRP) is the Govt Organization under the Ministry of Commerce. DNCRP is responsible for hearing and addressing consumer complaints over goods and services. It is headquartered in Dhaka with local offices in divisions and districts level.</p> <p>The Directorate of National Consumers' Right Protection was established in 2009 under the Consumer Rights Protection Act, 2009. Consumers can file complaint against businesses with the Directorate of National Consumers' Right Protection. The directorate after an investigation can fix the businesses are wrong in delivering services, goods etc. DNCRP now want to develop such a Consumer Complaint Management System so that DNCRP get every single Complaint through online.</p> <p>Consumer Complaint Management System will be a web-based management system along with a data driven application with a flexible and user friendly mobile app for its end users. This system will be designed to empower consumers by providing an online tool/mobile app for them to raise-complaint to the respective authorities which would otherwise have to be performed manually. It will also share necessary information with end consumers by its strong information portal.</p>
11.	Experiences, Resources & Delivery Capacity Required	<p>The minimum qualifications for bidders are:</p> <ol style="list-style-type: none">1. Minimum 8 years' experience in ICT business as a registered company with RJSC.2. Having experience of at least 1 (one) contract of large scale web based/online Software development, implementation, training and maintenance with minimum contract value of BDT 30 (Thirty) Lac under a single contract within last 5 (Five) years in Government/ Autonomous body in Bangladesh and Work Completion certificate must need to submit.3. Having experience of providing SMS gateway integration.4. CMMI Level- 3 certification and ISO 9001: 2008 quality Certification will be preferred.

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		<p>5. Must submit up to date trade license, Incorporation Certificate, current bank solvency certificate, TIN certificate, latest Tax Clearance Certificate, VAT certificate, Audit report with turnover for last three years, copy right certificate, BASIS membership certificate.</p> <p>6. Needs to have full time experienced human resource in business analysis, system analysis and design, software development (Web and Mobile), database management, project management.</p> <p>7. Management capacity (brochures and other documents describing similar assignments, experience, availability of appropriate professional staff and experience among applicant's staff, resources to carry out the assignment).</p> <p>8. Multiple Companies having technical and legal competency for developing such product can bid jointly but they must have legal agreement among them where one company needs to be master. Master company needs to fulfill all conditions mentioned in this ToR. Joint-venture agreement needs to have clear identification about each responsibility matrix along with IPR. They must follow PPR.</p>
12.	Last date, time and place of submission of the EOI	Expression of Interest shall be submitted by 12:00 noon on 07-11-2018 in sealed envelope to Director (Operation & Laboratory), Directorate of National Consumers' Right Protection(DNCRP), 1 Karwan Bazar (TCB building-7 th Floor), Dhaka-1215 and be clearly marked " Expression of Interest (EOI) for Selection of IT Firm for Software Development of Consumer Complaint Management System ".
13.	Name of Official Inviting EOI	Md. Harun-Uz-Zaman Bhuiyan
14.	Designation of Official Inviting EOI	Joint Secretary and Director (O&L) and Project Director
15.	Address of Official Inviting EOI	Directorate of National Consumers' Right Protection, 1 Karwan Bazar (TCB building-7 th Floor), Dhaka-1215.
16.	The procuring entity reserves the right to accept or reject any or all EOIs without assigning any reason. Consulting firm will be selected in accordance with the PPR 2008 and The Public Procurement Procedures issued by GOB.	
<div style="text-align: right;"> Md. Harun-Uz-Zaman Bhuiyan Joint Secretary and Director (O&L) and Project Director dir-operation@dnrcp.gov.bd +88028189044</div>		

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