



Government of the People's Republic of Bangladesh
Local Government Engineering Department
Agargaon, Sher-E-Bangla Nagar
Dhaka-1207.
www.lged.gov.bd



শেখ হাসিনার মূলনীতি
গ্রাম শহরের উন্নতি

Memo No: 46.02.0000.611.011.23.190

Date: 09/11/2023

Request for Expressions of Interest (Eoi)
for
Operation & Maintenance of LAN, Webmail, Internet, Hardware, Software and Multimedia Support Services
at LGED HQ

1. The ICT Unit of Local Government Engineering Department (LGED) has been allocated with Public funds and intends to apply part of the proceeds of this fund to payments under the Contract for the services of "Operation & Maintenance of LAN, Webmail, Internet, Hardware, Software and Multimedia Support Services at LGED HQ".
2. The Firm/Company will be engaged to provide support services related to Network, Hardware, Software and Multimedia issues at LGED HQ.

The objectives of the service shall be but not limited to as follows:

- i. Keep the LAN and Internet system 24/7 hours' uptime and ensure system security, data back-up, and develop and implement disaster recovery plan as required to consider the data and resources involved in the whole MIS.
 - ii. Provide support for the networking activities, hardware and software installation to LGED officials, establish end user e-ticketing system and keep monitoring & upgrade the system.
 - iii. Prepare as-found documentation of network & server resources; suggest and implement necessary changes, and upgrade and make schedule of regular inspection and maintenance.
 - iv. Provide support for virtual meeting preparation, graphics design, capturing photos and any other official support as and when required.
3. The service shall be completed over approximately six (6) months as per the tentative Work Program, which is expected to commence in January 2024.
 4. Local Government Engineering Department (LGED) now invites eligible firms to indicate their interest in providing the services. Interested firms must provide information indicating that they are qualified to perform the services.

The EOIs would be reviewed on the basis of the following:

- a. Age of the firm (Year of the establishment).
 - b. Legal establishment of the firm (TIN, VAT registration, trade license, etc.)
 - c. Availability of key professionals to carry out the assignment (mention academic qualification & length of experience).
 - d. Organizational capacity of the firm.
 - e. Financial capacity of the firm (Turnover of last 3 years)
 - f. Experience of the firm in similar task/assignments in last three years (example of past experience of similar nature and complexity including cost, duration and number of tickets solved of the assignments)
 - g. Experience of the firm in other works in last three years (example of past experience including cost and duration)
5. Consultants may associate with other firms to enhance their qualifications, and, if association, should mention whether the association is in the form of "joint venture" or "sub-consultancy". It is preferable to limit the total number of firms in an association including the Lead Firm to 3 (three).



6. **A consulting firm will be selected in accordance with the Quality & Cost Based Selection (QCBS) procedures as set out in Standard documents according to PPR-2008. Interested firms may obtain further information at the address below during office hours. A shortlist of firms will be prepared, from the expressions of interest, for requesting proposals for this assignment.**
7. Expressions of Interest must be delivered to the address below in sealed envelope on or before **26th November 2023** during office hours. Submission through e-mail will also be accepted provided:
 - (i) it is delivered by the deadlines, and
 - (ii) Appropriate reference is made in the subject line of the e-mail, such as "Expression of Interest for Operation & Maintenance of LAN, Webmail, Internet, Hardware, Software and Multimedia Support Services at LGED HQ."
8. The procuring entity reserves the right to accept or reject any or all EOIs without assigning any reason whatsoever.

(Md. Abdul Hakim)

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CC:

1. Chief Engineer, LGED, Dhaka-1207.
2. Additional Chief Engineer, -----LGED HQ, Dhaka-1207.
3. Superintending Engineer,----- LGED HQ, Dhaka-1207.