

Government of the People's Republic of Bangladesh
Ministry of Planning
Implementation Monitoring & Evaluation Division
Central Procurement Technical Unit
Sher-e-Bangla Nagar, Dhaka-1207
Tel: 9144252-3, Fax: 9180968, E-mail: info@cptu.gov.bd, Website: www.cptu.gov.bd


Request for Expressions of Interest for Application Administrator (Individual Consultant)
[Contract Package # S 92(AF2)c]

Ref. No: 21.361.014.10.00.721.2016-1020

Date: 13/06/2016

The Government of the People's Republic of Bangladesh has received financing from the World Bank [IDA Credit No. 5242-BD] toward the cost of the implementation of procurement reform through Public Procurement Reform Project II [PPRP II] [3rd Revised], and it intends to apply part of the proceeds for the provision of consultancy services for the project by hiring 1 (one) Application Administrator (Individual Consultant).

02. The key responsibilities of the Consultant would include, but not limited to, the following:
- Manage the e-GP application in development, staging and production environment.
 - Assess e-GP Application's new requirement.
 - Continuous update the application with the security requirements and analyze, design, product planning, development and deployment in line with procurement regulatory framework.
 - Implement and follow change management process for making application changes within structured process.
 - Maintain application performance by applying application/ web server's best practice performance tuning configuration, implementing new releases, applying required patches, completing maintenance requirement and evaluating of computer/ server operating system and hardware products. Submit SLA reports on application's uptime objective every month. Periodic load, performance and stress tests are required to be conducted.
03. Qualification and Experience:
Application Administrator must be a graduate in Computer Science/ Computer Engineering/ Information Technology or equivalent.
Application Administrator should have cutting-edge skill and high level professional knowledge with at least 3 years of proven work experience in design and coding of Application, Installation and maintenance of Application and web server.
Specific skills and Experience:
- Proven experience on multi-tier web application architecture using Object Oriented development principles in Java/ Java EE, JSP, Ajax, Servlets, NetBean, SQL Server.
 - Certified OCJP (Oracle certified Java Professional).
 - Hands on experience in installation, configuration, performance tuning of JBOSS application server by applying best practice.
 - Previous experience on developing web services under JAVA platform including XML, XSLT, XSL and interfacing with third party application.
 - Experience using software testing tools and vulnerability assessment tools is an added advantage.
04. Detailed Terms of Reference (TOR) will be available upon request from the address provided below either through email or in person.
05. The Central Procurement Technical Unit (CPTU) now invites eligible Applicants to indicate their interest in providing the services. Applicants are invited to provide information indicating their competence to perform the services (detailed CV with Expected remuneration).
06. The consultants will be selected using the process of individual consultant selection as per the current World Bank's Consultants Guidelines. It is expected that services will be commenced on July 2016 at Dhaka, Bangladesh and will be continued for twelve (12) staff months up to June 2017.
07. Expressions of Interest shall be submitted by 30 June 2016 during office hours either in sealed envelope or through email sent to Director General, CPTU and be clearly marked "Expressions of Interest for Application Administrator (Individual Consultant), as the case may be.
08. The procuring entity reserves the right to reject all EOIs.


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Request for Expressions of Interest for Call Center Manager (Individual Consultant)
[Contract Package # S 92(AF2)d]

Ref. No: 21.361.014.10.00.721.2016-1021

Date: 13/06/2016

The Government of the People's Republic of Bangladesh has received financing from the World Bank [IDA Credit No. 5242-BD] toward the cost of the implementation of procurement reform through Public Procurement Reform Project II [PPRP II] [3rd Revised], and it intends to apply part of the proceeds for the provision of consultancy services for the project by hiring 1 (one) Call Center Manager (Individual Consultant).

02. The key responsibilities of the Consultant would include, but not limited to, the following:
- Will supervise all the pending tickets and issues and expedite for proper resolution of the issues.
 - Develop and implement standard processes, protocols and technology solutions at the call center to ensure a consistent user experience and improve the performance and efficiency of e-GP help desk;
 - Prepare call center performance reports by collecting, analyzing, and summarizing data and trends;
 - Coordinate the monitoring of system generated alerts and inform appropriate person to take necessary action as per the direction of CPTU;
 - Ensure the regular backup of help desk management system and keep the system align with the disaster recovery plan of CPTU;
03. Qualification and Experience:
- Call center manager must be a MSc/BSc in Computer Science/ Computer Engineering/ Information Technology or equivalent;
 - Minimum 3 years of working experience in related field;
 - Proven experience of managing technical team will be an added advantage;
 - Adequate knowledge in Customer Relationship Management (CRM) technologies and associated best software practices;
 - Experience in implementing ISO20000 controls would be an added advantage. However, the candidate should have a good understanding of the controls defined in ISO 20000;
 - Preference will be given to candidates having ITIL V3 or equivalent professional certifications;
 - Must have clear understanding on various security features (i.e. Social engineering etc.);
04. Detailed Terms of Reference (TOR) will be available upon request from the address provided below either through email or in person.
05. The Central Procurement Technical Unit (CPTU) now invites eligible Applicants to indicate their interest in providing the services. Applicants are invited to provide information indicating their competence to perform the services (detailed CV with Expected remuneration).
06. The consultants will be selected using the process of individual consultant selection as per the current World Bank's Consultants Guidelines. It is expected that services will be commenced on July 2016 at Dhaka, Bangladesh and will be continued for twelve (12) staff months up to June 2017.
07. Expressions of Interest shall be submitted by 30 June 2016 during office hours either in sealed envelope or through email sent to Director General, CPTU and be clearly marked "Expressions of Interest for Call Center Manager (CCM), as the case may be.
08. The procuring entity reserves the right to reject all EOIs.


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Request for Expressions of Interest for Database Administrator (Individual Consultant)
[Contract Package # S 92(AF2)a]

Ref. No: 21.361.014.10.00.721.2016-1018

Date: 13/06/2016

The Government of the People's Republic of Bangladesh has received financing from the World Bank [IDA Credit No. 5242-BD] toward the cost of the implementation of procurement reform through Public Procurement Reform Project II [PPRP II] [3rd Revised], and it intends to apply part of the proceeds for the provision of consultancy services for the project by hiring 1 (one) Database Administrator (Individual Consultant).

02. The key responsibilities of the Consultant would include, but not limited to, the following:
- Manage the overall Database (Main Data Center and Mirror site) Configuration, un-interrupted performance of database architecture including read, write and retrieve functionalities. Providing operational database Management services to CPTU.
 - Maintain RPO (Recovery Point Objective), RTO (Recovery Time objective) parameter and System's availability with redundancy that requires understanding of SAN Storage with data replication between DC & DR, OS Clustering with DB failover clustering, Log Shipping, DB backup and restore.
 - Reviewing service related reports (e.g: database backups, maintenance, monitoring) on a daily basis to ensure service related issues are identified and resolved within established SLAs of M&O of firm.
 - Maintain database performance by regulating performance tuning of required parameters, implementing new releases, applying required patches, completing maintenance requirement and evaluating of computer/ server operating system.
 - Database migration, installation, configuration, trouble shoot of SQL Server of different versions as required.
 - Writing database documentation, including data standards, procedures and definitions for the data dictionary (meta data).
03. Qualification and Experience: The consultant will have
Database Administrator must be a graduate in Computer Science/ Computer Engineering/ Information Technology or equivalent, must have MCSA (Microsoft Certified Solution Associate): SQL Server; MCSE (Microsoft Certified Solution Expert): Data platform will be added advantage.
Specific skills and Experience:
- Proven experience in designing and managing large database at back-end in Microsoft SQL Server and web applications in java at front-end. Knowledge on XML, web services, database security, and access control is essential;
 - Experience in Performance Tuning, Query Optimization, using Performance Monitor, SQL Profiler and other related monitoring and troubleshooting tools;
 - Strong knowledge of backups, restores, recovery models, database shrink operations, DBCC commands, Clustering, Database mirroring, Replication;
 - Hands on experience in installation, configuring, performance optimization, writing SQL, using profiler traces/ other tools to find most frequently run queries and optimizing the queries. Must have expertise in DDL, DML, DCL, script writing, handling database objects like tables, views, stored procedures, functions, triggers etc. are essential;
 - Excellent oral and written communication skills.
04. Detailed Terms of Reference (TOR) will be available upon request from the address provided below either through email or in person.
05. The Central Procurement Technical Unit (CPTU) now invites eligible Applicants to indicate their interest in providing the services. Applicants are invited to provide information indicating their competence to perform the services (detailed CV with Expected remuneration).
06. The consultants will be selected using the process of individual consultant selection as per the current World Bank's Consultants Guidelines. It is expected that services will be commenced on July 2016 at Dhaka, Bangladesh and will be continued for twelve (12) staff months up to June 2017.
07. Expressions of Interest shall be submitted by 30 June 2016 during office hours either in sealed envelope or through email sent to Director General, CPTU and be clearly marked "Expressions of Interest for Database Administrator (Individual Consultant), as the case may be.
08. The procuring entity reserves the right to reject all EOIs.


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Request for Expressions of Interest for System Administrator (Individual Consultant)
[Contract Package # S 92(AF2)b]

Ref. No: 21.361.014.10.00.721.2016-1019

Date: 13/06/2016

The Government of the People's Republic of Bangladesh has received financing from the World Bank [IDA Credit No. 5242-BD] toward the cost of the implementation of procurement reform through Public Procurement Reform Project II [PPRP II] [3rd Revised], and it intends to apply part of the proceeds for the provision of consultancy services for the project by hiring 1 (one) System Administrator (Individual Consultant).

02. The key responsibilities of the Consultant would include, but not limited to, the following:
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations of e-GP system
 - Plan, coordinate, and implement network security measures in order to protect data, software, and hardware.
 - Monitor and administer the Network Operation Center (NOC) of CPTU (Both Data Center and Mirror site);
 - Patch management of all critical resources;
 - Ensure regular backup of system configurations, CCTV recording, various logs generated by different systems (access control log, firewall, IPS, mail server etc.) and periodically check the integrity of the backup;
03. Qualification and Experience:
- Minimum B.Sc /Hons degree in Computer Science/IT/ICT;
 - Proven experience of minimum 5 years in system administration at large enterprise environment/Datacenter;
 - Must be experienced in working with switches, router, firewall, IPS, blade servers, SAN storages, Active Directory Services / Exchange and web proxy server. Experience with SCCM, SCEP, Skype for business will be an added advantage.
 - Experience in implementing ISO27001 controls would be an added advantage. However, the candidate should have a good understanding of the controls defined in ISO27001; Knowledge on server/OS/network equipment and application hardening is preferable;
 - Must have MCSE Server Infrastructure certification. CCNA, CDCP or equivalent professional certifications will be given preference;
 - Ability to work independently, good interpersonal skills and good team player;
 - Excellent oral and written communication skills.
04. Detailed Terms of Reference (TOR) will be available upon request from the address provided below either through email or in person.
05. The Central Procurement Technical Unit (CPTU) now invites eligible Applicants to indicate their interest in providing the services. Applicants are invited to provide information indicating their competence to perform the services (detailed CV with Expected remuneration).
06. The consultants will be selected using the process of individual consultant selection as per the current World Bank's Consultants Guidelines. It is expected that services will be commenced on July 2016 at Dhaka, Bangladesh and will be continued for twelve (12) staff months up to June 2017.
07. Expressions of Interest shall be submitted by 30 June 2016 during office hours either in sealed envelope or through email sent to Director General, CPTU and be clearly marked "Expressions of Interest for System Administrator (Individual Consultant), as the case may be.
08. The procuring entity reserves the right to reject all EOIs.


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