

**REQUEST FOR EXPRESSIONS OF INTEREST  
CONSULTING SERVICES – Individual Consultant Selection (Open; National)**

**COUNTRY:** Bangladesh

**NAME OF PROJECT:** Bangabandhu Sheikh Mujib Shilpa Nagar (BSMSN) Development Project under  
Bangladesh Private Investment & Digital Entrepreneurship Project (P170688)

**Credit No:** IDA-6676 BD

**Assignment Title:** Selection of IT Consultant (1 no.)

**Reference No.:** IC-21-BSMSN-BEZA

The Government of the People's Republic of Bangladesh has received financing from the World Bank toward the cost of the Bangabandhu Sheikh Mujib Shilpa Nagar (BSMSN) Development Project under Bangladesh Private Investment & Digital Entrepreneurship Project (P170688), and intends to apply part of the proceeds for consulting services.

**The Responsibilities/ Accountabilities of IT Consultant includes, but not limited to, the following:**

- Provide installation and maintenance of all computer equipment classified as:
  - (a) Standalone personal computers;
  - (b) Workstations connected to a LAN/UNIX /WIN NT/Windows 10/Windows 7, Servers;
  - (c) All computer peripherals, printers, UPS's, hubs, modems and any other hardware machinery directly involved in the network configuration;
- Testing and installation of "Windows" software on servers and all new computers. Also assist in delivery of in-house computer training and report to direct supervisor the condition of the equipment received together with a verification of the inventory report including progress;
- Monitoring the performance of the whole network and to troubleshoot all areas including cables, and other media linked to the network configuration;
- Bridging the gap between information users and programmers by facilitating requirements for local and wide area networking communication links between the parties;
- Creation active directory accounts, users, maintain and provide group and security policies;
- Day to day maintenance of server room and IT infrastructure;
- Update website with contents;
- Provide ad-hoc user end troubleshooting support.

**Deliverables:**

The key deliverables of the ITC will be:

Design Maintain and Troubleshoot BEZA's IT infrastructure including project office:

- Design, manage and maintain LAN, WAN, Wi-Fi solutions;
- Configure, patch, update routers, cisco switches, aps and wireless controller;
- Configure, patch and update UTM solutions;
- Design and maintain Active Directory;
- Install, Setup and Maintain Servers (Windows/Unix);
- Install setup and maintain virtualization solution;
- Provide installation and maintenance of all computer equipment;
- Manage and maintain High Availability and failover solutions in internet connectivity, WiFi controller, UTM etc.

**Ensure Cyber Security:**

- Regular update of UTM;
- Ensure proper up gradation of OS (Windows/Server/ Unix) through WDS or direct deployment;
- Ensure proper up gradation of antivirus;
- Formulate Access Control List, Firewall Rule, Sand boxing;
- Monitor and mitigate security threats.

**Provide and maintain security solution:**

- Design, maintain and troubleshoot access control solution;
- Design, maintain and troubleshoot IP CCTV solution;
- Develop concept and coronate with different vendors on security solutions.

**Website and hosted solutions Maintenance and update:**

- Maintain BEZA's website;
- Update website as per content provided by the authority;
- Deploy, manage and maintain active-active webserver to ensure HA;
- Maintain, update and design other hosed intranet and internet-based solutions;
- Deploy, manage maintain exchange server.

**Design and manage One Stop Service (OSS):**

- Work as system architect on development one stop service solution;
- Coordinate with other relevant ministries on integration between their online service solution and OSS;
- Digitization of services by designing forms, optimizing process flow;
- Coordinate with other agencies and development partner on OSS deployment;
- Train OSS users and administration;
- Troubleshoot OSS technical issue;
- Work closely in ToR development for Final OSS software deployment;
- Mange OSS system (Server, SAN and other infrastructure).

**Provide IT support:**

- Prepare specification / ToR for different IT related procurement;
- Provide ad-hoc user end troubleshooting support;



- Design and provide IT related training.

**Qualification and Experience:****Academic:**

BSc (Hon's) in Computer Science or equivalent degree.

**Experience:**

- Minimum of 10 years of professional working experience in maintenance and designing of computer networks including OSS and other IT related management servers.
- Any certification in Microsoft or Cisco will be added advantage. Need good communication and coordination skills.

**Place of work:**

Duty Station: Head office located at BEZA Office located at Dhaka; however, the consultant needs to do field visits in Bangabandhu Sheikh Mujib Shilpa Nagar.

**Duration of employment:**

For the entire project period- September, 2021 to August, 2023 and extended every year based on satisfactory performance. (Indicative)

**Commencement of the Service:** 1 September 2021 (Indicative)

The detailed Terms of Reference (TOR) for the assignment can be found in the website: [www.beza.gov.bd](http://www.beza.gov.bd)

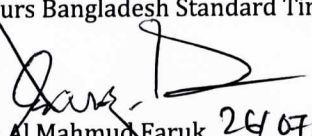
The Bangabandhu Sheikh Mujib Shilpa Nagar (BSMSN) Development Project under Bangladesh Private Investment & Digital Entrepreneurship Project (P170688) now invites eligible "Consultants" to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The shortlisting criteria are: educational qualification, experience (general & specific) and knowledge in relevant activity, hands on expansion in the activity.

The attention of interested Consultants is drawn to the World Bank's "Procurement Regulations for IPF Borrowers" July 2016, Revised November 2020 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.

A Consultant will be selected in accordance with the 'Open Competitive Selection of Individual Consultants' method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours [i.e., 0900 to 1700 hours].

Expressions of interest must be delivered in a written form (hard copy)/E-mail to the address below by 16:00 hours Bangladesh Standard Time on 17 August 2021.

  
Abdullah Al Mahmud Faruk 24/07/2021

Project Director

Bangabandhu Sheikh Mujib Shilpa Nagar (BSMSN) Development Project under Bangladesh Private Investment & Digital Entrepreneurship Project (P170688)

Bangladesh Economic Zones Authority (BEZA)

Monem Business District, Level-12, 111, Bir Uttam C.R. Datta Road, Dhaka-1205, Bangladesh.

Tel: +880 2 9632462

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Government of the People's Republic of Bangladesh  
Prime Minister's Office  
Bangladesh Economic Zones Authority (BEZA)  
Bangabandhu Sheikh Mujib Shilpa Nagar (BSMSN) Development Project under Bangladesh  
Private Investment & Digital Entrepreneurship Project (P170688)  
Monem Business District (Level-12)  
111, Bir Uttam C. R. Dutta Road, Dhaka-1205.

Terms of Reference  
for  
Selection of IT Consultant (1 no.)

July 2021



**Project Background:**

The Government of Bangladesh, with the support of the World Bank is implementing the Bangabandhu Sheikh Mujib Shilpa Nagar (BSMSN) Development Project under Bangladesh Private Investment & Digital Entrepreneurship Project (P170688) to accelerate investment activities in BSMSN. The project will help develop institutional capacities as well as infrastructural facilities of the Bangladesh Economic Zones Authority (BEZA) to develop and manage Economic Zones in Bangladesh.

The objective of this assignment is to ensure quality outputs related to Automation and Digitization of BEZA for establishing economic zones and ensure online based One Stop Service (OSS) to investors and developers. Also to make BSMSN a smart industrial city.

The IT Consultant will work on development of OSS to anticipate the potential issues on establishment of economic zones/tourism parks etc. and supporting investors.

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- Update website with contents;
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### **Qualification and Experience:**

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#### **Experience:**

- Minimum of 10 years of professional working experience in maintenance and designing of computer networks including OSS and other IT related management servers.
  - Any certification in Microsoft or Cisco will be added advantage
- Good communication and coordination skills.

### **Deliverables**

The key deliverables of the ITC will be:

#### **Design Maintain and Troubleshoot BEZA's IT infrastructure including project office:**

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**Provide IT support:**

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**Duration of employment and Place of Work:**

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- Duty Station: Head office located at BEZA Office located at Dhaka; however, the consultant needs to do field visits in Bangabandhu Sheikh Mujib Shilpa Nagar.

**Commencement of the Service:** 1 September 2021 (Indicative)

**Selection Method:**

Selection of the consultant will follow the procedures for 'Open Competitive Selection of Individual Consultants' described in the 'Procurement Regulations for IPF Borrowers (July 2016, Revised November 2020)'.

A handwritten signature in black ink, appearing to be 'Gonzalez', with a large, stylized 'D' or 'Z' shape extending from the end of the signature.