



Memo no: 46.03.2600.559.07.225.2026- 650

Date: 29/09/2026

**Request for Expressions of Interest
(Consulting Services – Firm Selection)**

Country : Bangladesh
Project Name : Host and Rohingya Enhancement of Lives Project (HELP)
Credit/Grant No. : 7545-BD/E325-BD
Assignment Title: Consultancy Service for Review & Update of existing ICT-based Monitoring and billing software of DPHE including O&M and related ICT equipment
Reference No. : Contract Package Number SD-19

1. The Government People's Republic of Bangladesh has received financing from the World Bank towards the cost of the Host and Rohingya Enhancement of Lives Project (HELP) and intends to apply part of the proceeds for consulting services for Review and Update of existing ICT-based Monitoring and billing software of DPHE including O&M and related ICT equipment.
2. The broad scope of consulting services ("the Services") includes: provide all professional services, software, licenses (where applicable), source code, configuration, interfaces, data migration, infrastructure support, installation, security hardening, testing, training, documentation, domain/cloud, web-based storage, warranty, support and knowledge transfer required to establish Integrated Digital Management and Information System (IDMIS) as a production enterprise platform. The scope covers discovery and process assessment, solution architecture, iterative configuration and development, integration, data migration, phased rollout, and transition to DPHE operations.
3. The objectives of the consultancy services are to: review, update, integration, and operationalization of DPHE's existing ICT-based systems and establishment of an Integrated Digital Management and Information System (IDMIS). The assignment will include assessment and gap analysis of existing systems; integration of approximately 30–40 DPHE information systems through APIs/middleware; establishment of centralized identity and access management, data warehouse, dashboards and business intelligence; strengthening of project monitoring, procurement, billing, accounts, O&M, GIS-based asset management, field data collection, reporting, audit and citizen services; interoperability with relevant Government platforms; data migration and legacy archiving; introduction of appropriate AI-assisted analytics and decision-support tools; and ensuring cybersecurity, privacy, scalability and business continuity. The assignment will also include necessary training, knowledge transfer, technical documentation, source-code handover, and post-implementation maintenance and technical support for sustainable operation of the IDMIS.
4. The detailed Terms of Reference (ToR) can be found at the following website: www.dphe.gov.bd. The ToR or any further information can be obtained at the address of the undersigned given below, during office hours from 9:00 am to 4:00 pm Bangladesh Standard Time (BST).
5. Department of Public Health Engineering (DPHE) now invites eligible consulting firms ("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:
 - a) At least ten (10) years of general experience in providing ICT/software development, or other relevant consultancy services. In the case of a Joint Venture (JV), each JV member shall individually meet the minimum requirement of ten (10) years of general experience.
 - b) Completed at least two (2) assignments of a similar nature within the last five (5) years for Government/public-sector institutions or under development partner-funded projects or programs. Such assignments shall involve the development, upgrading, integration, and/or implementation of enterprise-

level MIS, ERP, web-based monitoring and dashboard systems, e-Governance platforms, or other comparable large-scale ICT systems

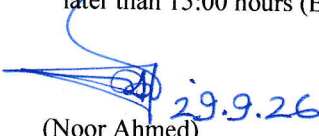
c) An average annual turnover of at least BDT 4.00 crore from consultancy/ICT-related services during any three (3) of the last five (5) financial years, supported by audited financial statements/reports.

d) Demonstrate relevant experience in implementing similar ICT consultancy assignments for development partner-funded projects or programs.

e) Demonstrate adequate managerial, organizational, and technical capacity to undertake the assignment, including an appropriate organizational structure, relevant technical resources, facilities, equipment and logistics, and applicable professional/institutional accreditations or certifications

Consultants are requested to submit, but not limited to, the following supporting documents as evidence of their qualifications and relevant experience against the above-mentioned criteria: (i) valid incorporation/registration documents of the Firm issued by the competent authority in its country of registration; (ii) Firm's brochure/profile; (iii) details of similar consultancy assignments, including scope of services, contract value, client name, contract period, and country/location, supported by relevant contracts and/or completion certificates. For assignments undertaken as a Joint Venture (JV), the Firm's role and share of responsibilities shall also be specified. (iv) valid membership/registration certificates from relevant professional or statutory bodies and (v) audited financial statements/reports.

6. The attention of interested Consultants is drawn to the Section III, Para 3.14, 3.16, and 3.17 of the World Bank Procurement Regulations for IPF Borrowers, September 2023 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.
7. Consultants may associate with other firms to enhance their qualifications but shall indicate clearly whether the association is in the form of a joint venture (i.e. all members of the joint venture shall be jointly and severally liable) and/or a sub-consultancy (i.e. the Consultant will be responsible, including for the services of the sub-consultant). In case of an association, the Consultant must explain in the EoI submission (a) the rationale/ justification for the proposed inclusion of the JV members and/or sub-consultants; and (b) the anticipated role and relevant qualifications of each member of the Joint Venture and/or of each sub-consultant for carrying out the assignment. Failure to provide the above explanation in the EoI may risk the association not being shortlisted for the assignment. However, the qualifications/experience of sub-consultants will not be considered and CV of Key Experts not evaluated by the Client in the evaluation of Expressions of Interest for Shortlisting purposes.
8. A Consultant will be selected in accordance with the Fixed Budget (FBS) method; Market Approach-Open National set out in the Procurement Regulations.
9. Expected date for commencement of the services is February 2027.
10. Expressions of Interest (EOIs) must be delivered in writing to the address indicated below, either (i) in person or by courier, together with a soft copy in Microsoft Word format on a USB drive; or (ii) by e-mail, with the EOI attached in both PDF and Microsoft Word formats. The EOI must be received no later than 15:00 hours (BST, GMT+6) on October 15, 2026.

 29.9.26
(Noor Ahmed)

Project Director

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