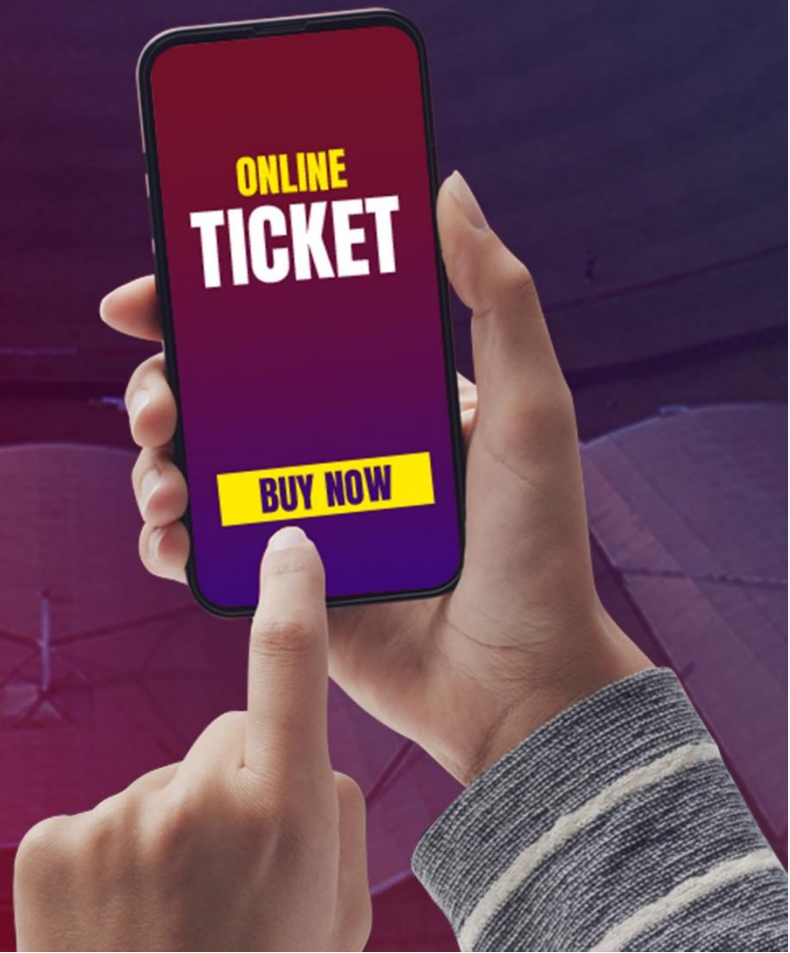




REQUEST FOR QUOTATION (RFQ)

for

Development, Implementation, and Management of
a user-friendly e-Ticketing System for BCB events





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SUBMISSION DEADLINE

2nd DECEMBER 2024 (MONDAY)



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RFQ ADVERTISEMENT

Request for Quotation (RFQ) E-Ticketing System for Bangladesh Cricket Board



Bangladesh
Cricket Board

Ref No: BCB/e-ticketing /T&P/ 2024/786

Date: 19th November 2024

The Bangladesh Cricket Board (BCB) hereby invites interested, qualified and technically capable Business Houses/ Tech Companies/ Service Provider/ Agencies / Consortiums to submit the Technical and Financial quotations/proposal for the development, implementation, and management of a user-friendly e-Ticketing System with a support service for operating the e-ticketing system initially for a period of 02 (Two) years for all international and domestic cricket matches as well as any other events organized by the BCB.

Scope of Work:

01. Develop and implement an end-to-end e-Ticketing system for BCB events (Domestic & International).
02. Develop and implement a payment gateway integration for e-Ticketing system that caters to both Local and Foreign Spectators.
03. Provide a responsive and user-friendly web and mobile interface for purchasing tickets.
04. The platform ensures each ticket is secured with a tamper-proof (encrypted QR), protecting against counterfeits and fraud, and assuring both fans and organizers of ticket authenticity.
05. The encrypted QR allows instant validation at entry points via digital readers, improving crowd flow, reducing wait times, and enhancing security by detecting invalid or duplicate tickets immediately.
06. Enable QR code generation for digital tickets and providing QR code reader system for seamless entry management at stadiums.
07. Ensure scalability to handle high traffic during peak times without compromising performance.
08. The platform is compliant with data privacy regulations, employing cutting-edge encryption to safeguard personal and ticketing information, instilling confidence in users about data integrity.
09. A support team who ensures proactive monitoring, timely updates, and rapid issue resolution, maintaining uninterrupted service and high reliability for BCB events.

Eligibility Criteria :

01. The eligible company should have a comprehensive track record of developing and managing e-ticketing systems, preferably for large-scale sports events.
02. The eligible company or Joint Venture, (in case of a joint venture entity, any one partner of the JV) should have solution and connectivity of executing e-kyc through NID and Passport to verify the identity of the purchaser of ticket. Demonstration of proof is required.
03. Strong technical expertise in online payment processing, data security, and platform scalability.
04. Strong customer support and maintenance capabilities and must have a minimum of 05 (Five) years of relevant experience with a portfolio of past similar projects.

RFQ Submission Procedure :

- a. The details of the RFQ process including key functional requirements are set out in the RFQ Document. RFQ document will be available at BCB Management Office from **19th of November 2024 to 30th of November 2024** during working hours (**10.00 AM to 5.00 PM except Friday & Public Holidays in Bangladesh**). RFQ document also will be available on the BCB official website: www.tigercricket.com.bd during this period.
- b. The Technical and Financial quotation/proposal (prepared in accordance with the RFQ Document) must be submitted at the BCB Management Office at Sher-e-Bangla National Cricket Stadium, Mirpur-2, Dhaka 1216, Bangladesh by **2nd of December 2024** during office hours (between BST 1000 to BST 1700) and should be in two separate sealed envelopes (i.e. one for Technical Proposal and one for Financial quotation) to be addressed to: Chief Executive Officer, Bangladesh Cricket Board.

The following documents must be submitted along with the Technical Proposal:

01. Company Profile and Individual Directors' / Owners' Profile.
02. Updated auditor's report on financial statements (In case of consortium, each party's auditor's report needs to be submitted individually).
03. Bank Solvency Certificate.
04. Updated VAT Registration Certificate, Trade License and Tax Identification Number (TIN) Certificate or similar documents.
05. In case of Consortium, certified consortium Agreement through licensed certifying authority.

The BCB reserves the right to accept or reject any or all offers/quotations at its sole discretion without assigning any reason. The BCB also reserves the right to cancel the entire RFQ process and / or modify, add or alter the terms of the document and/ or the conditions for RFQ process by issuing an addendum(s) at any time prior to the submission of the RFQ.

Chief Executive Officer
Bangladesh Cricket Board

Sher-e-Bangla National Cricket Stadium, Mirpur-2, Dhaka-1216, Bangladesh



INTRODUCTION:

The Bangladesh Cricket Board (BCB) is the governing authority for regulating and promoting the sport of cricket in Bangladesh. Established as an affiliated sports organization under the National Sports Council Act, 2018, BCB is committed to nurturing cricketing talent, organizing competitive tournaments, and maintaining international cricketing standards within the country. The Board's headquarters and Management Office are located at the Sher-e-Bangla National Cricket Stadium, Mirpur-2, Dhaka-1216, a venue recognized globally for hosting numerous prestigious international and domestic matches.

As the governing body of cricket in Bangladesh, BCB manages the national cricket teams, oversees domestic leagues, and ensures compliance with international cricketing standards. The organization is a Full Member of the International Cricket Council (ICC) and plays a critical role in representing Bangladesh on the global stage, fostering cricket's growth and popularity nationwide.

In alignment with its commitment to delivering seamless and innovative experiences for fans, the BCB is inviting interested, qualified, and technically capable Business Houses, Tech Companies, Service Providers, Agencies, or Consortiums to submit financial quotations/proposals for the development, implementation, and management of a user-friendly e-Ticketing System for all international and domestic cricket matches as well as any other events organized by the BCB. The support service for operating the e-ticketing system initially for a period of two years and will be extendable on mutually agreed terms.

To kickstart the process, the BCB has published a Request for Quotation (RFQ) advertisement Ref No: BCB/e-ticketing/T&P/2024/786 dated 19th November 2024 in leading national daily newspapers, inviting submissions for this transformative e-Ticketing System project.

With this move, the BCB reiterates its dedication to leveraging technology to elevate fan engagement and operational efficiency in cricket event management.

MINIMUM REQUIRMENTS FOR TICKETING PLATFORM:

The Bangladesh Cricket Board (BCB) requires an e-Ticketing platform to enhance the ticketing experience and streamline event management. Interested companies must ensure their proposed platform meets the following minimum feature and technical requirements:

A. Platform Features

1. User-Friendly Interface:

- Responsive web-based and mobile-friendly platform.
- Intuitive navigation for ticket selection, purchase, and checkout.

2. Ticketing System:

- Capability to manage real-time inventory of tickets for multiple events.
- Support for tiered pricing models (e.g., VIP, General, Student).
- Option for bulk ticket purchases.

3. Secure Ticket Generation and Distribution:

- E-Tickets must be generated with tamper-proof, encrypted QR codes.
- Integration with email and SMS for digital ticket delivery.

4. Validation and Entry Management:

- QR code validation via digital readers at entry points with simple device.
- Immediate detection of invalid or duplicate tickets for enhanced security.

5. Event Management Versatility:

- Capability to manage sports, concerts, conferences, or other events with custom configurations.

6. Scalability and Performance:

- Handle peak traffic loads seamlessly during high-demand periods.
- Minimum capacity to support 100,000 concurrent users without performance degradation.

7. Payment Gateway Integration:

- Support for multiple payment methods, including credit/debit cards, mobile wallets, and internet banking.
- PCI DSS-compliant payment processing.
- Seamless process of payment to create best user experience

8. Analytics and Reporting:

- Real-time dashboard for ticket sales, attendance, and revenue metrics.
- Customizable reporting for event organizers.

9. Customer Support Integration:

- Inbuilt email, or ticketing system for customer support.
- Options for FAQs and troubleshooting guides.

10. Data Privacy and Security:

- Adherence to international and local data protection regulations (e.g., GDPR).
- Advanced encryption to protect user and transaction data.

B. Technical Requirements

1. System Architecture:

- Cloud-based architecture preferred for scalability and reliability.
- Modular design to allow future feature enhancements.

2. Performance and Load Testing:

- Must pass rigorous performance tests to ensure minimal latency under high traffic.
- Guaranteed **99.9% uptime** SLA.

3. Integration Capabilities:

- API integrations for payment gateways, marketing tools, and other third-party services.
- Integration with stadium entry systems and ticket validation hardware.

4. Cross-Platform Compatibility:

- Platform should work seamlessly across all major browsers (Chrome, Firefox, Safari) and operating systems (Windows, macOS, iOS, Android).

5. Data Management:

- Centralized database to manage event data, ticket inventory, and user information.
- Automated backups with disaster recovery mechanisms.

6. Security Protocols:

- End-to-end encryption for all user transactions and communications.
- Multi-factor authentication (MFA) for admin and critical user roles.

7. Real-Time Monitoring:

- System health and performance monitoring tools integrated into the platform.
- Alerts for system downtime, unusual activity, or data breaches.

8. Ticket Validation System:

- Digital QR code readers to be provided as part of the solution.
- Offline validation support in case of network issues.

9. Development Standards:

- Built using standardized coding frameworks (e.g., React, Angular, Django, Laravel).
- Compliance with OWASP security guidelines.

10. Support and Maintenance:

- Regular updates to ensure platform reliability and security.
- 24/7 support with defined SLAs for issue resolution.

C. Deliverables and Documentation

- Detailed **technical specifications** of the platform architecture and features.
- Wireframes and prototypes for user interface (UI).
- Comprehensive **user and admin training manuals**. Training should be provided to the Bangladesh Cricket Board before the completion of the contract period.
- Documentation for API integrations.
- Regular reports on system performance and user feedback during the contract period.
- Technical and operational support must be ensured for two years at the designated venues throughout Bangladesh.
- The database, along with updated development codes and resources, must be provided to the Bangladesh Cricket Board before the completion of the contract period.

ELIGIBILITY CRITERIA:

The successful company or joint venture (JV) for the development, implementation, and management of the Bangladesh Cricket Board's (BCB) e-Ticketing platform will be selected based on the following Eligibility Criteria:

1. Experience in Large-Scale Citizen Service Projects

The company or joint venture (JV) must demonstrate experience in:

- Developing and managing e-ticketing system, preferably for large-scale sports events.
- Proof of relevant projects or licenses must be provided to validate compliance with this criterion.

2. e-KYC Solution and Connectivity

The company or joint venture (JV) must possess a proven solution for conducting e-KYC through integration with:

- National ID (NID) databases.
- Passport systems for identity verification of ticket purchasers.
- Demonstrable proof of a functional and scalable e-KYC system is required to qualify.

3. Technical Expertise

The company must exhibit strong technical capabilities in the following areas:

- **Online Payment Processing:** Seamless integration with multiple secure payment gateways.
- **Data Security:** Robust encryption standards to ensure the safety of user and transaction data.
- **Platform Scalability:** Ability to handle peak traffic during high-demand events with proven infrastructure.

4. Customer Support and Maintenance Experience

- The company or JV must demonstrate strong customer support and maintenance capabilities to ensure uninterrupted platform performance.
- A minimum of Five (5) years of relevant experience with a portfolio of similar projects in ticketing or related fields will get advantage.

5. Absence of Disputes

Any individual(s) or entities with existing unresolved disputes—including financial, disciplinary, or any other issues—with either:

- The International Cricket Council (ICC).
- Asian Cricket Council (ACC)
- The Bangladesh Cricket Board (BCB).
- Such entities are deemed ineligible to participate in the Request for Quotation (RFQ) process.

6. Compliance Requirements

All companies or joint ventures must submit comprehensive documentation to validate their eligibility against the above criteria. Non-compliance with any criterion will result in disqualification from the RFQ process.

NON-ELIGIBILITY:

Any person(s) or entities / companies with an existing unresolved dispute (i.e. Financial, Disciplinary and/or any other) with BCB or ICC on a point of law or fact shall be ineligible to acquire the aforementioned rights or to participate in the RFQ Process.

RFQ SUBMISSION PROCEDURE:

To ensure a smooth and transparent process, interested companies or joint ventures (JVs) are required to follow the outlined submission procedure.

1. Accessing the EOI Document

- a) The RFQ Document, which includes the key functional requirements and details of the RFQ process, will be available for collection from:



BCB Management Office:

Sher-e-Bangla National Cricket Stadium, Mirpur-2, Dhaka 1216, Bangladesh.

Dates and Timing:

19th of November 2024 to 30th of November 2024 during working hours (10.00 AM to 5.00 PM)

Exclusions: Fridays and public holidays in Bangladesh.

b) Alternatively, the RFQ Document can also be downloaded from the official BCB website during this period: www.tigercricket.com.bd.

2. Submission of Proposal

a) The Technical and Financial quotation/proposal (prepared in accordance with the RFQ Document) must be prepared and submitted in two separate envelopes (i.e. one for Technical Proposal and one for Financial quotation).

b) Submissions must be delivered in a sealed envelope to the following address:

Chief Executive Officer
Bangladesh Cricket Board
BCB Management Office
Sher-e-Bangla National Cricket
Stadium, Mirpur-2, Dhaka 1216, Bangladesh

c) Submission Deadline:

Date: 2nd of December 2024

Timing: Between BST 1000 to BST 1700

3. Technical Proposal

The Technical Proposal must include the following documents:

- Letter of submission on company letterhead
- Updated Auditor's Report on financial statements (For a consortium or JV, each party must submit individual auditor's reports)
- Bank Solvency Certificate.
- Legal and Tax Documentation:
 - Updated VAT Registration Certificate.
 - Valid Trade License.
 - Tax Identification Number (TIN) Certificate or equivalent documentation.
- Consortium Agreement (if applicable):



- A certified consortium agreement issued through a licensed certifying authority.

4. Financial Proposal

The Financial Proposal must include the details as per following format:

Sl. No.	Description	Cost Type	Nos.	Rate	Total Amount
1.	Development of e-Ticket syetm				
	a) Registration and e-KYC with live facial	Fixed cost	1		
	b) Development of web-portal	Fixed cost	1		
	c) Integration with e-Ticket system to issue secured QR based e-tickets	Fixed cost	1		
	d) Entry verification System at stadium	Fixed cost	1		
2.	Web Hosting	Annual	2		
3.	Payment Integration with				
	a) Banks	Fixed cost	1		
	b) MFS	Fixed cost	1		
	c) Bangla QR	Fixed cost	1		
4.	Service and Maintenance	Annual	2		
5.	Operations including customer care service	Annual	2		
Total					

Terms:

1. All fixed cost payment schedule to be decided by the BCB.
2. Annual Costs payment schedule to be decided by the BCB.
3. Any other service not covered in scope of work shall be mutually discussed and agreed upon
4. Incomplete or improperly submitted RFQ's will not be considered. Ensure all required documentation is provided as per the RFQ Document guidelines.

The BCB reserves the right to accept or reject any or all offers/quotations at its sole discretion without assigning any reason. The BCB also reserves the right to cancel the entire RFQ process and / or modify, add or alter the terms of the document and/ or the conditions for RFQ process by issuing an addendum(s) at any time prior to the submission of the RFQ.

**Chief Executive Officer
Bangladesh Cricket Board**

Management Office: Sher-e-Bangla National Cricket Stadium, Mirpur-2 Dhaka-1216,
Bangladesh Tel: +880 2 8031001-4, Fax: 803 1199

