



Government of the People's Republic of Bangladesh  
Ministry of Housing and Public Works (MoHPW)

## **Terms of Reference (ToR)**

for

Design, Development, Implementation & Maintenance

of

Digitalized Land Service Delivery (DLSD) for MoHPW

(With the Vision of Smart Bangladesh)

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## Background

The Ministry of Housing and Public Works (MoHPW) is responsible for providing essential services to the citizens, ensuring proper infrastructure, and facilitating housing and public works projects. Under the Ministry of Housing and Public Works (MoHPW) the Public Works Department (PWD) acquired land for residential, commercial and industrial purposes in the area of Dhaka city (Dhanmondi, Tejgaon Industrial Area, Khilgaon, Motijheel, Agargaon Administrative area, Rajarbag, Segunbagicha, etc.), Chattogram (Panchlaish, Nasirabad Industrial Area and Agrabad Commercial Area) and Cox's Bazar Sea beach residential area during 1950's, 60's and 80's. These plots of land were leased out to individuals and organizations later. As per terms and conditions of lease deed, the management of that land goes to the MoHPW. The MoHPW is performing all the activities including sale permission, mutation permission, mortgage permission, conversion permission, accepting power of attorney etc. All the relevant applications, documents and files of the said land/standing establishments are kept in the Ministry by paper filing system manually. Due to conservation of these documents manually and most of the files become very old, in many cases the documents become venerable. Apart from this, the service seekers are facing a lot of trouble for those manual services and are forced to take the help of middlemen. As a result, the violence of middlemen is increasing day by day. Besides this in many cases the service delivery is disrupted/ delayed and fails to get citizens service satisfaction. To solve these problems, it is essential to convert manual services through online service and essential to scan the file documents of the said land and preserve the information digitally in the database.

Bangladesh has already achieved the Vision 2021 and Digital Bangladesh. The Government of the People's Republic of Bangladesh has taken different initiatives to achieve the Goals of SDGs Vision 2041 and Delta Plan 2100 in time. As a part of the Government initiatives and the Digital & Smart Bangladesh spirit, it is the proper time to take initiatives for the MoHPW make the services available to the citizen through single online platform (Proposed **Digitalized Land Services Delivery (DLSD) System**) and process all the activities digitally for the first time. After

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the successful completion of this activities/assignment, it may be necessary to preserve all historical records related to previous and ongoing documents.

## Objectives

The objective of DLSD is to ensure accessibility, accountability, sustainability, scalability, reliability and service recipient satisfaction through Information Technology with most affordable way. The objective of this assignment is to develop a robust and user-friendly system that caters to the needs of both service recipients (citizens) and the ministry officials. The system will aim to achieve the following objectives:

- **Enhance Service Accessibility:** The system should provide a platform for citizens to easily access and apply for the various services offered by the MoHPW. It should simplify the application process, eliminating unnecessary paperwork and reducing the time required to submit applications.
- **Improve Efficiency and Workflow Management:** By implementing a workflow management system, the solution will enable seamless coordination between different stakeholders involved in the service delivery process. It should automate tasks, facilitate approvals, and ensure efficient tracking and monitoring of applications.
- **Ensure Transparency and Accountability:** The system should promote transparency by providing clear visibility into the status of applications, approvals, and certifications. It should also incorporate audit trails and logging mechanisms to ensure accountability in the decision-making process.
- **Simplify Documentation and Information Management:** The document management module will allow users to securely store and manage all relevant documents associated with service applications. It should enable quick retrieval of information, minimize data redundancy, and ensure data integrity.
- **Strengthen Reporting and Monitoring Capabilities:** The solution should include a robust reporting engine, monitoring dashboard and block image/graphical representation to generate accurate and comprehensive reports on the performance of services, key metrics, trends and information. These features will enable informed decision-making and facilitate data-driven improvements.

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- Facilitate User Management and Role-Based Access: The user and role management module will provide the necessary tools to manage user accounts, roles, and permissions effectively. It will ensure appropriate access controls, data security, and user privacy.
- Streamline Communication and Notification: The notification management module will enable automated and timely communication between the system and users. It should support notifications for application status updates, approvals, deadlines, and other important information.
- Integration and Information validation capacity: Ensure integration capacity to build data sharing with other standard (like Bangladesh National Digital Architecture (BNDA)/ International Organization for Standardization (ISO)/ International Electrotechnical Commission (IEC) / Institute of Electrical and Electronics Engineers (IEEE) followed) system. Information validation shall be achieved through the integration of data providing authority like: NID, Birth Registration, Passport, e-Nothi, IBAS++, Land Service Gateway (LSG) of Ministry of Land etc. Ensure the unique citizen identity that will be the gateway to all services and ensure the right to get quality service.
- Ensure online payment process for reducing citizens and service provider hassle as well.
- Ensure proactive system to provide service so that the service recipients need not know what to do, how to do, where to go or which service is necessary.
- Ensure the improvement of citizen centric service quality and interconnectivity between service provider (MoHPW) & service recipient (citizen).

By achieving these objectives, the Ministry of Housing and Public Works aims to enhance service delivery, streamline administrative processes, reduce paperwork, and ultimately improve the overall experience of service recipients while ensuring effective management of resources and compliance with regulatory requirements.

## Scope of Works

- a) **System Analysis, Design, Development & Deployment:** Conduct a need assessment and gathering requirements to prepare the precise System Requirement Specification (SRS) for designing and developing DLSD System with Mobile Apps and provide concrete development plan in the SRS, which should contain (but not limited to) Business Process

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Model and Notation (BPMN) diagram, context diagram of the proposed system, sequence diagram, use case diagram and process flow diagram. Design the solution architecture of this system in a manner for better performance, flexibility, scalability, extensibility and multi tenancy of the system for the future expansion. System development should follow the proper Software Development Process. Full process should be well documented for the farther development and integration. The entire system must be designed and developed by following microservice architecture so that inter dependencies and integration functions among the modules and features of different components will be smooth but very organized. Must have to follow Bangladesh National Standards & Guidelines and international standards (like ISO/IEC/IEEE) of all technicalities (like Metadata/Data, Development, Coding, Security, Testing, Technical documentations, Evaluation etc).

After releasing the developed and tested application as Beta Version the actual user feedback and review will be taken and finally the application will be accepted by the implementing organization after passing certain tests & check by the third-party organization (like Bangladesh Computer Council) as per final SRS and other required documents. Then the required training as per predefined training plan will be provided and after taking necessary measures the deployment will be done successfully to make this application LIVE as per the plan.

- b) **Data Migration:** Digitization of all plots/flats/space/strip land existing information through developed DLSD System. Approx. 10500 ( $\pm 500$ ) plots/flats/space/strip land files can contain 15 ( $\pm 5$ ) metadata fields information. 10 different types of files from each service are to be digitized separately through the system developed for testing purposes. Around 100 fields of data can be contained in each file. Each file contains various types (note/ document/ map/ drawing/ layout plan etc) and sizes (Legal/ Letter/ A4/ 36 inches width Map etc) of pages. Scanning 1 Map (upto 36 inches) and 125 pages from each file and update upto 5 indexing fields from each map/page with scanned attachment. Data validation, optimization and migration of all those as error free bibliographic metadata with linking all other referenced data (if necessary).
- c) **Capacity Development:** Capacity management of the stakeholders (ie. Government/non-government agencies, industry etc.) should be done according to the front-end user during

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UAT and back-end operation team during Software Development Period to run the application properly. User/stakeholder training/workshop has to be very extensive and detailed so that users/stakeholder of each level will receive this training/workshop and will be capable of operating and running this system without any major technical dependencies.

- d) **Support & Maintenance:** After final deployment and going live with the acceptance of implementing organization, the support and maintenance service will start for extra 01(one) year. Required software development issues which will be decided by mutual understanding. Small development will provide within 06(six) hours and large development will provide within 02(two) days. After the expiration of support & maintenance period this service will be continued as per agreement.

## Expected Outputs/Deliverables

Considering the scope of works the consultant is requested to deliver as part of this service/ assignment mentioned below (deliverables proof will be fixup as per client's requirement):

Deliverable No.	Deliverables
D1.	Presentation of Inception report with service/assignment management plan (including finalized methodology, detail work plan, Gantt Chart etc).
D2.	Need assessment report with requirement gathering documentations.
D3.	Detailed System Requirement Specification (SRS) in standard format consisting External Interface Requirements, System Features, Nonfunctional Requirements and Other Requirements (if any) based on assignment objectives, scope of works & proper documented customers' requirements.
D4.	Detail System Design Documents (HLD and LLD as Software Design Descriptions [SDD] IEEE standards).
D5.	Development of DLSD System & mobile apps feature (Beta Version, Final Version) as per requirements stated in ToR and agreed SRS, HLD, LLD of the project with proper standard documentation.

	<p>D5.1. Beta Version (This version must contain the 1<sup>st</sup> delivered tested final version of application submission with application tracking of all required services for web platform)</p> <p>D5.2. Final Version</p>
D6.	Test plan with its testing acceptance (consultant, user and third-party organization nominated by client like Bangladesh Computer Council or others) report based on the detailed required documents.
D7.	System Installation & Deployment on Live Server
D8.	<p>Knowledge transfer through meeting / workshop / training with manual (Text and Video)</p> <p>a. Inception Workshop and Field Visit for Knowledge Gathering on Land Service Delivery &amp; Management. [(Approx.) 40 Personnel in 1 Batch.]</p> <p>b. Conduct minimum 03(Three) workshops for acquiring knowledge on service and user requirement re-engineering with the presence of consultant, client and different stack-holders. [(Approx.) 30 Personnel for each workshop.]</p> <p>c. Conduct minimum Three-daylong IT Security Training (for MoHPW and concern IT Personnel). [(Approx.) 10 Personnel.]</p> <p>d. Provide technical advice and on the job training to the System Analyst/ Programmer/ Assistant Maintenance Engineer/ Assistant Programmer and related technical personnel of the Client(MoHPW) to take a timely backup of the entire database to meet up the challenge of system recovery, in case of any disaster or missing data. [12 Months Capacity Enhancement on the job training for MoHPW Technical Team (ICT Team)]</p> <p>e. Conduct Lab Based Training (Management &amp; User Level) for MoHPW related/nominated personnel. [Total 160 Man Hour (Participants) (Approx.)]</p>
D9.	Delivered final version of the software along with the properly documented source code, database & other required credentials, user manual (text and video)



	containing screenshots.
D10.	Data migration with its full report.
D11.	System security, support & maintenance SLA with reports in-person from the date of the final installation. Support & Maintenance will cover fixing all bugs and system errors as and when identified by the system users.
D12.	Service/Assignment completion report with upcoming challenges (if any)
D13.	Other different reports (like domain experts hiring proof documents)

## Technological Requirement Specification

DLSD is a software-based service delivery & management to provide quality services to the citizens. It will provide better service to the people. The system will allow direct communication among the Ministry, Departments and the service recipients. This system endeavors to improve the performance of MoHPW by considering the holistic management process. At this pilot phase, the overall working procedure is based on the following services/components:

1. Permission for Transfer and Mutation/Time Extension,
2. Permission for Mortgage,
3. Accepting the Power of Attorney ,
4. Permission for Mutation among Successors/ Heba ,
5. Permission for Conversion,
6. Plot Amalgamation/Partition,
7. Allotment, Handover & Lease Deed of Plot (Govt./ Industrial/ Commercial/ Residential) and Strip Land ,
8. No Objection Certificate for Building Design,
9. Permission for Industrial Plot Rent ,
10. Permission for Share Transfer ,
11. Hearing Management,

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Apart from automating the aforementioned services, MoHPW wants to develop proper solution (DLSD System with Android & iOS Mobile Apps) that ensures seamless implementation of all the services.

*Conceptual Model of Digitalized Land Service Delivery (DLSD) System*

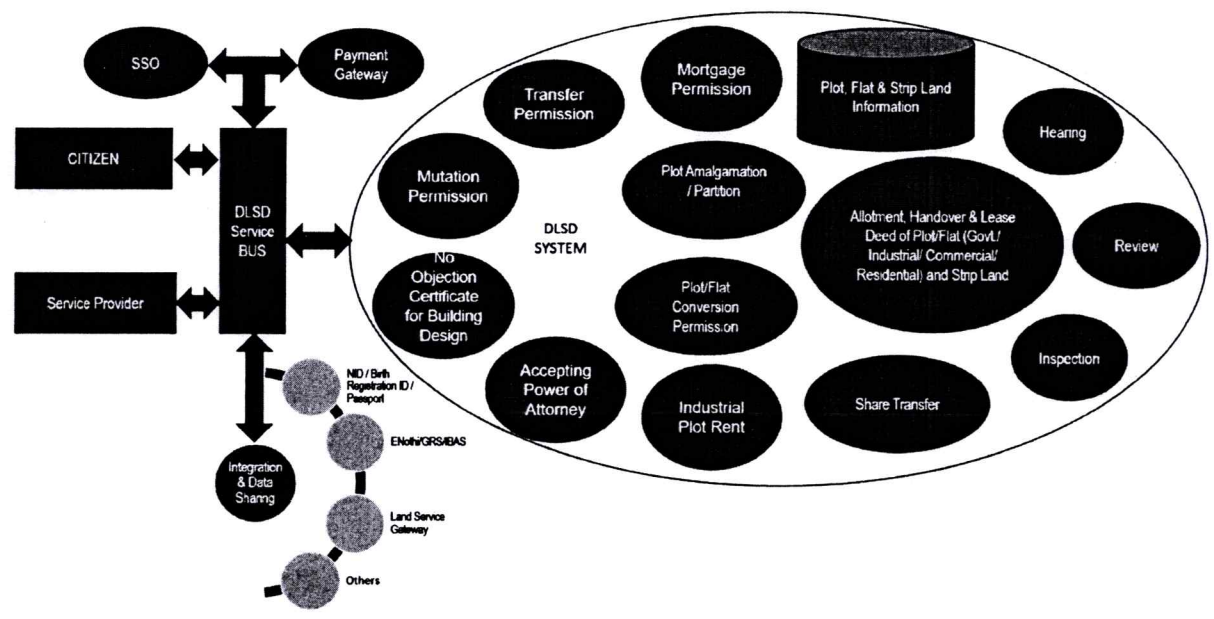
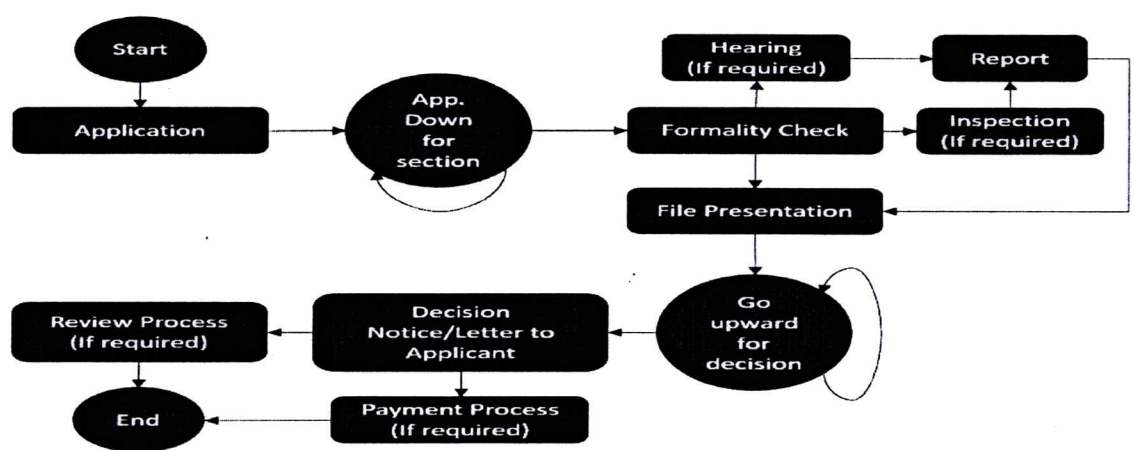


Fig 1: Overall Conceptual Model of Digitalized Land Service Delivery (DLSD) System.



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Fig 2: General application disposal process.

Note: The interested firm/company must comply with all the above-mentioned modules and features but do not have to be limited with this list only. It should be precisely noted here that at the time of system requirement analysis phase, the implementation organization/agency will have full right to include other relevant features and functionalities.

Apart from this, the interested Firm/Company should analyse the other scopes which are relevant to the areas covered above and should propose the best possible and comprehensive ICT solutions in their technical proposal. The ultimate modules and features of the proposed system will be finalized at the requirement study and analysis phase of SDLC based on customer requirement acceptance and firm/company's best proposal/solutions relevant to the above-mentioned area and scope.

The Firm/Company is recommended to choose the appropriate tools and technologies to be used (preferable TOGAF 9.x or similar open source-based technologies) for the development and implementation of this ongoing service application to ensure enterprise level management. Has to consult with implementing organization (client) and/or technical committee/organization which has selected by client to finalize the tools, technologies, framework and platform with the approval of same authorities' consent.

#### Web Application

- ✓ The application, which is a web based solution, should be hosted in a centralized Web-server
- ✓ The application should be developed Micro service architecture following micro-service design approach.
- ✓ Considering the operating/client environment at different levels of this application, it should be developed in such a way so that it requires low bandwidth to run.
- ✓ The web-based application should be browser independent and must support cross browser platforms (popular web-browsers such Mozilla Firefox, Opera, Chrome, Internet Explorer, Safari etc.)
- ✓ The application should have the ability to seamless integration with future module / components / applications



- ✓ Application should be lightweight and rich client-side scripting
- ✓ UI should be developed based on the analysis of UX.
- ✓ Any web interface of this application should be fully responsive
- ✓ Platform & device independent application.
- ✓ Need to use Open-Source development platform & language by following Model-View-Controller (MVC) pattern.

#### Mobile Application

- ✓ The mobile application version of the system should be developed for Android and iOS.
- ✓ The mobile app should have the capability of displaying system notifications.
- ✓ Functionality for registration options for service recipients
- ✓ App should enable compact view of services for service recipients.
- ✓ There should be an option to auto synchronization with the central database with apps local database on the availability of the Internet connectivity.

*All Functional (Data Requirements, Functional Process Requirements etc) and Non-Functional Requirements (like Coding Conventions, Integration, Hosting, Security, Privacy, Sizing, Performance, Scalability, Interoperability, Data Currency, Data Exchange, Recoverability, UI/UX, Language Support, Availability, Accessibility, Reliability, Audit Trail etc) will fixup and finalize at the time of requirement gathering and feedback stage.*

#### Service/assignment Timeline

SN	Activity	Time
1.	Presentation of Inception report with service management plan	Within 3 days of contract signing
2.	Need assessment report with requirement gathering documentations	Within 10 days of contract signing
3.	Conduct background scoping and finalizing the detailed System Requirement Specification (SRS)	Within 20 days of contract signing

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4.	Software design document (HLD and LLD as SDD)	Within 30 days of contract signing
5.	Software Development (Beta Version) as per requirements stated in ToR and agreed SRS, HLD, LLD of the project and deployment to the LIVE Server after completion of testing.	Within 02 months of contract signing
6.	Software Development (Final Version) as per requirements stated in ToR and agreed SRS, HLD, LLD of the project	Within 04 months of contract signing
7.	User level feedback collection and incorporation with testing, debugging & update	Within 4.5 months of contract signing
8.	Delivery of UAT and 2 <sup>nd</sup> level feedback collection & incorporation	Within 5 months of contract signing
9.	Testing acceptance report based on UAT & 3 <sup>rd</sup> party organization based on the detailed required documents	Within 5.5 months of contract signing
10.	Installation & Deployment after finalizing the tested final solution	Within 6 months of contract signing
11.	Knowledge transfer through workshop / training	Within 6 months of contract signing
12.	Delivery of the final version of the system along with all required documentation including source code, database, required credentials, user manual & all technical documentations with detailed final SRS version	Within 6 months of contract signing
13.	Data Migration and its report	Within 6 months of contract signing
14.	System Support & Maintenance Report as per requirement of client	12 months after successful deployment of the system

## Supervision and performance evaluation

Awarded Firm/Company will be working with the direct supervision of technical committee of MoHPW and will report to them. Must be liable to business domain expert committee of MoHPW for acquiring business domain for business process analysis & re-engineering. As the assignment will be time constrained the Firm/Company will provide weekly updates on the progress during the assignment. MoHPW will establish and implement procedures for reviewing and acceptances of the Firm/Company's outputs to be approved by MoHPW officials. In addition, the assigned officials will assume the responsibility to communicate the progress to the involved parties and the MoHPW will provide all assistance to the consultant in terms of:

- Reviewing of the subsequent drafts to be developed by the Consultant;
- Facilitating the work of the consultancy firm with the involved parties;
- Meeting regularly with the Firm/Company to follow up the progress of activities;
- Receiving all deliverables of the Consultant.

## Service Management

The Firm/Companies are expected to provide a proposed detailed service plan and implementation strategy of the service. This plan is expected to include (but not limited to):

1. Brief information regarding the system development process consisting as below points:
  - a. System Functional Requirements Description
  - b. Comprehensive Solution Architecture
  - c. SDLC Methodology
  - d. Development method, technology (tools, language and database requirements), technical approaches & standards (List of Standards, Tools & Technology plan, Security and Data Privacy Plan, User Management Plan, Integration Plan, UI/UX Plan, Digital Service Toolkit and Guide)
  - e. Implementation Work Plan
    - i. implementation schedule with indicative timeline (Gantt chart)

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- ii. Work Distribution and Team Composition Plan with list (Name, Designation, Educational Qualifications, Years of Experience, Number of Projects, Expertise) of IT personnel who can be engaged to perform the assigned work.
- iii. Quality Assurance & Testing Plan
- iv. Risk Management Strategic Plan and quality control mechanism
- v. Audit Plan
- vi. Strategic & Action Plan for System Optimization
- vii. Implementation Plan
- viii. Documentation Plan
- ix. Knowledge Transfer Plan
- x. Deliverable Plan
- xi. Data Management and Migration Plan
- xii. End-User Engagement Plan
- xiii. Support and Maintenance Plan
- xiv. Performance Review Plan
- xv. Etc.

f. Etc

- 2. Maximum lead time for delivery of services
- 3. Any development tasks or assumptions that may be required to render the solution fit for purpose
- 4. Any anticipated integration tasks
- 5. Comprehensive contingency plan
- 6. Etc.

## The Firm/Company Qualification

- 1. The Firm/Company must be a limited Company that has a minimum of 10 (Ten) years' experience in Software development / IT / ITES business in Bangladesh.
- 2. Must be registered with RJSC (applicable for Joint Stock Company & Firm).

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3. Must have experience with at least Five (05) similar nature of service with the Government/ Semi-Government/ Autonomous/ Trustee Organization/ Reputed Private Organization where similar nature of service meaning to any assignment comprising of designing, developing and implementing Web based Application/ Mobile Application/ Desktop based Application either combined or separately.
  - a. At least one contract of similar nature or software development/service of value minimum BDT 250.00 Lac successfully carried out/ongoing within last 3 years counted back from the date of publication of REOI in any Government/ Semi-Government/ Autonomous/ Trustee Organization where similar nature of service meaning to any assignment comprising of designing, developing and implementing Web based Application/ Mobile Application/ Desktop based Application either combined or separately.
  - b. Among the projects, at least 01 (one) project must be in digitalization/automation of government service/function where all the design, development, implementation, and maintenance support services were provided (covers SDLC full cycle).
4. The Firm/Company must have had an average annual turnover above Tk 500.00 Lac in the last three financial years. The lead consultant must submit audit reports of the last three financial years to prove turnover.
5. The Firm/Company demonstrates its Information Technology based experience portfolio including completed and ongoing project.
6. The Firm/Company must have experience of developed system (at least one software) which would maintain the standard for compatibility Software Quality Testing & Certification (SQTC) testing assessment from respective Government Agency (BCC or others) of Bangladesh.
7. Must submit valid business documents (Trade License, VAT (BIN) Registration Certificate, TIN Certificate and Certificate of Incorporation, latest bank solvency certificate etc) of last 10 (Ten) years.
8. The Firm/Company must have a minimum of 40 persons IT/ITES related people. Detailed name, designation and job description need to be submitted.

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9. Firm/Company should have ability to form Joint-Venture (JVCA) and able to engage Sub-Consultant under Public Procurement Rules (PPR), 2008 (Rule 53& 54) for a better outcome.
10. The Firm/Company may associate to enhance their qualification in the form of a 'joint-venture' (JV). All members of such an association will be individually liable for pre-determined real and well-defined inputs to the assignment. The maximum number of members in the association is limited to three (3). The firms must declare one firm in this association as the 'Lead Firm' (lead firm needs to fulfill all the requirements, other firms need at least 3 years of experience).
11. Must demonstrate its management capacity (website link/brochures and other documents describing company's expertise, strength and experience, core functions, products and services, similar assignments or project experience, availability of relevant professional staff and experience among applicant's staff/resources to carry out this assignment).
12. Should demonstrate its logical capability (well-equipped office space at Dhaka with necessary facilities).
13. Firm/Company must have update BASIS membership.
14. Firm/Company who is ISO certified in Information Security Management Systems (ISO 27001) and management competency standards (ISO 9001) will add a great advantage. Certificates must have to submit, if has such certification.
15. The Firm/Company which has nationwide IT training experience for government officials will be given priority.
16. Firm/Company is requested to propose a Key Experts Team Composition (K1) with detailed CVs. List (Name, designation, years of experience, number of projects, expertise) of IT personals who can be engaged to perform the assigned task except domain expert. Mention the required hiring hours for domain expert consultation. However, for proper execution of the service, the Firm/Company shall include at least the following HR positions as minimum project team requirements and the minimum required qualification, experience of professional staff are as follows:

Role	Qualification	No. of
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(For application development)		persons
Manager / Team Leader	B.Sc. & M.Sc in CS/CE/CSE/IT or equivalent OR MBA. Minimum 10(Ten) years of experience as Project Manager. Minimum 05(Five) IT/ITES software project management (Design, Development and Implementation) experience. Among the projects at least 03(Three) must be enterprise/e-Government solution. PMP/Prince2 certificate holder will get preference.	1
Software Architect / System Analyst	B.Sc in CS/CE/CSE/IT or equivalent. Minimum 08 (Eight) years of experience as Software Architect / System Analyst. At least 03(Three) enterprise/e-Government IT/ITES software project solution experience in the field of system analysis and design or software architect.	1
Business Analyst	B.Sc in CS/CE/CSE/IT or equivalent. Minimum 3 years of experience in managing large scale IT business with a total of 7 years of experience in ICT industry	1
System Administrator	B.Sc in CS/CE/CSE/IT or equivalent. Minimum 08 (Eight) years of experience as a System Administrator.	1
Database Administrator (DBA)	B.Sc in CS/CE/CSE/IT or equivalent. Minimum 07 (Seven) years of experience as a Database Administrator. Database administration or database management certificate holder will get preference.	1
Security Expert	B.Sc in CS/CE/CSE/IT or equivalent. Minimum 3 years of experience in IT System security with a total of 7 years of experience in ICT industry. Vendor Certification e.g (ISSP/CEH/ISO/CISA/CISM is	1



	expected).	
Sr. Developer / Sr. Programmer	B.Sc in CS/CE/CSE/IT or equivalent. Minimum 06 (Six) years of experience as Sr. Developer / Sr. Programmer. Minimum 05(Five) IT/ITES software project experience in the field of programming/scripting as a core development team.	2
SQA/QC Expert	B.Sc in CS/CE/CSE/IT or equivalent. Minimum 05 (Five) years of experience as SQA/Test Engineer. Minimum 03(Three) IT/ITES software project experience in the field of software quality assurance.	1
Interoperability Expert	B.Sc in CS/CE/CSE/IT or equivalent. Minimum 05 (Five) years of experience as Interoperability Expert.	1
Developer/ Programmer	B.Sc in CS/CE/CSE/IT or equivalent. Minimum 04 (Four) years of experience as Developer/Programmer. Minimum 03(Three) IT/ITES software project experience in the field of programming/scripting as a core development team.	4
Asst. Programmer	B.Sc in CS/CE/CSE/IT or equivalent. Minimum 03 (Three) years of experience as a App. Developer/Asst. Programmer. Minimum 02(Two) IT/ITES software project experience in the field of programming/scripting as a core development team.	4
App. Developer	B.Sc in CS/CE/CSE/IT or equivalent. Must have minimum 03 years of profound experience in the field of android apps design and development	1
App Developer- iOS	B.Sc in CS/CE/CSE/IT or equivalent. Must have minimum 03 years of profound experience in the field of iOS apps design and development.	1
UI/UX Designer	Bachelor degree in any discipline. Minimum 03	1



	(Three) years of experience as a UI/UX Designer. Minimum 03(Three) IT/ITES software project experience in the field of interface design. Must have certification on graphics design courses or relevant field. Experience in working with Adobe Creative Studio, Figma etc will get preference.	
Technical Document Expert	B.Sc in computer science/computer engineering or equivalent. Minimum 03 (Three) years of experience as a Technical Document Expert. Minimum 03(Three) IT/ITES software project experience in the field of technical documentation.	1
Implementation Engineer	B.Sc in computer science/computer engineering or equivalent. Should have minimum 03(Three) years of profound experience in the field of software deployment, implementation planning.	1
<b>TOTAL</b>		<b>23</b>

<b>Role</b> (For Maintenance Service & Support)	<b>Qualification</b>	<b>No. of persons</b>
Software Maintenance & Support Engineer	B.Sc in CS/CE/CSE/IT or equivalent. Minimum 03 (Three) years of experience as Software Maintenance/ Support Engineer.	2
App. Developer/ Asst. Programmer (On Demand)	B.Sc in CS/CE/CSE/IT or equivalent. Minimum 03 (Three) years of experience as App. Developer/ Asst. Programmer.	2
<b>TOTAL</b>		<b>4</b>

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Role (As Non-Key Personnel)	Qualification	No. of persons
Jr. Technical Document Writer	B.Sc in CS/CE/CSE/IT or equivalent. Minimum 03 (Three) years of experience in the field of technical documentation with a total of 05 (Five) years industry experience. Must have technical documentation experience for minimum 02(Two) ICT enabled applications or software projects as core team member.	2
Project Assistant	Minimum graduate in any relevant subject from any University. Having master's degree or specialization diploma/degree/certification in relevant subject will be preferable. Should have minimum 08 years of profound experience in the field of software maintenance support service for web & mobile application. Must have minimum 05 ICT enabled application or software project experience in the field of software maintenance support service. In which minimum 01 (One) should be for the e-Governance application/Digital Service will be preferable.	2
Support Engineer	Minimum graduate in ICT disciplines from any reputed University. Should have minimum 2 years of profound experience in the field of helpdesk or call center. Help desk support service for the software maintenance support service/help desk will be preferable.	2
<b>TOTAL</b>		<b>6</b>

\* Depending on the competency of staff number of staff number may be changed.

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**Note:** For business process analysis & re-engineering Firm/Company can hire Domain Expert for part-time consultation on hourly basis. Please consider the above-mentioned project team composition has been proposed here mentioning minimum size of team with required HR positions for evaluation only. Firm/Company may propose any additional HR positions as per their SDLC methodology and work plan in the technical proposal as their plan.

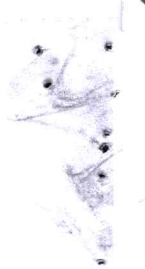
## Special Notes

1. MoHPW will preserve full rights to be confirmed security clearance of the personnel [if necessary] who will be working for this assignment through proper agency.
2. Firm/Company may need to sign separate non-discloser agreement with MoHPW considering date/information sensitivity [if needed].
3. Intellectual Property Right will strictly be controlled under regular state law for IPR protection.
4. MoHPW will preserve full rights to assign for testing, monitoring & evaluation of the Service/Assignment by third-party organization (like Bangladesh Computer Council).
5. Firm/Company will have to have clear concept on the expected components before starting work.

## Support or assistance to be provided by MoHPW

1. Meeting venue will be provided.
2. System design support.
3. Coordination on hosting, provide hosting facilities and local server storage to the Consultant.

A series of handwritten signatures and initials in black ink, located at the bottom of the page. From left to right, there are several distinct marks, including what appears to be a signature, a set of initials, and another signature.



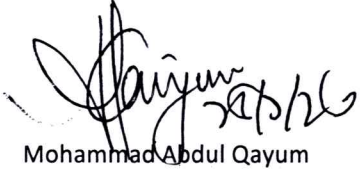
4. Necessary information and task related documents & files to the Firm/Company.
5. Necessary action to arrange Secretariat Gate Pass (temporary) to the Firm/Company's nominated personnel.
6. Necessary administrative and logistics support.
7. As per both parties understanding (if any).

  
15.01.23  
Mihir Kanti Sarkar

System Analyst  
Ministry of Housing and Public Works  
and Member Secretary

  
15.01.23

Sohel Mia  
Programmer  
National Housing Authority  
and Member



Mohammad Abdul Qayum  
Superintending Engineer  
Public Works Department  
and Member

Md. Shahenur Islam  
Deputy Secretary (Dev-14)

Ministry of Housing and Public Works  
and Member

  
15/01/23

Md. Mahbubur Rahman  
Deputy Secretary (Budget-4)  
Ministry of Housing and Public Works  
and Member

  
15/01/23

Deputy Secretary (Dev-8)  
Ministry of Housing and Public Works  
and Member

  
15/01/2023

Muhammad Iqbal Hussain  
Deputy Secretary (Dev-7)  
Ministry of Housing and Public Works  
and Member

  
15.01.2023

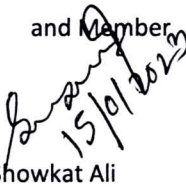
Md. Faridul Islam  
Joint Secretary (Planning)  
Ministry of Housing and Public Works  
and Member

  
15-01-2023

Md. Abul Kalam Azad  
Joint Secretary (Development-15)  
Ministry of Housing and Public Works  
and Member

  
15.01.2023

Md. Mahmudur Rahman Habib  
Joint Secretary (Development-9)  
Ministry of Housing and Public Works  
and Member

  
15/01/2023

Md. Showkat Ali  
Joint Secretary (Development Wing-2)  
Ministry of Housing and Public Works  
and Chairman