



DHAKA WASA

**Submission of Technical & Financial Proposal
for
Maintenance & Support Service of Resettlement Programme
(DESWSP) Database for the Affected Persons (APs) due to Acquisition
of Land by the Dhaka WASA Authority.**



Submitted To,
Senior System Analyst
MIS & Billing Department
Dhaka WASA, WASA Bhaban (7th Floor)
98, Kazi Nazrul Islam Avenue, Dhaka-1215



Submitted By,
Coder De Dhaka Ltd.
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Submission Date: 20th October 2024

Coder De Dhaka Ltd.

Table of contents
for
Resettlement Programme (DESWSP) Database for the Affected Persons (APs) due to Acquisition
of Land by the Dhaka WASA Authority.

SL	Topics	Page No.
01	Technical Proposal Submission forwarding	3
02	Consultant's Organization and Experience	4
03	Company Profile	4
04	Vision	4
05	Technical Expertise	5
06	Consultant's Experience	6
07	Financial Proposal for Maintenance	7
08	Scope for Software Maintenance	8
09	Conclusion	10
10	Legal Documents	Attachments

Ref: CDDL/DWASA/AP-P/001

20th October, 2024

To,
Senior System Analyst
MIS & Billing Department
Dhaka WASA, WASA Bhaban (7th Floor)
98, Kazi Nazrul Islam Avenue, Dhaka-1215.

Subject: Technical & Financial proposal for Maintenance & Support Service of Resettlement Programme (DESWSP) Database for the Affected Persons (APs) due to Acquisition of Land by the Dhaka WASA Authority.

Dear Sir,

With reference to your Request for Submission of Technical & Financial proposal for Technical & Financial proposal for Maintenance & Support Service of Resettlement Programme (DESWSP) Database for the Affected Persons (APs) due to Acquisition of Land by the Dhaka WASA Authority., Coder De Dhaka Limited. as your vendor Software Development Company proposes this offer for your kind consideration and approval.

We, the undersigned, hereby submitting our proposal, which is includes Technical & Financial Proposal for this Solution.

We hereby declare that,

- a) All the information and statement made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal is subjected to be further clarification by us.
- b) Our Proposal is binding upon us and subject to any modifications resulting from the other related negotiations.

We look forward you as our valued customer and to succeeding together.

With best regards,

Ashraful Alam
Director (Software Development)
Coder De Dhaka Ltd.
Mobile: +8801516197588.

Coder De Dhaka Ltd.

Consultant's Organization and Experience Consultant's Organisation
Coder De Dhaka Ltd.

1.	Name of the Company:	“Coder De Dhaka Ltd.” a software & ICT services company committed to excellence.	
2.	Business:	Software & ICT Services Company for Software Design & Development, Installation and Maintenance Services.	
3.	Experience in software development	Since 2016, the company has been developing software for the different Local Companies.	
5.	Age of the company	Age on date:5 years (approx.)	
6.	Tenderer's Tax Identification Number (TIN)	633809928095	
7.	Tenderer's VAT Identification Number (BIN)	004712537-0208	
8.	Current Address:	House no. 45/A, Dilu Road, New Eskaton, Bangla Motor Dhaka - 1212, Bangladesh.	
9.	Contact Details:	Phone: (+88) 01516197588)	
10.	E-mails:	coderdedhaka@gmail.com	
11.	Contact Persons:	Director (Software Development)	Ashraful Alam

Company Profile

Coder De Dhaka Ltd. is an information technology and consulting company providing the complete systems solutions from conception to implementation, consulting, training, and maintenance. We provide Integrated Accounts Information System (AIS) solutions to small and large Institutions.

At Coder De Dhaka Ltd., we believe that the most sophisticated system is the one that's simple to use. We want our customers to take advantage of what we are good at, so we work closely with our customers base to create features and functions that are easy to implement.

We are proud of our personal commitment to all our clients to provide superior service and support at all times. Our consulting and training services help organizations to develop effective solutions aimed towards achieving organizational goals.

Vision

- As a pathfinder, always to remain a center of excellence in ICT services by recruiting the best talents available and adhering to an unwavering commitment to quality.
- To always remain agile and vibrant through advanced training and cutting-edge technology in order to meet the needs of our clients.
- To always be a leader & trustworthy as a team to our clients, employees and society in general.

Technical Expertise:

Our range of skills is diverse and it covers all the significant technologies that add value to every project. The skill matrix depicts the most popular of these technologies:

Platforms	Environment
Development Languages & Framework	Oracle Forms-12c, Oracle Reports-12c, Crystal Report11, APEX, SQL/PLUS, PHP (Zend, CodeIgniter, CakePHP, Drupal, WordPress, Magento, OpenCart). Object Oriented Programming- JAVA, Python, Visual Studio, ASP.Net, MVC4, C#
RDBMS	Oracle 12c, Oracle RAC, MySQL, MS-Access.
Application Server / Middle-ware	Oracle Web-Logic Server 12c, Apache Tomcat.
Groupware and Document Management	Microsoft SharePoint Services
Project Management Tools	Microsoft Project 10
Operating System	MS-Windows (Windows12, Windows 10, Vista, XP, NT, 2000, Windows Server 2003, 2008), Unix, Linux (Red Hat AS-4,4.5,5) 32/64 bit, MS-DOS, Solaris-10 Oracle Linux 7, 8
Tools	Designer 2000, SD-PRO, TOAD, VISIO
Test tools	Quickest Professional / Selenium IDE.
Data communication and networks	TCP/IP, Bluetooth, XML, mobile communication and network management, WIFI (802.11b), GPRS, GPS, RS232, USB.

Consultant's Experience

Specific Experience of satisfactory completion of supply of similar Service		
Contract No	46.113.317.00.00.2020-21/CAO/1192	
Name of Contract	Outsourcing Payment Management Contractual Employee No Work No Pay Employee Salary Management System Software	
Award date	14/01/2021	
Completion date	14/02/2021	
Total Contract Value	4,51,500	
Procuring Entity'sName	Nishat Mazumdar	
Address Tel /	Chief Accounts Officer	
Faxe-mail	Accounts Division	
	WASA Bhaban,(12 th floor)	
	98, Kazi Nazrul Islam Avenue, Kawranbazar, Dhaka-1215.	
Contract No	46.113.317.00.00.2020-21/CAO/1192	
Name of Contract	File Management System	
Award date	23/12/2021	
Completion date	23/01/2022	
Total Contract Value	3,15,000	
Procuring Entity'sName	Nishat Mazumdar	
Address Tel /	Chief Accounts Officer	
Faxe-mail	Accounts Division	
	WASA Bhaban,(12 th floor)	
	98, Kazi Nazrul Islam Avenue, Kawranbazar, Dhaka-1215.	
Contract No	46.05.0000.223.32.004.22/2021-22/827-1	
Name of Contract	Paperless Payment System Software for Dhaka WASA.	
Award date	29/05/2025	
Completion date	25/06/2023	
Total Contract Value	42,80,000.00	
Procuring Entity'sName	A.K.M Shahid Uddin	
AddressTel / Faxe-mail	Director (Technical) & Senior System Analyst	
	MIS & Billing Department	
	WASA Bhaban,(7 th floor)	
	98, Kazi Nazrul Islam Avenue, Kawranbazar, Dhaka-1215.	
Contract No	46.05.0000.223.32.009.22/2022-23/T-01/983	
Name of Contract	Budget Management System Software for Dhaka WASA	
Award date	07/12/2022	
Completion date	03/01/2024	
Total Contract Value	28,80,2024	
Procuring Entity'sName	Deputy Managing Director (O&M) & Senior System	
AddressTel / Faxe-mail	Analyst	
	MIS & Billing Department	
	WASA Bhaban,(7 th floor)	
	98, Kazi Nazrul Islam Avenue, Kawranbazar, Dhaka-1215.	
Supply and/or production capacity of Service are:		
Year	Quantity	Type of Service
2022/23	4	Software Solutions
Liquid assets available		
No	Source of Financing	Amount Available
1	Share holders	TK. 20,00,000.00

Over the journey of more than 5 years with technical & business achievements, Coder De Dhaka Ltd. has successfully delivered a number of large & complex solutions for some organizations and SMEs. Our services include in system analysis, design and development, installation, training, operations and maintenance.

**Financial Proposal for Maintenance & Support Service of Resettlement Programme (DESWSP)
Database for the Affected Persons (APs) due to Acquisition of Land by the Dhaka WASA Authority.**

Sl.	Descriptions	Qty	Duration	Unit Price	Total Price (TK)
1.	Maintenance & Support Service of Resettlement Programme (DESWSP) Database for the Affected Persons (APs) due to Acquisition of Land by the Dhaka WASA Authority.	1 Year	1 st July 2024 to 30 st June 2025	2,40,000.00	2,40,000.00
2	User Training			45,000.00	45,000.00
Total					2,85,000.00
3	Vat 5%			5 %	15,000.00
Total Amount					3,00,000.00
Total Amount (In words): BDT. Three Lac Taka Only.					

TERMS AND CONDITIONS

1. All prices are Including VAT & Tax as service charge.
2. A/C related transaction dependent on Coder De Dhaka Ltd. standard terms & Condition.
3. Including additional features which are excluded from the proposal will apply charges (depends on the modules, pages and reports)

With best regards,

Ashraful Alam
Director (Software Development)
Coder De Dhaka Ltd.
Mobile: +8801516197588.

Scope for Software Maintenance

This section describes the Resettlement Programme (DESWSP) Database for the Affected Persons (APs) due to Acquisition of Land by the Dhaka Wasa Authority. software maintenance processes as:

1. The implementation process contains software preparation and transition activities, such as the conception and creation of the maintenance plan; the preparation for handling problems identified during development; and the follow-up on product configuration management.
 2. The problem and modification analysis process, which is executed once the application has become the responsibility of the maintenance group. The maintenance programmer must analyze each request, confirm it (by reproducing the situation) and check its validity, investigate it and propose a solution, document the request and the solution proposal, and finally, obtain all the required authorizations to apply the modifications.
 3. The process considering the implementation of the modification itself.
 4. The process acceptance of the modification, by confirming the modified work with the individual who submitted the request in order to make sure the modification provided a solution.
 5. The migration process (platform migration, for example) is exceptional, and is not part of daily maintenance tasks. If the software must be ported to another platform without any change in functionality, this process will be used and a maintenance project team is likely to be assigned to this task.
 6. Finally, the last maintenance process, also an event which does not occur on a daily basis, is the retirement of a piece of software.
- There are a number of processes, activities and practices that are unique to maintainers, for example:
- Transition: a controlled and coordinated sequence of activities during which a system is transferred progressively from the developer to the maintainer;
 - Service Level Agreements (SLAS) and specialized maintenance contracts negotiated by maintainers;
 - Modification Request and Problem Report Help Desk: a problem-handling process used by maintainers to prioritize, documents and route the requests they receive;

Categories of maintenance

- **Corrective maintenance:** Reactive modification of a software product performed after delivery to correct discovered problems.
- **Adaptive maintenance:** Modification of a software product performed after delivery to keep a software product usable in a changed or changing environment.
- **Perfective maintenance:** Modification of a software product after delivery to improve performance or maintainability.
- **Preventive maintenance:** Modification of a software product after delivery to detect and correct latent faults in the software product before they become effective faults.

The scope of this contract does not include the following

New Software or new module design and development: Migration process (platform migration etc.), new software, new module, any other structural changes, development, designs, implementation etc. require a different contract.

Software Support methodology:

Coder De Dhaka Ltd. will take care of all technical faults (bugs) in the application software during the warranty period at no extra cost. However, force majeure conditions will apply for situations beyond Coder De Dhaka Ltd. control such as power disruptions, civil disobedience, earthquakes etc. Initially Coder De Dhaka Ltd. will provide **01-year** support for system maintenance to ensure uninterrupted

functioning of the application software. After this period maintenance of the system will be provided as per client's requirement under separate maintenance contract.

Methodology of maintenance in Warranty Period

The steps initiated by our technical team to perform maintenance are as follows-

- ❖ Corrective actions are initiated within the support requirement method of defect report.
- ❖ The tester is notified. He analyzes and records the defects in the Test Report and Bug Report.
- ❖ Development Team is notified of the bug or system glitch through Bug Report.
- ❖ The Developers initially involved in the project are notified of the problem.
- ❖ Impact Analysis is performed to find corrective measures.
- **Architecture Re-design-** When specifications are altered, the hierarchy of design might be needed to change in order to fulfill the need of the client. The application will go through another software development lifecycle, and full testing of the system will be performed in order to provide maximum quality of the re-designed software. The application update is provided to the customer via an update patch.
- ❖ **Modular Re-structure-** When bugs are detected, full modular testing is performed in order to detect the bug and analyze other possibilities which may lead to its recurrence. Once a Bug Report is generated, the developer fixes the error and performs unit testing. The module goes through a cycle of Software Testing Lifecycle, before it is finally released to the client via an update patch.
- ❖ The Modular codes are edited to make corrective measures
- ❖ The developer performs Unit Testing to confirm the bug fixes.
- ❖ The tester is notified of architectural re-work/modular re-structure. He/she follows the initial test plan of the module under test in the Software Testing Life Cycle to make sure no new bugs are created.
- ❖ He/she, then, analyzes and checks all the scenarios in which the glitch might reappear to make sure the reported glitch is eliminated.
- ❖ In case of architectural re-work, he/she utilizes the software testing life cycle in order to verify and validate the new set of requirement specifications.
- ❖ The data is recorded in the Test Report and the Bug Report.
- ❖ Once the tester clears the defect, an update patch is generated by the development team.

The update patch is sent to the end-users via the support team.

Software Support and maintenance Team

Our support team will be available to support if any bugs occur during the time of agreement period. There must be a flexible notice period before asking for any service. The time period will be at least before Five (05) hour. Any bugs within the scope of work will be solved guarantee. Support request must be sent in written, e-mail or via phone. All the bugs or update will be monitored in a system priority. The details of service hour, priority of service will be explained later in this document.

Software support member's engagement

We have already described that our support team will be available for support the system. But the support team member wouldn't involve full time (means as an offsite) in the

proposed system which indicate support team member will engage in more than one project.

Third Party Software Support

Computer programs that are supplied or developed for a particular purpose by a different company on a particular system. Coder De Dhaka Ltd. will not provide any technical support for that third party software.

Coder De Dhaka Ltd. Support and Maintenance Plan:

There are different types of plans available for support and maintenance. Here we are going to offer you the best plan.

The available plan is “Annual Maintenance Contract (AMC)”

Contract period: Contract will be for a **12 months** period, commencing from the day of signing this contract. After a 12 months period, a month-by-month maintenance plan is available if required, to meet your company’s ongoing needs. (Cancellation of Contract requires thirty - 30 - day’s written notice).

Payment term: Full payment will be made once contract agreement done between both parties. Payment can be done by Bank Transfer or Bank cheque.

Working Hours: The maintenance work shall normally be done during working hours of the customer. However, in case of emergency maintenance may have to be done beyond office hours and even on holidays prior arrangement through proper communication should be worked out in all cases by the servicing agencies.

Renew contract: After expire of this agreement, the document is renewable on mutual consent of both parties until terminated by either party. Terms and conditions of this agreement may be changed, modified, reviewed by mutual understandings of both the parties within the contracted period.

CONCLUSION:

Digital Bangladesh is being targeted by government and private organizations to build this system. Automation will certainly bring dynamism and efficiency to government organizations and facilitate the ease of doing business leading to better government services and development. Digitized systems promote more effective monitoring of systems, allowing governments to take quick and timely action.