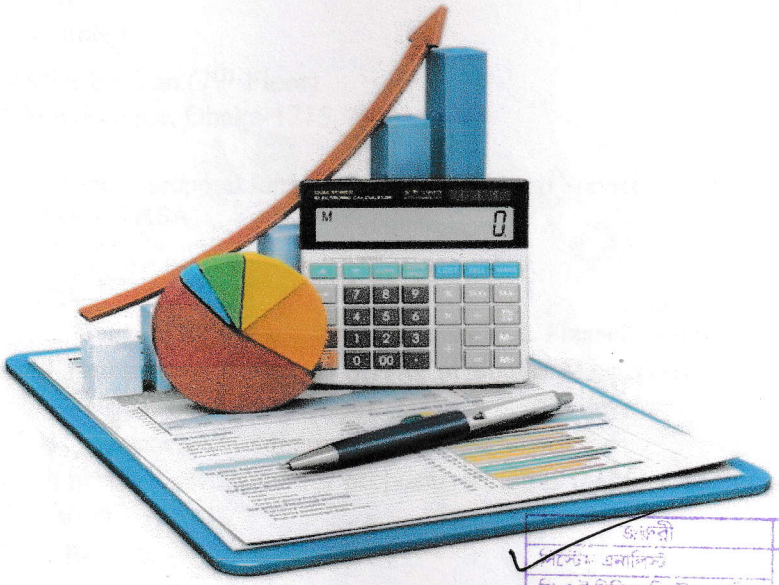
DHAKA WASA

Submission of Technical & Financial Proposal
for
Maintenance & Support Service of
Budget Management System Software for Dhaka WASA



জারী | অতীব জরুরী | অদ্যই
সিস্টেম এনালিস্ট | উপস্থাপন করুন
পি এ টু সিনিয়র সিস্টেম এনালিস্ট | প্রয়োজনীয় ব্যবস্থা নিন
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সিনিয়র সিস্টেম এনালিস্ট
এমআইএস এন্ড বিলিং ডিপার্টমেন্ট
ঢাকা ওয়াসা।

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

Submitted By
Coder De Dhaka Ltd.
House No.45/A, Dilu Road, New Eskaton, Dhaka 1217.
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Coder de Dhaka Ltd.

Coding is Intelligence

Ref: CDDL/DWASA/BUD-PAMC/001

8th September, 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 Budget Management System Software for Dhaka WASA.

Dear Sir,

With reference to your Request for Submission of Technical & Financial proposal for Technical & Financial proposal for Maintenance & Support Service of Budget Management System Software for Dhaka WASA, 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
08-09-2024
Director (Software Development)
Coder De Dhaka Ltd.
Mobile: +8801516197588

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Coder de Dhaka Ltd.

Consultant's Organization and Experience

1. IT Farm's Organization 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.	Address:	House no. 45/A, Dilu Road, New Eskaton, Bangla MotorDhaka - 1212, Bangladesh.
7.	Contact Details:	Phone: (+88) 01516197588)
8.	E-mails:	coderdedhaka@gmail.com

Company Profile

Coder De Dhaka Ltd. is an information technology and consulting companies 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 customer 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, Laravel, Vue js, React js, WordPress, Magento, OpenCart). Object Oriented Programming- JAVA, Visual Studio, ASP.Net, MVC4, C#, Android Studio, Jasper Reports
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.

Experience in Software Development
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.

Major Client List:

- **Dhaka Carriers (Pvt.) Ltd.**
- **S.A. Khan Corporation**
- **M/S. MUNNA TRANSPORT AGENCY**
- **Hyderabad Transport Agency**
- **DHAKA WASA**

- **Project-I: Dhaka Carriers (Pvt.) Ltd.:**

- Assignment Name: **Implementation of Accounting and Transport Management Software for Dhaka Carriers (Pvt.) Ltd.**	Approx. value of the contract (in BDT): **BDT 17,98,000/=**
Country: **Bangladesh** Location within the country: Gazipur, Bangladesh	Duration of assignments (months): **6 months**
Name of client: **Dhaka Carriers (Pvt.) Ltd.** Address: Gazipur, Bangladesh	Total No. of Staff month of the assignment: **20-man months**
Start Date: (Month/Year) **Jan 2020** / Completion Date: (Month/Year) **July 2020**	
Name of JV/associated consultants, if any: NA	No. of Staff-Months of key professional staff provided by JV/associated consultants: **N/A**
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and functions performed: Ashraful Alam Acted as the Team Leader for this particular project.	
Description of actual services provided by our staffs: Set the requirements of Integrated MIS and FIS system. 1. System Design & Development 2. Training 3. Implementation of the software.	

Firm's Name:	Coder De Dhaka Ltd.



- **Project-2: S.A. Khan Corporation**

Assignment Name: **Implementation of Accounting and Transport Management Software for S.A. Khan Corporation**		Approx. value of the contract (in BDT): **BDT 15,50,000/=**
Country: **Bangladesh** Location within the country: Gazipur, Bangladesh		Duration of assignments (months): **6 months**
Name of client: **S.A. Khan Corporation** Address: Gazipur, Bangladesh		Total No. of Staff month of the assignment: **15-man months**
Start Date: (Month/Year) **May 2017**	Completion Date: (Month/Year) **Nov 2017**	
Name of JV/associated consultants, if any: NA		No. of Staff-Months of key professional staff provided by JV/associated consultants: **N/A**
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and functions performed: Saiful Alam Acted as the Team Leader for this particular project.		
Description of actual services provided by our staffs: Set the requirements of Integrated MIS and FIS system. 1. System Design & Development 2. Training 3. Implementation of the software.		

Firm's Name:	Coder De Dhaka Ltd.

- **Project-3: M/S. MUNNA TRANSPORT AGENCY**

Assignment Name: **Implementation of Accounting and Transport Management Software for Dhaka Carriers Pvt. Ltd.**		Approx. value of the contract (in BDT): **BDT 11,75,000/=**
Country: **Bangladesh** Location within the country: Gazipur, Bangladesh		Duration of assignments (months): **6 months**
- Name of client: **M/S. MUNNA TRANSPORT AGENCY** Address: Gazipur, Bangladesh		Total No. of Staff month of the assignment: **15-man months**
Start Date: (Month/Year) **Jan 2018**	Completion Date: (Month/Year) Aug **2018**	
Name of JV/associated consultants, if any: NA		No. of Staff-Months of key professional staff provided by JV/associated consultants: **N/A**
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and functions performed: Saiful Alam Acted as the Team Leader for this particular project.		
Description of actual services provided by our staffs: Set the requirements of Integrated MIS and FIS system. 1. System Design & Development 2. Training 3. Implementation of the software.		

Firm's Name:	Coder De Dhaka Ltd.

- **Project-4: DHAKA WASA**

Assignment Name: Outsource Payment (OPay) **Management Software for DHAKA WASA**	Approx. value of the contract (in BDT): **BDT 3,80,000/=**
Country: **Bangladesh** Location within the country: Dhaka, Bangladesh	Duration of assignments (months): **4 months**
- Name of client: **DHAKA WASA** Address: Dhaka, Bangladesh	Total No. of Staff month of the assignment: **5 -man months**
Start Date: (Month/Year) Sep 2020 / Completion Date: (Month/Year) Jan 2021	
Name of JV/associated consultants, if any: NA	No. of Staff-Months of key professional staff provided by JV/associated consultants: **N/A**
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and functions performed: Ashraful Alam Acted as the Team Leader for this particular project.	
Description of actual services provided by our staffs: Set the requirements of Integrated MIS and FIS system. 1. System Design & Development 2. Training 3. Implementation of the software.	

Firm's Name:	Coder De Dhaka Ltd.

- **Project-5: DHAKA WASA**

Assignment Name: **File Management Software for DHAKA WASA**	Approx. value of the contract (in BDT): **BDT 2,80,000/=**
Country: **Bangladesh** Location within the country: Dhaka, Bangladesh	Duration of assignments (months): **4 months**
- Name of client: **DHAKA WASA** Address: Dhaka, Bangladesh	Total No. of Staff month of the assignment: **5 -man months**
Start Date: (Month/Year) Sep 2020 / Completion Date: (Month/Year) Jan 2021	
Name of JV/associated consultants, if any: NA	No. of Staff-Months of key professional staff provided by JV/associated consultants: **N/A**
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and functions performed: Linkan Roy Acted as the Team Leader for this particular project.	
Description of actual services provided by our staffs: Set the requirements of Integrated MIS and FIS system. 1. System Design & Development 2. Training 3. Implementation of the software.	

Firm's Name:	Coder De Dhaka Ltd.

- **Project-6: DHAKA WASA**

Assignment Name: **Budget Management System Software for DHAKA WASA**		Approx. value of the contract (in BDT): **BDT 28,80,000/=**
Country: **Bangladesh** Location within the country: Dhaka, Bangladesh		Duration of assignments (months): **4 months**
- Name of client: **DHAKA WASA** Address: Dhaka, Bangladesh		Total No. of Staff month of the assignment: 10 **-man months**
Start Date: (Month/Year) Jan 2023	Completion Date: (Month/Year) April 2023	
Name of JV/associated consultants, if any: NA		No. of Staff-Months of key professional staff provided by JV/associated consultants: **N/A**
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and functions performed: Linkan Roy Acted as the Team Leader for this particular project.		
Description of actual services provided by our staffs: Set the requirements of Integrated MIS and FIS system. 1. System Design & Development 2. Training 3. Implementation of the software.		

Firm's Name:	Coder De Dhaka Ltd.

2. Background

"Digital and Smart Bangladesh" is one of the dreams of the country, and therefore Digital technology to realize Vision 2021, which we commonly call Digital Bangladesh. Despite some Work is underway to achieve bottlenecks and limitations, Digital Bangladesh. Multiple projects Digitization has been completed and numerous projects are underway. Today's people with over 12 core mobile subscribers and 4.4 core internet subscribers, Digitization in various fields of activity. The ultimate objective is to make more and more services available at the doorsteps of the people with increased digitalization where possible. The government emphasized on four elements of "Digital and Smart Bangladesh Vision" which are human resource development, people involvement, civil services and use of information technology in business. The Dhaka WASA (Dhaka Water Supply and Sewerage Authority) is currently taking many initiatives to digitalize different services to make it more efficient available, relevant and persistent. Dhaka WASA intends to bring procurement and Inventory department under ICT automation coverage and ensure information availability for decision makers through integrated dashboard mechanism. This dynamic dashboard will be accumulated information from different types of data source. In this regard, procurement 1 of Dhaka WASA is trying to overcome all the barriers and spread the eservices throughout the under-coverage area. Already there is mentionable progress in ICT. However, the current rank and status in comparison with other government organization and the rapid development of ICT, the involvement of ICT in DWASA activities should be expanded in order to ensure reliability & transparency into its service. Currently, HQ of Dhaka WASA is required to billing information from internal and external data source and providing service for management decision support. The high authority is frequently asking for different types of statistical information from said source. However, it takes a lot of time to collect information because it takes a lot of time. Important paperwork, per-channel communication, data source connectivity, and administrator approval Delays for correct determination and analysis of the current situation.

Scope of Work

Purpose of Maintenance Budget Management System Software for Dhaka WASA.

- Bug / Error Fixing of Existing Module
- Modify Existing Pages (if needed)
- Edit Remove Pages (if needed)
- Add / Delete / Modify DB table & other Process (if needed)
- Report Modify

Budget Management System Software for Dhaka WASA. Maintenance module & features are given below:

1. Income.
2. Income and Expenditure Schedule Top Sheets.
3. Budget Clearence.
4. Report Modification.
5. Budget Adjustment.
6. Segregation of Salary and Allowance.
7. User Setup
8. Units/ Branch Setup •
9. Administration Setup •
10. Work Details Setup
11. Work Details Setup
12. Cost center Management
13. Circle Setup
14. Accounts Setup
15. Statement Budget Setup
16. Reverse Budget Setup
17. Budget Follow up
18. Costs related complete information
19. Upcoming Events Setup
20. Budget Approval •
21. Notice Board
22. Dashboard
23. Statement Setup
24. Reverse Budget
25. Budget Follow up
26. Costs related complete information
27. Upcoming Events Setup
28. Budget Approve

29. Notice Board
30. Dashboard
31. Current Operating Budget Report
32. Current Expense Budget Report
33. Actual Cost (AC)
34. Budget Increment per Annum
35. Budget Decrease per Annum
36. Live Work Status Update
37. Multi-level Estimate Create
38. Fund Transfer
39. Fund Restrictions
40. Download select information into Excel
41. Vouchers
42. Multi-Level Budget Create
43. Usage Requisition Create
44. Methodologies used to calculate costs

Module Name	Feature & Functionality/Process
Income	➢ **Sub Assistant Engineer:** (a) Create Income Requisition (b) Check income Requisition Report (c) Create, Edit, Update income Requisition (d) Forward Income Requisition (e) Download PDF, Excel Requisition Report
	➢ **Assistant Engineer:** (a) Observation Income Requisition (b) Forward & Backward Income Requisition (c) Download PDF, Excel Requisition Report
	➢ **Executive Engineer:** (a) Observation Income Requisition (b) Forward & Backward Income Requisition (c) Download PDF, Excel Requisition Report
	➢ **Circle Head:** (a) Observation Multiple Division Income Requisition (b) Forward & Backward Income Single or multiple Requisition (c) Download PDF, Excel Requisition Report
	➢ **Wings Head:** (a) Observation Multiple Division Income Requisition (b) Forward & Backward Income Single or multiple Requisition (c) Download PDF, Excel Requisition Report



	➢ **CAO:** (a) Observation Multiple Division Income Requisition (b) Forward & Backward Income Single or multiple Requisition (c) Download PDF, Excel Requisition Report (d) Send income Requisition to budget division
	➢ **Budget Division:** (a) Observation Multiple Division Income Requisition (b) Metting Call 1. Cost Center Demand Metting 2. Budget Committee Metting 3. Board Metting 4. Ministry Approval 5. Income Demand Allocation (c) Download PDF, Excel Requisition Report (d) Forward & Backward Income Single or multiple Requisition

Module Name	Feature & Functionality/Process
Budget Clearance	➢ **Sub Assistant Engineer:** (a) Create Budget Clearance Certificate (b) Check Budget Clearance Certificate (c) Create, Edit, Update Budget Clearance Certificate (d) Forward Budget Clearance Certificate (e) Download PDF, Excel Budget Clearance Certificate
	➢ **Assistant Engineer:** (a) Observation Budget Clearance Certificate (b) Forward & Backward Budget Clearance Certificate (c) Download PDF, Excel Budget Clearance Certificate
	➢ **Executive Engineer:** (a) Observation Budget Clearance Certificate (b) Forward & Backward Budget Clearance Certificate (c) Download PDF, Excel Budget Clearance Certificate
	➢ **CAO:** (a) Observation Multiple Division Budget Clearance Certificate (b) Forward & Backward Budget Clearance Certificate (c) Download PDF, Excel Budget Clearance Certificate (d) Send Budget Clearance Certificate to budget division
	➢ **Budget Division:** (a) Observation Budget Clearance Certificate (b) Check Budget Head, Budget Amount, Remaining Amount, Generate Budget Clearance Certificate & Approve Budget Clearance Certificate. (c) Download PDF, Excel Budget Clearance Certificate (d) Forward & Backward Budget Clearance Certificate



Module Name	Feature & Functionality/Process
Income Schedule	➢ **Schedule 1:** (a) Demand (b) Metting (c) Budget Metting (d) DWASA Board Metting (e) Ministry (e) Final Allocation ➢ **Schedule 2:** (a) Demand (b) Metting (c) Budget Metting (d) DWASA Board Metting (e) Ministry (e) Final Allocation ➢ **Schedule 3:** (a) Demand (b) Metting (c) Budget Metting (d) DWASA Board Metting (e) Ministry (e) Final Allocation ➢ **Schedule 4:** (a) Demand (b) Metting (c) Budget Metting (d) DWASA Board Metting (e) Ministry (e) Final Allocation ➢ **Schedule 5:** (a) Demand (b) Metting (c) Budget Metting (d) DWASA Board Metting (e) Ministry (e) Final Allocation ➢ **Schedule 6:** (a) Demand (b) Metting (c) Budget Metting (d) DWASA Board Metting (e) Ministry (e) Final Allocation ➢ **Schedule 7:** (a) Demand (b) Metting (c) Budget Metting (d) DWASA Board Metting (e) Ministry (e) Final Allocation



Module Name	Feature & Functionality/Process
Budget Adjustment	➢ **Budget Division:** (a) Observation Budget Income & Expenditure (b) Add Income Amount (c) Deduction Expenditure Amount (d) Automatic add or deduction amount hit to schedule & top sheets reports (e) Download PDF, Excel Budget Adjustment Report

Module Name	Feature & Functionality/Process
Segregation of Salary and Allowance	➢ **Budget Division:** (1) Segregation of Salary (a) basic pay (b) Allowance (2) Automatic Segregation of Salary hit to schedule reports (3) Download PDF, Excel Budget Segregation of Salary and Allowance Report

Module Name	Feature & Functionality/Process
Top Sheets	➢ **Top Sheets:** (a) Demand (b) Metting (c) Budget Metting (d) DWASA Board Metting (e) Ministry (e) Final Allocation

Scope for Software Maintenance

1. **This section describes the Budget Management System Software for Dhaka WASA 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.

2. 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 them become effective faults.

3. 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.

4. 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.

5. 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.

6. Software Support and maintenance Team

Our support team will 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.

7. 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.

8. 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.



9. **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.

Supporting Process:

Technical and management process cannot themselves ensure predictability and continuous improvement of quality, cost and time, CODER DE DHAKA LTD. uses a set of defined supporting process for providing required support to the technical and management process. Requirement Management Process, for example, helps to identify the appropriate requirements provider required for proper Requirement Capturing (a step of the technical process). Further, it manages changes to requirements, which in turn helps the management process to determine the overall impact of changes to the project. Other supporting processes - Configuration Management, Quality Assurance and Risk Management, are described in detail in the sections - Quality Assurance Process, Configuration & Change Management, and Issue & Risk Management.

Management Process: This is the project-oriented process. It defines the activities and methods for planning the work, organizing and motivating those who will do the work, and tracking progress to ensure the project is completed on time within budget and at the highest level of quality. This particular section contains detail description of this process, which is provided in the following sections.

To estimate the task duration, CODER DE DHAKA LTD. Follows a defined and documented process to estimate task duration; cost and other estimation parameters, following section contain description of the defined estimation process.

Estimation Process:

The estimation process can be defined in terms of the followings:

- **Estimate size:** Analyzing functional requirements, historical data, and past experience software size in source lines of code (SLOC) or requirements are determined. Maximum, minimum, and most likely estimates are developed and then averages are considered as the final estimates. All of the estimation rationale or assumptions are documented and reviewed.
- **Estimate cost and effort:** Labor hours and cost are determined for the identified tasks of software engineering phases, documentation, configuration management, quality assurance, and management efforts. Environmental parameters such as program complexity, programming language, requirements volatility, analyst capability, and execution time constraints are evaluated. In this case also, the estimation is verified against the historical data and assumptions are documented.
- **Estimate critical computer resources:** Determine the critical computer resources needed to complete the project are determined and the estimate is then compared to the actual critical resources available. Critical resources are project-specific, and may include memory usage, throughput capacity, timing, software licenses, and hard drive usage. The estimation method that is followed includes historical experience and analogy with similar projects.
- **Track and report estimates:** During the project life, actual measurements and status against the estimates are tracked, using organization standard tracking templates. Comparing estimates to actual

status over time allows the project to track status and see how accurate the estimates are. Updates to estimates are made as needed. Estimation data, both planned and actual, are recorded for the benefit of other projects in the organization.

Analyze Issues and Determine Corrective Actions:
For controlling the project deviations and other noncompliance, collected issues are analyzed to determine need for corrective action. The appropriate actions needed to address the identified issues are determined and documented. These corrective actions are reflected in the subsequent processes – control scope, control project resources and control cost and schedule.

Control Project Resources:
Resource control involves assessing both how they are being utilized and in the case of human resources, whether they are able to devote the time needed to complete their activities on time. In case of discrepancies, corrective actions as adding resources might occur. In that case the project manager justifiably adds resources to the project.

Modify the Project Plan:

All identified and approved changes are reflected in the project plan document and the execution and controlling phase continues throughout the project life.

Revisit the Planning Phase:
In case of major changes, the planning phase is revisited to determine objectively the impact of changes to the overall project quality, cost and time. Definition of major changes is defined during the planning phase.

Closing project:

The project requires closure after achieving its objectives. Closing the project not only provides for completion of administrative activities, but also provides evaluation of project performance, which can be a valuable for the future projects.

Security Features and Access Control

Security is the ideal state where all information can be communicated across the internet secure from unauthorized persons being able to read it and/or manipulate it. Security deals with the techniques employed to maintain security within a computer system. Security is also the process of preventing and detecting unauthorized use of one's computer. Application security is the use of software, hardware, and procedural methods to protect applications from external threats. Security measures built into applications and a sound application security routine minimize the likelihood that hackers will be able to manipulate applications and access, steal, modify or delete sensitive data. Once an afterthought in software design; security is becoming an increasingly important concern during development as applications become more frequently accessible over networks and are, as a result, vulnerable to a wide variety of threats.

1. Security challenges:

- Protecting data from viruses and worms introduced into the network via downloaded files and e-mail Attachments.
- Controlling access to business-sensitive data by internal and potentially external users; unauthorized access to protected data can result in legal issues and the loss of trade secrets.
- Protecting corporate Web sites running on general-purpose operating systems from denial of service (DOS) attacks and service exploits-both of which can render them inaccessible and unusable.
- Preventing the exploitation of Internet access privileges by employees.

2. Threats:

The possible threats of the proposed e-Government solution can be posed as:

- Some technology-related threats might not be present
- The human-generated threats would be more prone to the proposed application.

Coder de Dhaka Ltd.

3. Threats to Confidentiality

Confidentiality is the way of protecting the information from unauthorized persons, thus they cannot access to the system and perform any task, which might cause data loss or data damage. It is important to safeguard the valuable documents and records from such access. The confidentiality factor should be well defined and will be carefully implemented. We should consider the aspects of confidentiality as a crucial issue that includes user identification, authentication etc. In the proposed software application, confidentiality can be breached in the following security levels.

System-level Security: Unauthorized user activity at system level resources, lacks in the Local area networks (LAN) security.

Server/Machine Security: Unauthorized physical access to a machine, which may lead to creating hole in system level security.

User Group-level Security: Unauthorized user activity at the application resources.

File/Database Security: Unauthorized user activity at the database resources.

To eliminate the security threats, authentication and authorization along with password control to limit the user from the following activities should be incorporated with the system:

Limiting the user to retrieve any information Limiting the user to use module or generate report.

Authentication is the process in which the application verifies a user's identity and credentials.

Authorization will actually verify the authenticated user's permissions for a requested resource.

Modification of sensitive data will automatically invoke the trigger to store the old data to audit.

4. Server/Machine Security

It means the limitation of physical access to a machine and generally would require an additional login in order to gain access. The operating system will restrict unauthorized users to log on or open the computer and database itself secure database to delete or to add any data from unauthorized user. This system is based on LAN therefore firewall or the protection from hacker is not needed.

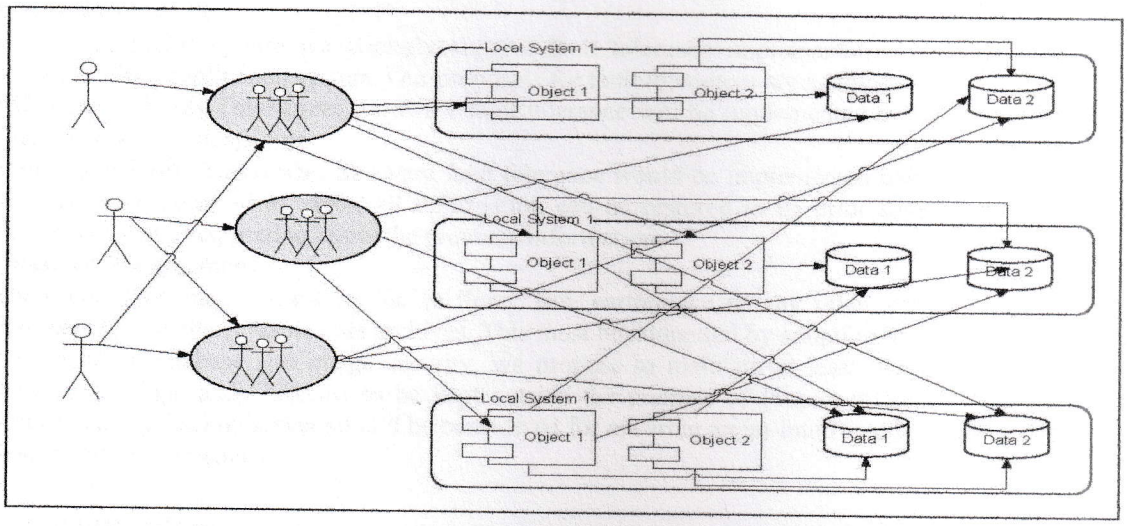
5. User Group-level Security

Since the system is a web-based application, where separate managements at different locations manage users, a multi-layered user rights policy need to be applied. Block diagrams of such multi-layer user rights are shown below.

Users having common activities constitute a user group where all of them have common rights and common resources (objects and data). A user can be granted right to access (any combination of view, insert, update or delete, or executing processes) any object or data. The rights can be granted to the user group also, where all members of the group get the rights of the group.

Further, if any object of a system is granted access to data or other objects, then users or members of a user group that have right of execution of the object, get the right to access those object or data.





User, User Groups and Objects and Database Rights

This multi-layered security structure provides flexibility to the security management, and the security management policy can be implemented in a better way.

Database Backup and Recovery:

To maintain backup data and ensure data are not lost, we can use the standard backup procedure or replication between multiple servers. This utility is used to back up the System database from the Database to a file in **local** or **network directory** or in **remote** location. Alternative **DVD/Tap** (storage device) can be used to store the periodic data and keep in separate location/area. Later it can be retrieved from DVD if any hazard occurs. **Restore** This utility is used to restore a database that was previously backed up using the Database Backup Utility.

Threats to Integrity

The unawareness of the authorized users to the system is the primary threat to data integrity. The following causes can be defined us unawareness of the users:

- Errors
- Omissions
- Deletion –etc.

This sort of unawareness can cause valuable data to be lost, damaged, or altered. The employees will bring such causes to disaster unless they are trained reasonably in computers, security threats and vulnerabilities.

There could be another threat of intentional attempt of tempering or manipulation the stored images and data by the authorized users.

Threats to Availability

- **Crash or Virus Attack:** Failure or disruption of resources could cause the computer to crash. This will create denial of services in the proposed system. Denial-of-Service may also arise due to attacks by Trojan horses and viruses.
- **Lack of Fault Tolerance and Disaster:** Fault of the system and hardware may collapse the whole system if there is no fault tolerance measure. Such causes may halt providing valuable services to the public. Even, there could be major disasters due to flood, fire, earthquake or any other natural calamity causing complete loss of the valuable data archives.

Fault Tolerances

For the proposed system we strongly suggest fault tolerance implementation in both hardware and software of the application system. Our proposals for fault tolerances are as follows:

• **Hardware Fault Tolerance:** Hardware fault tolerance will be implemented by RAID configuration of Disk Mirroring with striping.

• **Software Fault Tolerance:** Software fault tolerance would be implemented using Oracle Server. This means, in the event of an error, all information can be restored to its prior state without restoring to backups or being required to know the previous information.

Disaster Management

There could be major disasters due to flood, fire, earthquake or any other natural calamity causing complete loss of the valuable data archives. This must be addressed by adopting the following measures: For ensuring database and image security, we propose to maintain at least two backups of the entire database in Tape and CDROM to be kept outside the premise of Project office in a remote location. Additionally, a backup server should be considered for ensuring an un-interrupted operation of the system in some disaster events.

Authentication:

Application authentication is built around the concept of role-based membership of the users. Few database tables namely User, User Group, User Log, Page, Field, Field User are designed to implement the application security. The Super user or Database Custodian or administrator can manage the security features like:

• Create a new user account
• Change password of a user
• Create User Group
• Assigning or changing a user's role membership
• Administer access rights for a user
• Administer access rights for a role
• Will have also access to track & view the **history log,** from where Super user can monitor last modified person information with date & time in which form/record, the person has changed or updated information.

• **Edit history** of last five/ten times/days will be maintained with user name, date & time.

User type	Add	Update/Edit	Delete
Level1	✓	✓	✓
Level 2	✓	✓	✗
Level 3	✓	✗	✗
Level 4	✗	✗	✗

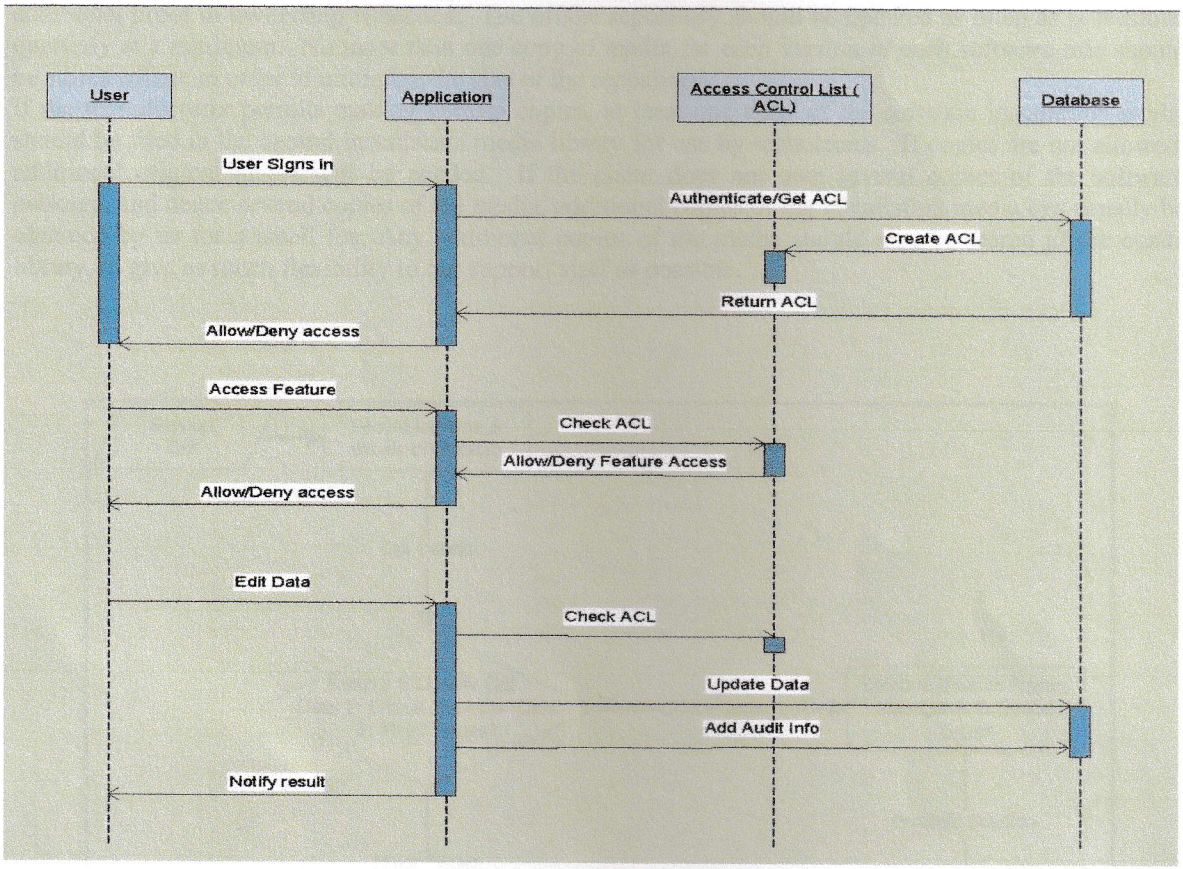
Authorization

A user must be assigned a role. All the features are defined in the Application table with unique feature ID. To verify if a user has rights on a feature, the steps followed are:

1. The user is the administrator or a member of admin role or a member of guest role, then allows or goes to next step.
2. The user has rights same as role then collect roles' rights or collect user's rights and check for rights.

The following sequence describes how access right is implemented.





Access Control Sequence Diagram

Data Migration Plan

Data Migration is the relocation of data from existing sources data in both digital and paper-based format into a new solution. It is performed as part of the implementation of the new solution. The purpose of data migration is to preserve core business knowledge and make it accessible from the new application. Through the use of best practices, technology-driven focus and domain experience, the process of migrating data has been broken down into a series of well-defined atomic level tasks, control metrics and procedures that reduce both cost and time to completion.

1. Normalization

By building a fully normalized relational model based on and fully supported by the consolidation of all the data, so that the data model will not fail.

2 Installation media:

Software installation media also needs to be protected in the event of a disaster, though it should be easily accessible to support staff as well. To ensure safety in the event of a disaster, we recommend our valued client to locate copies of all installation media in a protected, offsite location. To provide support staff with needed access we will also keep a central library of installation media available for use. The offsite repository should be updated as regularly as possible.

One original of the installation media for each software title should be set aside and taken to the offsite repository. This media (CD, user manuals, etc.) should always be an original so that it can provide

additional proof of ownership if needed. The offsite repository should be updated as often as is feasible, quarterly at a minimum. No more than one copy of media for each version of each software title should be stored offsite in order to minimize the size of the repository.

If the manufacturer permits making backup copies, at least one copy of the software installation media should be filed in the central installation media library for use by technicians. If copies are not allowed, additional original media will be needed. If the client does not own several copies of the software package, and hence several copies of the media, additional copies of the installation media can usually be obtained by us for a small fee. Any additional copies of the media should also be stored in the onsite library, to give as much flexibility to our support staff as possible.

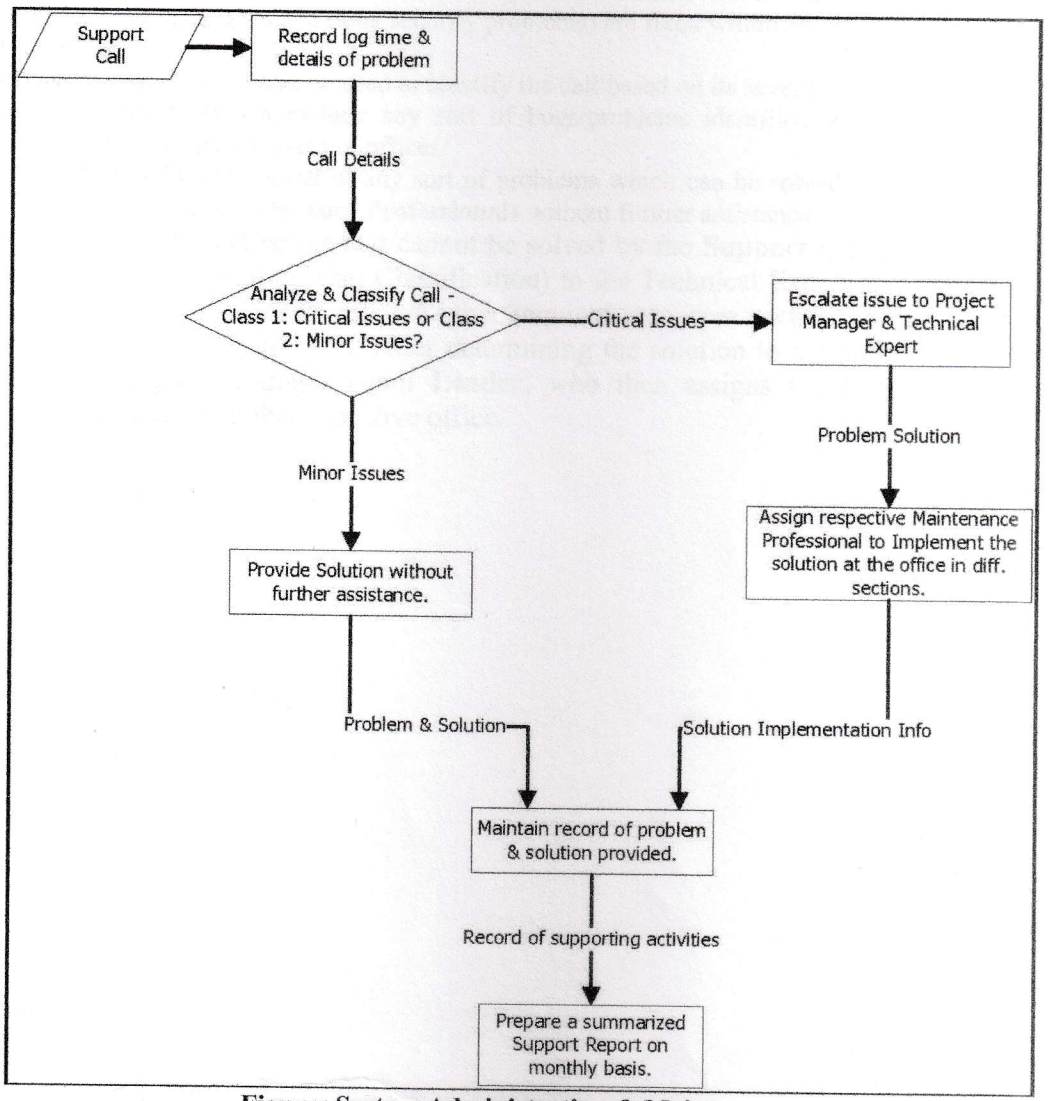


Figure: System Administration & Maintenance

Support Services for the Software

Support services for the software consist of technical support and assistance by e-mail or telephone to the user. These services include receiving, classifying, and logging support requests, and the assignments thereof to the technical experts and project managers who are responsible for troubleshooting the problem until it is resolved.

A problem is considered resolved when:

- The software conforms substantially to its specifications; or
- The user has been advised on how to correct or bypass the error through telephone; or
- Security issues or any other software problem/defect is fixed by the Maintenance Professionals within the specified time frame.

The Support Team will support the user by call handling and problem resolution as well as call classification and escalation. Any sort of software problem is fixed within 3 days; and in case of security issues (including virus attacks and other security problems) are fixed within 36 hours.

Call Classification

The following classification will be used to identify the call based on its severity:

- **Class 1 – Critical Issues** include any sort of bugs/problems identified in the software and new requirements provided by the users of offices.
- **Class 2 – Minor Issues** consist of any sort of problems which can be solved immediately or at most within 3-4 hours by the **Maintenance Professionals** without further assistance.

Call Escalation Technical issues that cannot be solved by the **Support Engineers** are escalated (based on the above specified Call Classification) to the Technical Expert and Project Manager via e-mail. These professionals involve other required resources such as analyst, programmer, tester, etc. to resolve the problem. After determining the solution to the problem, it is reported back to the **Project Manager/Team Leader**, who then assigns the Support Engineers to implement the solution at the respective office.

Coder de Dhaka Ltd

Technologies to be used

If awarded, Coder De Dhaka Ltd. Will maintenance the systems in the following technology platform:

SL	Tools/Technology	Features
1.	Software Development Mythology	Agile Scrum
2.	Operating System	Windows/Linux
3.	Architecture	three-tier base / Micro service
4.	Backend Technology	Oracle
5.	Frontend Technology	Oracle Apexl, HTML, CSS, Bootstrap, JavaScript, jQuery
6.	Database	Oracle 19c
7.	Web Server	Apache
8.	API	REST

Maintenance time:

Total Maintenance time duration = 1 (One) Year.

Serial	Description	Days/Months
2	Existing Feature Maintenance	12 Months
3	DWASA provide Source Code, Database File and Other Needed Document file for Software Analysis, Install & Operation.	

Estimated Budget of Maintenance

Financial Proposal for Maintenance & Support Service of Budget Management System Software for Dhaka WASA:

Sl.	Descriptions	Qty	Duration	Unit Price	Total Price (TK)
1.	**Maintenance & Support Service of Budget Management System Software for Dhaka WASA.**	1 Year	1st June 2024 to 31st May 2025	4,19,050.00	4,19,050.00
2	**Vat 5%**			5 %	20,950.00
				Total Amount	4,40,000.00
Total Amount (In words): **BDT. Four Lac-Forty Thousand 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)



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.

Issue No. 212312 Date: 14/02/2021

Certificate of Incorporation
(under Act XVIII of 1994)

No. C-168736/2021

I hereby certify that ***CODER DE DHAKA LTD.*** *is this day incorporated under the Companies Act (Act XVIII) of 1994 and that the Company is Limited.*

Given under my hand at ***Dhaka*** *this* ***Eleventh*** *day of* ***February two thousand and twenty-one****.*

By order of
Registrar

Assistant Registrar
Registrar of Joint Stock Companies & Firms
Bangladesh

N.B. This certificate is digitally signed. Please find the soft copy to verify the signature.

ঢাকা উত্তর সিটি কর্পোরেশন

www.dncc.gov.bd

লাইসেন্স ইস্যুর বিবরণ

ইস্যুর তারিখ :28/01/2024
ইস্যুর সময় :13:48:54



ই-ট্রেড লাইসেন্স

লাইসেন্স নং : TRAD/DNCC/133957/2022

স্থানীয় সরকার (সিটি কর্পোরেশন) আইন, ২০০৯ (২০০৯ সনের ৬০ নং আইন) এর ধারা ৮৪- তে প্রদত্ত ক্ষমতাবলে সরকার প্রণীত আদর্শ কর তফসিল, ২০১৬ এর ১০ অনুচ্ছেদ অনুযায়ী ব্যবসা, বৃত্তি, পেশা বা শিল্প প্রতিষ্ঠানের উপর আরোপিত কর আদায়ের লক্ষ্যে নিম্নে বর্ণিত ব্যক্তি/ প্রতিষ্ঠানের অনুকূলে অত্র ট্রেড লাইসেন্সটি ইস্যু করা হলো।

১। ব্যবসা প্রতিষ্ঠানের নাম	:	কোডার ডি ঢাকা লিঃ
২। ব্যবসা প্রতিষ্ঠানের মালিকের নাম	:	মোঃ মনোয়ার হোসেন (চেয়ারম্যান)
৩। পিতা / স্বামীর নাম	:	মোঃ নুর হোসেন
৪। মাতার নাম	:	মোছাঃ রিজিয়া বেগম
৫। ব্যবসার প্রকৃতি	:	লিমিটেড কোম্পানী
৬। ব্যবসার ধরণ	:	তথ্য প্রযুক্তি
৭। ব্যবসা প্রতিষ্ঠানের ঠিকানা	:	৬৯,নিউ ইস্কাটন রোড,বাংলামোটর,ঢাকা
৮। অঞ্চল/ডিএনসিসি'র নিজস্ব মার্কেট	:	৩ মহাখালী
৯। এনআইডি/পাসপোর্ট/জন্ম নিবন্ধন নং	:	৫০২১৫০৭০৯৭৯৯৬
মোবাইল নম্বর	:	০১৬৭০১১১১১৫
১০। অর্থ বছর	:	২০২৩-২০২৪ [নবায়নকৃত]
১১। মালিকের বর্তমান ঠিকানা		
হোল্ডিং নং	:	সমবয় টাওয়ার
রোড নং	:	
গ্রাম / মহল্লা	:	মিলগেইট
পোস্টকোড	:	
থানা	:	টঙ্গী
জেলা	:	গাজীপুর
বিভাগ	:	
১২। আদর্শ কর তফসিল, ২০১৬ এর ক্রমিক নং	:	

ওয়ার্ড / মার্কেট: ৩৫
বিআইএন নং:
ই-মেইল:
ব্যবসা শুরুর তারিখ: ১৪/০৩/২০২১

মালিকের স্থায়ী ঠিকানা

হোল্ডিং নং	:	
রোড নং	:	
গ্রাম / মহল্লা	:	রথপাড়া
পোস্টকোড	:	ভেড়ামারা
থানা	:	ভেড়ামারা
জেলা	:	কুষ্টিয়া
বিভাগ	:	

১৩। ট্রেড লাইসেন্স ফি (নতুন/নবায়ন)

লাইসেন্স/নবায়ন ফি	:	৪৫০০	সাইনবোর্ড কর (পরিচিতিমূলক)	: ৪৮০
সারচার্জ	:	০	ভ্যাট	: ৭৪৭
আয়কর / উৎসেকর	:	৩০০০	বই মূল্য	: ২৭০
বকেয়া ()	:	০	ফর্ম ফি	: ০.০০
সংশোধনী ফি	:	০.০০	অন্যান্য ফি	: ৫০০.০০
			সর্বমোট	: ৯৪৯৭.০০

অত্র ট্রেড লাইসেন্স এর মেয়াদ ৩০ শে জুন, ২০২৪ পর্যন্ত

লাইসেন্স

Government of the People's Republic of Bangladesh
National Board of Revenue

Mushak-2.3

Customs, Excise and VAT Commissionerate, Dhaka (South)
Shegunbagicha Division

Value Added Tax Registration Certificate

This is to certify that the person whose details are given below is registered under Value Added Tax and Supplementary Duty Act, 2012 (Act No. 47 of 2012)

BIN : 004712537-0208

Name of the Entity	: CODER DE DHAKA LTD.
Trading Brand Name	: N/A
Old BIN	: N/A
e-TIN	: 633809928095
Address	: 69, New Eskaton Road, Bangla Motor; Ramna PS; Dhaka-1217; Bangladesh
Issue Date	: 23/05/2022
Effective Date	: 05/2022
Type of Ownership	: Private Limited
Major Area of Economic Activity	: Services

This is a system generated certificate and doesn't require any signature

Government of the People's Republic of Bangladesh

National Board of Revenue

Taxpayer's Identification Number (TIN) Certificate

TIN : 633809928095

This is to Certify that **CODER DE DHAKA LTD.** is a Registered Taxpayer of National Board of Revenue under the jurisdiction of **Taxes Circle-316 (Company)** , Taxes Zone **15, Dhaka**.

Taxpayer's Particulars :

1) Name : **CODER DE DHAKA LTD.**

2) Registered Address/Permanent Address : **House # 69, New Eskaton Road, Bangla Motor, Ramna, Dhaka, PO : 1217**

3) Current Address : **House # 69, New Eskaton Road, Bangla Motor, Ramna, Dhaka, PO : 1217**

4) Previous TIN : **Not Applicable**

5) Status : **Company**

Date : March 15, 2021

Please Note:

1. A Taxpayer is liable to file the Return of Income under section 75 of the Income Tax Ordinance, 1984.
2. Failure to file Return of Income under section 75 is liable to-
   (a) Penalty under section 124; and
   (b) Prosecution under section 164 of the Income Tax Ordinance, 1984.

Deputy Commissioner of Taxes
Taxes Circle-316 (Company)
Taxes Zone 15, Dhaka
Address : Razzak Plaza (5th Floo), 383, Tongi Diversion Road, Mogbazar, Dhaka Phone : 8316276

N. B: This is a system generated certificate and requires no manual signature.

Issue No. 212313 Date: 14/02/2021

Form XII

Particulars of Directors, Manager and Managing Agents and of any change therein
The Companies Act, 1994 (See Section 115)

Name of the Company: **CODER DE DHAKA LTD.**, Reg. No. C-168736, Reg. Date: 11-FEB-21

Entity Address: *House No. 69, New Eskaton Road, Bangla Motor , Dhaka*

Presented for filing by: **MD. RAFIKUL ISLAM**

Sl.	The Present Name (a) or Names and Surnames (d)	Nationality	Nationality of Origin (other than the present nationality)	Usual Residential Address	Other Business, Occupation and Directorship, if any, if none, state so (b)	Date of Appointment or Change	Changes
1	MD. MONOWAR HOSSAIN	Bangladeshi	--- Select ---	Somobay Tower, Co-Oparative Market, Millgate, Tongi, Dhaka, Phone :+8801711172347, email: dhakacarriers@gmail.com, National ID: 5021507097996, TIN: 597650297338	Business	Date of Incorporation	
2	MD. RAFIKUL ISLAM	Bangladeshi	--- Select ---	House No. 69, New Eskaton Road, Bangla Motor, Dhaka, Phone :+8801915636758, email: rafikul81@gmail.com, National ID: 6874964783, TIN: 724470500731	Business	-do-	
3	ASHRAFUL ALAM	Bangladeshi	--- Select ---	Ma-Manjil, Jahabox Lane, Gabtola, Moghbazar, Dhaka, Phone :+8801767205080, email: ashrafulalam552@gmail.com, National ID: 5526189211, TIN: 149772614638	Business	-do-	

(Signature)

Dated: 11-Feb-2021

(State whether Director, Manager or Managing Agents)

(a) In the case of a Corporation its corporate name and registered or principal office shall be shown;
(b) In the case of an individual who has no business occupation but any other directorship or directorships, particular of the directorship or some of these directorships must be entered. A complete list of directors, manager, managing agents shown as existing in the last particulars delivered shall always be given;
(c) A note of the changes of the last list shall be made in this columns by placing against new directors name the words in place of ..... by writing against a new directors, name the words "deed" resigned to as the case may be;

This document is digitally signed. Please find the soft copy to verify the signature.

Form XII

Particulars of Directors, Manager and Managing Agents and of any change therein
The Companies Act, 1994 (See Section 115)

Name of the Company: **CODER DE DHAKA LTD.**, Reg. No. C-168736, Reg. Date: 11-FEB-21

(d) In case of a firm the full name, address and nationality of each partner, and the date on which each became a partner.
(e) In case of multiple representatives, use comma(,) to separate names.

This document is digitally signed. Please find the soft copy to verify the signature.

Coder de Dhaka
Coding is Intelligence

BOARD OF DIRECTORS' RESOLUTION FOR CONTACTING WITH DHAKA WASA.

Whereas Coder de Dhaka Ltd. (hereinafter referred to as Software Vendor Company) desires to provide software solution in order to serve Dhaka WASA, it is hereby

RESOLVED, that Ashraful Alam, the Director of the company be hereby authorized to act on behalf of said company to contact any sort of agreement.

FURTHER RESOLVED that said Director is authorized to sign and execute the agreement & charge documents and whatever other documents as necessary or required by Dhaka WASA; and the Chairman and Managing Director of the company is to provide Dhaka WASA with a certified copy of these resolutions.

The undersigned, Ashraful Alam, certifies that he is the duly appointed Authority of Coder de Dhaka Ltd. company and that the above is a true and correct copy of a resolution duly adopted at a meeting of the directors thereof, convened and held in accordance with law and the Bylaws of said Company on 01/02/ 2021, and that such resolution is now in full force and effect.

Signature:

Managing Director

MD. RAFIKUL ISLAM
Managing Director
Coder de Dhaka Ltd.

Signature:

Chairman

MD. MONOWAR HOSSAIN
Chairman
Coder de Dhaka Ltd.