

Table of contents

1. Company Information.....	2
2. Company Profile.....	3
3. Vision.....	3
4. Technical Expertise.....	3
5. Specific Experience of satisfactory completion in DWASA.....	4
6. Work Experience Certificate.....	6
6.1 Work Experience Certificate for PPS.....	6
6.2 Work Experience Certificate for BMS.....	7
6.3 Work Experience Certificate for e-Recruitment Software.....	8
6.4 Work Experience Certificate for OPay & File Management Software.....	9
7. Work Completion Certificate.....	10
7.1 Work Completion Certificate for PPS.....	10
7.2 Work Completion Certificate for BMS.....	11
8. Work Order for Software Development.....	12
8.1 Development Work Order for PPS.....	12
8.2 Development Work Order for BMS.....	13
8.3 Development Work Order for OPay.....	14
9. Work Order for Support & Maintenance.....	15
9.1 Support & Maintenance Work Order For PPS.....	15
9.2 Support & Maintenance Work Order For BMS.....	16
9.3 Support & Maintenance Work Order For e-Recruitment Software.....	17
10. Contract Agreement for Software Development.....	18
10.1 Contract Agreement for PPS.....	18
10.2 Contract Agreement for BMS.....	21
11. Contract Agreement for Software Support & Maintenance.....	24
11.1 e-Recruitment Software Support & Maintenance Contract.....	24
11.2 BMS Software Support & Maintenance Contract.....	27
11.3 PPS Software Support & Maintenance Contract.....	30
11.4 OPay Software Support & Maintenance Contract.....	33
12. Legal Documents.....	36
13. Conclusion.....	40

1. Company Information

1. Information of the company		
1.1	Legal Name:	Coder De Dhaka Ltd.
1.2	legal address inCountry of Registration	House No. 69, New Eskaton Road, Bangla Motor, Dhaka.
1.3	Year of Registration	2021
1.4	Certificate of Incorporation	C-168736/2021
1.5	Trade License	TRAD/DNCC/133957/2022
1.6	Tax IdentificationNumber (TIN)	633809928095
1.7	VAT IdentificationNumber (BIN)	004712537-0208
1.8	Legal status	
	Limited Liability Concern	Limited
1.9	Authorized Representative Information	
	Name	Ashraful Alam
	National ID number	5526189211
	Address	45/A, Dilu Road, New Eskaton, Dhaka-1217
	Telephone / Fax Numbers	+8801516197588
	e-mail address	codereddhaka@gmail.com
1.10	Business	Software & ICT Services Company for Software Design & Development, Installation and Maintenance Services.
1.11	Litigation	
No pending litigation ☒ [if no pending litigation put Tick Mark in Box]		

2. 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.

3. 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.

4. 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 19c, 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.

5. Specific Experience of satisfactory completion in DWASA		
1	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
2	Total Contract Value	4,51,500
	Procuring Entity's Name	Nishat Mazumdar
	Address	Chief Accounts Officer
	Tel / Fax e-mail	Accounts Division WASA Bhaban, (12 th floor) 98, Kazi Nazrul Islam Avenue, Kawranbazar, Dhaka-1215.
3	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
4	Total Contract Value	3,15,000
	Procuring Entity's Name	Nishat Mazumdar
	Address	Chief Accounts Officer
	Tel / Fax e-mail	Accounts Division WASA Bhaban, (12 th floor) 98, Kazi Nazrul Islam Avenue, Kawranbazar, Dhaka-1215.
5	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
6	Total Contract Value	42,80,000.00
	Procuring Entity's Name	A.K.M Shahid Uddin
	Address	Director (Technical) & Senior System Analyst
	Tel / Fax e-mail	MIS & Billing Department WASA Bhaban, (7 th floor) 98, Kazi Nazrul Islam Avenue, Kawranbazar, Dhaka-1215.
7	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
8	Total Contract Value	28,80,2024
	Procuring Entity's Name	Deputy Managing Director (O&M) & Senior System Analyst
	Address	MIS & Billing Department
	Tel / Fax e-mail	WASA Bhaban, (7 th floor) 98, Kazi Nazrul Islam Avenue, Kawranbazar, Dhaka-1215.



5	Specific Experience of satisfactory completion in DWASA	
	Contract No Name of Contract	46.05.0000.223.99.008.24/219-1 e-Recruitment Software for Dhaka WASA.
	Award date Completion date Total Contract Value	30/05/2024 29/05/2025 5,20,000
	Procuring Entity's Name Address Tel / Fax e-mail	Deputy Managing Director (O&M) & Senior System Analyst MIS & Billing Department WASA Bhaban,(7 th floor) 98, Kazi Nazrul Islam Avenue, Kawranbazar, Dhaka-1215.



6. Work Experience Certificate

6.1 Work Experience Certificate for PPS



DHAKA WATER SUPPLY & SEWERAGE AUTHORITY

WASA Bhaban, 98, Kazi Nazrul Islam Avenue, Kawran Bazar, Dhaka-1215

PABX: 8117829-31, 8120223-27, Tel: 88-02-8189626, Fax: 88-02-8189625

Website: www.dwasa.org.bd, E-mail: md@dwasa.org.bd; info@dwasaorg.bd

Memo No: 46.05.0000.223.32.004.22/88

Date: 12/02/2025

To Whom It May Concern

This is to certify that Coder De Dhaka Ltd. having its Address at House #45/A, Dilu Road, New Eskaton, PS: Maghbazar Dhaka-1217, Bangladesh, has successfully develop and completed the "Paperless Payment System Software for the Dhaka WASA" for time period **26/06/2022** to **25/06/2023** under the Contract No.: 46.05.0000.223.32.004.22/2021-22/2021-22/827-1, Date: **23/06/2022** and the contract price is Tk. = 42,80,000.00 (Taka Fourty Two Lac Eighty Thousand Only). Currently, the software operation is running smoothly.

Further more, Coder De Dhaka Ltd. has been providing maintenance and support services for the Paperless Payment System Software **01/06/2024** to still now.

To the best of our knowledge their performance appears to be satisfactory and hope best wishes.

Md. Elias Uddin Mahmud
Senior Systems Analyst
MIS & Billing Department
Dhaka WASA
Phone: +88-02-41010235
Email: eliasdhk@yahoo.com



6.2 Work Experience Certificate for BMS



DHAKA WATER SUPPLY & SEWERAGE AUTHORITY

WASA BHABAN

98, KAZI NAZRUL ISLAM AVENUE, KAWRAN BAZAR, DHAKA- 1215

PABX - 8117829 -31, 8120223 -27, FAX : 88- 02 -8112109

Website : www.dwasa.org.bd, E-mail : mddwasa@bangla.net

Memo No : 46.05.0000.223.32.009.22/87

Date : 12/02/2025

To Whom It May Concern

This is to certify that **Coder De Dhaka Ltd.** having its Address at House #45/A, Dilu Road, New Eskaton, PS: Maghbazar Dhaka-1217, Bangladesh, has successfully develop and completed the “Budget Management System Software for the Dhaka WASA” for time period 04/01/2023 to 03/01/2024 under the Contract No.: 46.05.0000.223.32.009.22/2022-23/T01/983, Date: 03/01/2023 and the contract price is Tk. = 28,80,000.00 (Taka Twenty Eight Lac Eighty Thousand Only). Currently, the software operation is running smoothly.

Furthermore, **Coder De Dhaka Ltd.** has been providing maintenance and support services for the Budget Management System Software for the Dhaka WASA 01/06/2024 to still now.

To the best of our knowledge their performance appears to be satisfactory, and I hope best wishes.

Md. Elias Uddin Mahmud

Senior Systems Analyst

MIS & Billing Department

Dhaka WASA

Phone: 88-02-41010235

E-mail: eliasdhk@yahoo.com



6.3 Work Experience Certificate for e-Recruitment



DHAKA WATER SUPPLY & SEWERAGE AUTHORITY

WASA BHABAN

98, KAZI NAZRUL ISLAM AVENUE, KAWRAN BAZAR, DHAKA-1215

PABX - 8117829-31, 8120223-27, FAX : 88-02-8112109

Website : www.dwasa.org.bd, E-mail : mddwasa@bangla.net

Memo No : 46.05.0000.223.99.008.24-94

Date : 13.02.2023

To Whom It May Concern

This is to certify that **Coder De Dhaka Ltd.** located at House #45/A, Dilu Road, New Eskaton, Dhaka-1217, has been providing maintenance and support services for the e-Recruitment Software of Dhaka Water Supply and Sewerage Authority (DWASA).

Coder De Dhaka Ltd. has been ensuring the smooth operation of the software through its dedicated maintenance and support services. The company has consistently demonstrated professionalism and commitment in delivering these services.

We have had the pleasure of working with **Coder De Dhaka Ltd.** for one year, during which their sincerity and dedication have met our expectations. We wish the company continued success in all its future endeavors.

Md. Elias Uddin Mahmud
Senior Systems Analyst
MIS & Billing Department
Dhaka WASA

Phone: 88-02-41010235
E-mail: eliasdhk@yahoo.com



6.4 Work Experience Certificate for OPay & File Management Software



Dhaka Water Supply & Sewerage Authority

Office of the Chief Accounts Officer

Accounts Department, WASA Bhaban (12th floor)
98, kazi Nazrul islam avenue, kawran bazar, dhaka-1215.

A/c Ph: 9112166, WASA PABX-8117829-31, 8120223-27, Fax-88-02-8112109

To Whom It May Concern

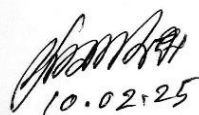
This is to certify that **Coder De Dhaka Ltd.**, located at **House #45/A, Dilu Road, New Eskaton, Dhaka-1217**, has successfully completed the software development, and the support services and maintenance are now operational for **Accounts Division of Dhaka Water Supply and Sewerage Authority (DWASA)**.

The following services have been successfully delivered:

1. Outsourcing payment management, contractual Employee Salary Management & No Work No Pay Employee Salary Management System Software
2. Digital File Management System Software

We have been successfully working with **Coder De Dhaka Ltd.** for Five years. The company's sincerity and professional commitment have consistently satisfied us.

We wish continued success for the company in all its future endeavors.


10.02.25

Md. Sona Miah
Chief Accounts Officer
Dhaka WASA.



7. Work Completion Certificate

7.1 Work Completion Certificate for PPS



DHAKA WATER SUPPLY & SEWERAGE AUTHORITY

WASA Bhaban, 98, Kazi Nazrul Islam Avenue, Kawran Bazar, Dhaka-1215

PABX: 8117829-31, 8120223-27, Tel: 88-02-8189626, Fax: 88-02-8189625

Website: www.dwasa.org.bd, E-mail: md@dwasa.org.bd; info@dwasaorg.bd

Office of the Senior System Analyst

MIS & Billing Department, Dhaka WASA.

Office Memo No: 46.05.0000.223.32.004.22/425

Date: 27/11/2024

COMPLETION CERTIFICATE

01	Client Details		
	(a) Division	:	Local Government Division
	(b) Circle/Directorate	:	Dhaka WASA
	(c) Zone/Region	:	MIS & Billing Department
	(d) Others (<i>specify</i>)	:	
02	Name of Assignment	:	Paperless Payment System Software for Dhaka WASA.
03	Contract No	:	46.05.0000.223.32.004.22/2021-22/827-1
04	Consultant's Legal Title	:	Coder De Dhaka Ltd.
05	Consultant's Contact Details	:	45/A, Dilur Road, New Eskaton, Dhaka-1217.
06	Consultant's Registration Details	:	004712537-0208
07	Reference to NOA to sign Contract with Date	:	46.05.0000.223.32.004.22/2021-22/802
08	Original Contract Price	:	4,280,000/-
09	Final Contract Price as Performed	:	4,280,000/-
10	Original Contract Period		
	(a) Date of Commencement	:	26/06/2022
	(b) Date of Completion	:	25/06/2023
11	Actual Implementation Period		
	(a) Date of Actual Commencement	:	26/06/2022
	(b) Date of Actual Completion	:	25/06/2023
12	Days/Months Contract Period Extended	:	N/A
13	Special Note (<i>if any</i>)	:	

Certified that the Services under the Contract have been performed and completed in all respects in strict compliance with the "Paperless Payment System Software for Dhaka WASA" including all modifications thereof as per satisfaction of the Client.

Md. Elias Uddin Mahmud
Senior System Analyst
MIS & Billing Department
Dhaka WASA



Coder De Dhaka Ltd.

7.2 Work Completion Certificate for BMS



DHAKA WATER SUPPLY & SEWERAGE AUTHORITY

WASA Bhaban, 98, Kazi Nazrul Islam Avenue, Kawran Bazar, Dhaka-1215

PABX: 8117829-31, 8120223-27, Tel: 88-02-8189626, Fax: 88-02-8189625

Website: www.dwasa.org.bd, E-mail: md@dwasa.org.bd; info@dwasaorg.bd

Office of the Senior System Analyst

MIS & Billing Department, Dhaka WASA.

Office Memo No: 46.05.0000.223.32.009.22/426

Date: 27/11/2024

COMPLETION CERTIFICATE

01	Client Details		
	(a) Division	:	Local Government Division
	(b) Circle/Directorate	:	Dhaka WASA
	(c) Zone/Region	:	MIS & Billing Department
	(d) Others (<i>specify</i>)	:	
02	Name of Assignment	:	Budget Management System Software for Dhaka WASA.
03	Contract No	:	46.05.0000.223.32.009.22/2022-23/T-01/983
04	Consultant's Legal Title	:	Coder De Dhaka Ltd.
05	Consultant's Contact Details	:	45/A, Dilur Road, New Eskaton, Dhaka-1217.
06	Consultant's Registration Details	:	004712537-0208
07	Reference to NOA to sign Contract with Date	:	46.05.0000.223.32.009.22/2022-23/T-01/969
08	Original Contract Price	:	2,880,000/-
09	Final Contract Price as Performed	:	2,880,000/-
10	Original Contract Period		
	(a) Date of Commencement	:	04/01/2023
	(b) Date of Completion	:	03/01/2024
11	Actual Implementation Period		
	(a) Date of Actual Commencement	:	04/01/2023
	(b) Date of Actual Completion	:	03/01/2024
12	Days/Months Contract Period Extended	:	N/A
13	Special Note (<i>if any</i>)	:	

Certified that the Services under the Contract have been performed and completed in all respects in strict compliance with the **"Budget Management System Software for Dhaka WASA"** including all modifications thereof as per satisfaction of the Client.

Elias Uddin Mahmud
27.11.2024

Md. Elias Uddin Mahmud
Senior System Analyst
MIS & Billing Department
Dhaka WASA



Coder De Dhaka Ltd.

8. Work Order for Software Development

8.1 Development Work Order for PPS



ঢাকা পানি সরবরাহ ও পয়ঃ নিষ্কাশন কর্তৃপক্ষ

সিনিয়র সিস্টেম এনালিস্ট-এর কার্যালয়

এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ৮ম তলা।

ওয়াসা ভবন, ৯৮, কাজী নজরুল ইসলাম এভিনিউ, কাওরান বাজার, ঢাকা।



শেখ হাসিনার মূলনীতি
গ্রাম শহরের উন্নতি

স্মারক নং ৪৬.০৫.০০০০.২২৩.৩২.০০৪.২২/৮২৭-৩

তারিখঃ ২৬/০৬/২০২২ ইং

Md Rafikul Islam
Managing Director
Coder De Dhaka Ltd.
45/A, Dilu Road, New Eskaton, Dhaka-1217

বিষয়ঃ "Paperless Payment System Software for Dhaka WASA" এর কার্যাদেশ প্রদান প্রসঙ্গে।

সূত্রঃ চুক্তি নং-৪৬.০৫.০০০০.২২৩.৩২.০০৪.২২/২০২১-২২/৮২৭-১

তারিখঃ ২৩/০৬/২০২১ ইং

উপরোক্ত বিষয়ের কাজটির জন্য সূত্রে বর্ণিত চুক্তি মোতাবেক মোট ৪২,৮০,০০০.০০ (বিয়াল্লিশ লক্ষ আশি হাজার মাত্র) টাকায় সম্পাদনের জন্য ২৩/০৬/২০২১ ইং তারিখে আপনাদের সহিত ঢাকা ওয়াসার চুক্তিপত্র স্বাক্ষরিত হয়েছে।

অত্র বিভাগের সিস্টেম এনালিস্ট অর্পিতা সাহা, সিস্টেম এনালিস্ট (চলতি দায়িত্ব), প্রোগ্রামার শহীদুল ইসলাম এর সহিত পরামর্শ করে ও চুক্তিপত্রের শর্তাদি যথাযথ পালন করে নিম্নের সময়সূচি অনুযায়ী কাজ সম্পন্ন করার জন্য কার্যাদেশ প্রদান করা হল।

০১. কাজ শুরুর তারিখঃ ২৬/০৬/২০২২
০২. সফটওয়্যার সার্ভারে আপলোডের তারিখঃ ২৬/০৯/২০২২
০৩. সফটওয়্যার টেস্টিং এর শেষ তারিখঃ ২৫/১০/২০২২
০৪. চাহিদা অনুযায়ী সকল ধরনের আপডেট সম্পন্ন করে বুঝিয়ে দেয়ার শেষ তারিখঃ ২৫/০৬/২০২৩


26/6/2022

(এ.কে.এম.সহিদ উদ্দিন)

ডাইরেক্টর (টেকনিক্যাল)

ও

সিনিয়র সিস্টেম এনালিস্ট

এমআইএস এন্ড বিলিং ডিপার্টমেন্ট

ঢাকা ওয়াসা।

সংযুক্তিঃ

১) স্বাক্ষরিত চুক্তিনামা

অনুলিপিঃ সদয় অবগতি ও কার্যার্থে প্রয়োজনীয় ব্যবস্থার জন্য

১. অর্পিতা সাহা, সিস্টেম এনালিস্ট(চলতি দায়িত্ব), এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ঢাকা ওয়াসা।
২. মোঃ শহীদুল ইসলাম, প্রোগ্রামার, এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ঢাকা ওয়াসা।
৩. অফিস কপি।



Coder De Dhaka Ltd.

8.2 Development Work Order for BMS

ঢাকা পানি সরবরাহ ও পয়ঃ নিষ্কাশন কর্তৃপক্ষ	
সিনিয়র সিস্টেম এনালিস্ট-এর কার্যালয়	
এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ৮ম তলা।	
ওয়াসা ভবন, ৯৮, কাজী নজরুল ইসলাম এভিনিউ, কাওরান বাজার, ঢাকা।	
স্মারক নং ৪৬.০৫.০০০০.২২৩.৩২.০০৯.২২/২০২২-২৩/টি-০১/১৮৫	তারিখঃ ০৩/০১/২০২৩ ইং
Md Rafikul Islam Managing Director Coder De Dhaka Ltd. 45/A, Dilu Road, New Eskaton, Dhaka-1217	
বিষয়ঃ "Budget Management System Software for Dhaka WASA" এর কার্যাদেশ প্রদান প্রসঙ্গে।	
সূত্রঃ চুক্তি নং-৪৬.০৫.০০০০.২২৩.৩২.০০৯.২২/২০২২-২৩/টি-০১/৯৮৩	তারিখঃ ০৩/০১/২০২৩ ইং
উপরোক্ত বিষয়ের কাজটির জন্য সূত্রে বর্ণিত চুক্তি মোতাবেক মোট ২৮,৮০,০০০/- (আঠাশ লক্ষ আশি হাজার মাত্র) টাকায় সম্পাদনের জন্য ০৩/০১/২০২৩ ইং তারিখে আপনাদের সহিত ঢাকা ওয়াসার চুক্তিপত্র স্বাক্ষরিত হয়েছে।	
অত্র বিভাগের সিস্টেম এনালিস্ট(চলতি দায়িত্ব) অর্পিতা সাহা এবং প্রোগ্রামার মোঃ শহীদুল ইসলাম এর সহিত পরামর্শ করে ও চুক্তিপত্রের শর্তাদি যথাযথ পালন করে নিম্নের সময়সূচি অনুযায়ী কাজ সম্পন্ন করার জন্য কার্যাদেশ প্রদান করা হল।	
০১. কাজ শুরুর তারিখঃ ০৪/০১/২০২৩	
০২. সফটওয়্যার সার্ভারে আপলোড ও টেস্টিং এর শেষ তারিখঃ ০৩/০৪/২০২৩	
০৩. ফ্রি সাপোর্ট সার্ভিসের শেষ তারিখঃ ০৩/০১/২০২৪	
 (প্রকৌঃ এ.কে.এম সহিদ উদ্দিন) উপ-ব্যবস্থাপনা পরিচালক (পরিচালন ও রক্ষণাবেক্ষণ) ও সিনিয়র সিস্টেম এনালিস্ট (অঃ দাঃ) এমআইএস এন্ড বিলিং ডিপার্টমেন্ট ঢাকা ওয়াসা।	
সংযুক্তিঃ	
১) স্বাক্ষরিত চুক্তিনামা	
অনুলিপিঃ সদয় অবগতি ও কার্যার্থে প্রয়োজনীয় ব্যবস্থার জন্য	
১. অর্পিতা সাহা, সিস্টেম এনালিস্ট(চলতি দায়িত্ব), এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ঢাকা ওয়াসা।	
২. মোঃ শহীদুল ইসলাম, প্রোগ্রামার, এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ঢাকা ওয়াসা।	
৩. অফিস কপি।	



8.3 Development Work Order for OPay

ঢাকা পানি সরবরাহ ও পয়ঃ নিষ্কাশন কর্তৃপক্ষ
প্রধান হিসাব রক্ষণ কর্মকর্তার দপ্তর
হিসাব বিভাগ, ওয়াসা ভবন (১৩তম তলা)
৯৮, কাজী নজরুল ইসলাম এভিনিউ, কাওরান বাজার, ঢাকা-১২১৫

শেখ হাসিনার মূলনীতি
প্রতি শ্রমিকের উন্নতি

স্মারক নং- ৪৬.১১৩.৩১৭.০০.০০.২০২০-২১/সিএও/৮৫ন৬ তারিখঃ ১৪/০৩/২০২২

কোডার ডি ঢাকা লিমিটেড
৬৯, নিউ ইন্সটান রোড, বাংলা মোটর, ঢাকা-১২১৭.

বিষয়ঃ- “Outsourcing payment Management, Contractual Employee Salary Management & No Work No Pay Employee Salary Management System Software Development, Data entry & Maintenance-এর কার্যাদেশ প্রদান প্রসঙ্গে।

চুক্তিপত্রের স্মারক নংঃ- ৪৬.১১৩.৩১৭.০০.০০.২০২০-২১/সিএও/১১৯২, তারিখঃ ১৪.০১.২০২১

উপর্যুক্ত বিষয়ের প্রেক্ষিতে জানানো যাচ্ছে যে, পিপিআর-২০০৮ এর ৭৬(১)ট ধারা অনুযায়ী বিষয় বর্ণিত কাজের ৫,৬৮,৮০০(পাঁচ লক্ষ আটষট্টি হাজার আটশত) টাকা মাত্র প্রাক্কলনটি ঢাকা ওয়াসার যথাযথ কর্তৃপক্ষ কর্তৃক অনুমোদিত হয়েছে। কাজটি আগামী ৯২ দিনের মধ্যে সম্পন্ন করার জন্য অনুরোধ করা হল।

উল্লেখ্য যে Maintenance সেবা ১৪.০১.২০২১ থেকে ১ বছর পর্যন্ত প্রদান করার জন্য অনুরোধ করা হল।

নিশাত মজুমদার
প্রধান হিসাব রক্ষণ কর্মকর্তা (অ.দাঃ)
হিসাব বিভাগ, ঢাকা ওয়াসা

মোঃ মোহাম্মদ ইসলাম
হিসাব রক্ষণ কর্মকর্তা
ঢাকা ওয়াসা



9. Work Order for Support & Maintenance

9.1 Support & Maintenance Work Order For PPS



ঢাকা পানি সরবরাহ ও পয়ঃ নিষ্কাশন কর্তৃপক্ষ

সিনিয়র সিস্টেম এনালিস্ট-এর কার্যালয়

এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ৮ম তলা।

ওয়াসা ভবন, ৯৮, কাজী নজরুল ইসলাম এভিনিউ, কাওরান বাজার, ঢাকা।

স্মারক নং- ৪৬.০৫.০০০০.২২৩.৩১.০০৭.২৪/৪৩১

তারিখঃ ০১/১২/২০২৪ইং

AshrafAlam

Director (Software Development)

Coder De Dhaka Ltd.

45/A, Dilu Road, New Eskaton, Dhaka-1217

বিষয়ঃ “Paperless Payment System Software for Dhaka WASA –এর বার্ষিক মেইনটেনেন্স এন্ড সাপোর্ট সার্ভিস”
এর কার্যাদেশ প্রসঙ্গে।

সূত্রঃ চুক্তি নং- ৪৬.০৫.০০০০.২২৩.৩১.০০৭.২৪/৪২৪

তারিখঃ ২৭/১১/২০২৪ইং

উপরোক্ত বিষয়ের কাজটির জন্য সূত্রে বর্ণিত চুক্তি মোতাবেক মোট ৫,১৬,৮১০/- (পাঁচ লক্ষ ষোল হাজার আটশত দশ মাত্র) টাকায় সম্পাদনের জন্য ২৭/১১/২০২৪ইং তারিখে আপনাদের সহিত ঢাকা ওয়াসার চুক্তিপত্র স্বাক্ষরিত হয়েছে।

অত্র বিভাগের সিনিয়র সিস্টেম এনালিস্ট, মোঃ ইলিয়াস উদ্দিন মাহমুদ, সিস্টেম এনালিস্ট, প্রকৌঃ অর্পিতা সাহা, প্রোগ্রামার, হারিফা বেগম এবং সহকারী প্রোগ্রামার মোঃ নূর-ই-আলম রিয়াদ -এর সহিত পরামর্শ করে ও চুক্তিপত্রের শর্তাদি যথাযথ পালন করে নিম্নের সময়সূচি অনুযায়ী কাজ সম্পন্ন করার জন্য কার্যাদেশ প্রদান করা হল।

০১. কাজ শুরুর তারিখঃ ০১/০৬/২০২৪ইং

০২. চাহিদা অনুযায়ী সকল ধরনের আপডেট সম্পন্ন করে বুঝিয়ে দেয়ার শেষতারিখঃ ৩১/০৫/২০২৫ইং

সংযুক্তিঃ

১) স্বাক্ষরিত চুক্তিনামা

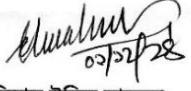
অনুলিপিঃ সদয়অবগতি ও কার্যার্থে প্রয়োজনীয় ব্যবস্থার জন্য

১. প্রকৌঃ অর্পিতা সাহা, সিস্টেম এনালিস্ট, এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ঢাকা ওয়াসা।

২. হারিফা বেগম, প্রোগ্রামার, এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ঢাকা ওয়াসা।

৩. মোঃ নূর-ই-আলম রিয়াদ, সহকারী প্রোগ্রামার, এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ঢাকা ওয়াসা।

৪. অফিস কপি।


(মোঃ ইলিয়াস উদ্দিন মাহমুদ)
সিনিয়র সিস্টেম এনালিস্ট
এমআইএস এন্ড বিলিং ডিপার্টমেন্ট
ঢাকা ওয়াসা।



9.2 Support & Maintenance Work Order For BMS



ঢাকা পানি সরবরাহ ও পয়ঃ নিষ্কাশন কর্তৃপক্ষ

সিনিয়র সিস্টেম এনালিস্ট-এর কার্যালয়

এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ৮ম তলা।

ওয়াসা ভবন, ৯৮, কাজী নজরুল ইসলাম এভিনিউ, কাওরান বাজার, ঢাকা।

স্মারক নং ৪৬.০৫.০০০০.২২৩.৩১.০৮.২৪/৪২০

তারিখঃ ২৬/১১/২০২৪ইং

Ashraful Alam
Director (Software Development)
Coder De Dhaka Ltd.
45/A, Dilu Road, New Eskaton, Dhaka-1217

বিষয়ঃ “Budget Management System Software for Dhaka WASA -এর বার্ষিক মেইনটেনেন্স এন্ড সাপোর্ট সার্ভিস
” এর কার্যাদেশ প্রসঙ্গে।

সূত্রঃ চুক্তি নং- স্মারক নং ৪৬.০৫.০০০০.২২৩.৩১.০৮.২৪/৪১৪

তারিখঃ ২৪/১১/২০২৪ইং

উপরোক্ত বিষয়ের কাজটির জন্য সূত্রে বর্ণিত চুক্তি মোতাবেক মোট ৪,১৮,৩২০/- (চার লক্ষ আঠারো হাজার তিনশত বিশ মাত্র) টাকায় সম্পাদনের জন্য ২৪/১১/২০২৪ইং তারিখে আপনাদের সহিত ঢাকা ওয়াসার চুক্তিপত্র স্বাক্ষরিত হয়েছে।

অত্র বিভাগের সিনিয়র সিস্টেম এনালিস্ট, মোঃ ইলিয়াস উদ্দিন মাহমুদ, সিস্টেম এনালিস্ট, প্রকৌঃ অর্পিতা সাহা, প্রোগ্রামার মোঃ শাহিনুর রহমান এবং সহকারী প্রোগ্রামার মোঃ নূর-ই-আলম রিয়াদ - এর সহিত পরামর্শ করে ও চুক্তিপত্রের শর্তাদি যথাযথ পালন করে নিম্নের সময়সূচি অনুযায়ী কাজ সম্পন্ন করার জন্য কার্যাদেশ প্রদান করা হল।

০১. কাজ শুরুর তারিখঃ ০১/০৬/২০২৪ইং

০২. চাহিদা অনুযায়ী সকল ধরনের আপডেট সম্পন্ন করে বুঝিয়ে দেয়ার শেষ তারিখঃ ৩১/০৫/২০২৫ইং

(মোঃ ইলিয়াস উদ্দিন মাহমুদ)

সিনিয়র সিস্টেম এনালিস্ট

এমআইএস এন্ড বিলিং ডিপার্টমেন্ট

ঢাকা ওয়াসা।

সংযুক্তিঃ

১) স্বাক্ষরিত চুক্তিনামা

অনুলিপিঃ সদয় অবগতি ও কার্যার্থে প্রয়োজনীয় ব্যবস্থার জন্য

১. প্রকৌঃ অর্পিতা সাহা, সিস্টেম এনালিস্ট, এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ঢাকা ওয়াসা।

২. মোঃ শাহিনুর রহমান, প্রোগ্রামার, এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ঢাকা ওয়াসা।

৩. মোঃ নূর-ই-আলম রিয়াদ, সহকারী প্রোগ্রামার, এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ঢাকা ওয়াসা।

৪. অফিস কপি।



9.3 Support & Maintenance Work Order For e-Recruitment Software



ঢাকা পানি সরবরাহ ও পয়ঃ নিষ্কাশন কর্তৃপক্ষ

সিনিয়র সিস্টেম এনালিস্ট-এর কার্যালয়

এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ৮ম তলা।

ওয়াসা ভবন, ৯৮, কাজী নজরুল ইসলাম এভিনিউ, কাওরান বাজার, ঢাকা।



শেখ হাসিনার মূলনীতি
গ্রাম শহরের উন্নতি

স্মারক নং- ৪৬.০৫.০০০০.২২৩.৯৯.০০৮.২৪/২২১-২

তারিখঃ ৩০/০৫/২০২৪ ইং

বরাবর,

Ashraful Alam

Director, Software Development,

Coder de Dhaka Ltd,

House No 45/A, Dilu Road,

New Eskaton, Dhaka-1217.

বিষয়ঃ “Update and Maintenance of e-Recruitment Software for Dhaka WASA” এর কার্যাদেশ প্রদান প্রসঙ্গে।

সূত্রঃ চুক্তি নং- ৪৬.০৫.০০০০.২২৩.৯৯.০০৮.২৪/২২১-২ তারিখঃ ৩০/০৫/২০২৪ ইং

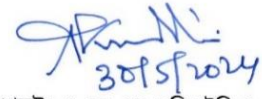
উপরোক্ত বিষয়ের কাজটির জন্য সূত্রে বর্ণিত চুক্তি মোতাবেক মোট = ৫,২০,০০০/- (পাঁচ লক্ষ বিশ হাজার মাত্র) টাকায় সম্পাদনের জন্য ৩০/০৫/২০২৪ ইং তারিখে আপনাদের সহিত ঢাকা ওয়াসার চুক্তিপত্র স্বাক্ষরিত হয়েছে।

অত্র বিভাগের সিস্টেম এনালিস্ট অর্পিতা সাহা, প্রোগ্রামার মোঃ শহীদুল ইসলাম ও সহকারী প্রোগ্রামার নাদিম উল হাসান চৌধুরী -এর সহিত পরামর্শ করে ও চুক্তিপত্রের শর্তাদি যথাযথ পালন করে নিম্নের সময়সূচি অনুযায়ী কাজ সম্পন্নের জন্য কার্যাদেশ প্রদান করা হল।

০১. কাজ শুরুর তারিখঃ ৩০/০৫/২০২৪ ইং

০২. সফটওয়্যার এর যাবতীয় আপডেট সম্পন্ন করে সার্ভারে আপলোডের শেষ তারিখঃ ২০/০৬/২০২৪ ইং

০৩. সফটওয়্যার মেইন্টেনেন্স পিরিয়ডের শেষ তারিখঃ ২৯/০৫/২০২৫ ইং



(প্রকৌঃ এ. কে. এম. সহিদ উদ্দিন)

উপ-ব্যবস্থাপনা পরিচালক (পরিচালন ও রক্ষণাবেক্ষণ)

ও

সিনিয়র সিস্টেম এনালিস্ট (অঃ দাঃ)

এমআইএস এন্ড বিলিং ডিপার্টমেন্ট

অনুলিপিঃ সদয় অবগতি ও কার্যার্থে প্রয়োজনীয় ব্যবস্থার জন্য

১. অর্পিতা সাহা, সিস্টেম এনালিস্ট, এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ঢাকা ওয়াসা।

২. মোঃ শহীদুল ইসলাম, প্রোগ্রামার, এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ঢাকা ওয়াসা।

৩. নাদিম উল হাসান চৌধুরী, সহকারী প্রোগ্রামার, এমআইএস এন্ড বিলিং ডিপার্টমেন্ট, ঢাকা ওয়াসা।

৪. অফিস কপি।



10. Contract Agreement for Software Development

10.1 Contract Agreement for PPS

গণপ্রজাতন্ত্রী বাংলাদেশ সরকার

৳ ১০০

৳ ১০০

একশত টাকা

৳ ২০৯৭৯৮১

Contract No.: 46.05.0000.223.32.004.22/2021-22/৪২৭-১

Date: 23/06/2022

CONTRACT AGREEMENT

The CONTRACT AGREEMENT is made on 23-June-2022 between A K M Shahid Uddin, Director (Technical) & Senior Systems Analyst (MIS & Billing Dept.), Dhaka WASA, 98 Kazi Nazrul Islam Avenue, Kawran Bazar, Dhaka 1215, hereinafter referred to as "Dhaka WASA" (here-in-after called "the Purchaser") of the one part and Md. Rafikul Islam, Managing Director, Coder De Dhaka Ltd., having its Registered Address at 45/A, Dilu Road, New Eskaton, Dhaka-1217 (here-in-after called "the Supplier") of the other part.

Whereas the Purchaser invited tenders for certain goods and related services "Paperless Payment System Software for Dhaka WASA" and has accepted the quote offered by the Supplier for the supply of goods and related services for the sum of Tk. 4,280,000/- (Taka Forty-Two Lac Eighty Thousand Only.), here-in-after call "the Contract Price".

NOW, THEREFORE, THIS CONTRACT AGREEMENT WITNESSETH AS FOLLOWS:

1. This Contract Agreement will be followed as per rules of PPR-2008.
2. The above price quotation is including VAT & TAX as per government rules.
3. The Contract Agreement shall remain valid for a period of 12 months (03 months for development+ 01 months for piloting and deployment & End user training + 08 Months for warranty period) from its effective date of contract signing.
4. Terms & Conditions including Scope of work, technical specification, project deliverables, Project Duration, and Payment procedure are mentioned in Annexure-1, which is to be considered part of this contract agreement.
5. Software solution related any hardware, network, deployment and software environment creation and maintenance by the purchaser. If the supplier needs any hardware, network support, the purchaser will be provided as per requirement.
6. In case of failure to supply the goods/software within the scheduled time period, penalty will be imposed as per the rules of PPR-2008.
7. PENALTY: Delay of supplying goods and installation, shall be charged 0.5 percent of the contract price for each month. The maximum amount of liquidated damages shall be Ten (10%) percent of the contract price.
8. AMC Contract: At the expiry of warranty period, the purchaser may come into an Annual Maintenance Contract with the Supplier on a Separate Contract Agreement along with Terms & Condition.

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”

Page 1





খত ৯৮৪৩৫৫৯

[Handwritten signatures]

11. **Future Enhancement:** As per Purchaser's necessity, the Supplier may deliver any services in supporting to this software after the pilot period: which will be considered as Future Enhancement (out of scope of mentioned services in this Contract Agreement). However, that dealing will also be considered as CR. Number of Man-days will be finalized upon mutually agreed by both parties.
12. **Copyright:** The copyright of the developed Software System must belong to Dhaka WASA and in no way the Supplier shall copy or use this software for any other purpose and hand over to anybody without written permission for Dhaka WASA. In case of violation Dhaka WASA may initiate legal action against the Supplier according to the prevailing law of the country.
13. **Limitation of Liability and Force Majeure:**
 - a. The Supplier suffers any direct, indirect or consequential losses or damages arising out of the subject matter of the Contract Agreement or due to the act, omission, negligence, misconduct, fault on the part of the Purchaser or its employees/personnel, then the Purchaser hereby agrees to indemnify and hold the Supplier harmless from any such losses, damages, claims, charges, costs or expenses (including reasonable attorney fees).
 - b. **Force Majeure:** In the event that either Supplier is unable to perform any of its obligations under this Contract Agreement as a result of natural calamity/disaster, or unexpected/unwanted/unavoidable circumstances including any order by any Court or the Government Authorities that may occur delay in granting any permission/s by the concerned authorities, or any other restrictions beyond the reasonable control of the Supplier. (Hereafter referred to as a "Force Majeure Event"), the Supplier whose performance has been so affected shall not be liable for such nonperformance but shall promptly give notice to the Purchaser and shall do everything reasonably possible to resume performance. If the period of nonperformance exceeds thirty (30) days from the receipt of notice of the Force Majeure Event, the Supplier whose ability to perform has not been so affected may by giving written notice of seven (7) days terminate this Contract Agreement.
14. **Dispute Resolution:** If any dispute arises between the Purchaser and the Supplier, the Purchaser or the Supplier will attempt to resolve the dispute in good faith by senior level negotiations. If such negotiations do not result in a resolution of the dispute within 30 (thirty) days, the Purchaser or the Supplier shall refer such dispute to sole Arbitrator to be appointed by the both Parties mutually. The arbitration shall be conducted in accordance with the Arbitration Act, 2001 of Bangladesh. The arbitration shall be conducted in English and the venue of the arbitration shall be at Dhaka, Bangladesh. The decision of the arbitrator shall be final and binding upon both the Parties. This clause shall survive upon termination of the Contract Agreement.

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”

Page 2





৳ ১৮৪০৫৫৮

15. Non-Solicitation

Neither the Purchaser nor the Supplier shall during the term of this Contract Agreement and for a period of one & half year thereafter, directly or indirectly, solicit or recruit the employees of the other Party who are directly involved or associated with the Opportunity, Proposal and/or the Project at any time during the term of this Contract Agreement.

In witness whereof the both parties hereto have caused this Contract Agreement to be executed in accordance with laws of Bangladesh on the day month and year first written above.

Signed on behalf of
**DHAKA WATER SUPPLY AND
SEWERAGE AUTHORITY**

Eng. A K M Shahid Uddin
Deputy Managing Director (O&M)
&
Senior Systems Analyst (A.C)
MIS & Billing Department
Dhaka WASA

Witness (1) -

Arpita Saha
System Analyst (CC)
MIS & Billing Department
Dhaka WASA

Witness (2) -

Md. Shahidul Islam
Programmer
MIS & Billing Department
Dhaka WASA

Signed on behalf of
CODER DE DHAKA LTD.

Md Rafikul Islam
Managing Director
Coder De Dhaka Ltd.

Witness (1) -

Ashrafal Alam
Director
Coder De Dhaka Ltd.

Witness (2) -

Bulbul Ahammed
Programmer
Coder De Dhaka Ltd.

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”



10.2 Contract Agreement for BMS

গণপ্রজাতন্ত্রী বাংলাদেশ সরকার

৳১০০  **৳১০০**

একশত টাকা

খত ৯৮৪৩৫৫৭

Contract No.: 46.05.0000.223.32.009.22/2022-23/T01/৭৪৩

Date: 03/01/2023

CONTRACT AGREEMENT

The CONTRACT AGREEMENT is made on 03-January-2023 between Engr. A. K. M. Shahid Uddin, Deputy Managing Director (O&M) & Senior Systems Analyst (A.C.), MIS & Billing Dept., Dhaka WASA, 98 Kazi Nazrul Islam Avenue, Kawran Bazar, Dhaka 1215, hereinafter referred to as "Dhaka WASA" (here-in-after called "the Purchaser") of the one part and Md Rafikul Islam, Managing Director, Coder De Dhaka Ltd., having its Registered Address at 45/A, Dila Road, New Eskaton, Dhaka-1217 (here-in-after called "the Supplier") of the other part. Whereas the Purchaser invited tenders for certain goods and related services "Budget Management System Software for Dhaka WASA" and has accepted the quote offered by the Supplier for the supply of goods and related services for the sum of Tk. 28,80,000/- (Taka Twenty-Eight Lac Eighty Thousand Only.), here-in-after call "the Contract Price".

NOW, THEREFORE, THIS CONTRACT AGREEMENT WITNESSETH AS FOLLOWS:

1. This Contract Agreement will be followed as per rules of PPR-2008.
2. The above price quotation is including VAT & TAX as per government rules.
3. The Contract Agreement shall remain valid for a period of 12 months (03 months for development, piloting and deployment & End user training + 09 Months for warranty period) from its effective date of contract signing.
4. Payment: No partial payment is allowed. 100% payment shall be processed after the completion according to TOR and acceptance by Dhaka WASA.
5. Software solution related any hardware, network, deployment and software environment creation and maintenance by the purchaser. If the supplier needs any hardware, network support, the purchaser will be provided as per requirement.
6. In case of failure to supply the goods/software within the scheduled time period, penalty will be imposed as per the rules of PPR-2008.
7. PENALTY: Delay of supplying goods and installation shall be charged 0.5 percent of the contract price for each month. The maximum amount of liquidated damages shall be Ten (10%) percent of the contract price.
8. AMC Contract: At the expiry of warranty period, the purchaser may come into an Annual Maintenance Contract with the Supplier on a Separate Contract Agreement along with Terms & Condition.
9. Terms & Conditions including Work Module, Technical Specification, and Project Duration are mentioned in Annexure - I, which is to be considered part of this Contract Agreement.
10. **Termination:** Any party is entitled to terminate this agreement giving a thirty (30) day's prior written notice to the other at any time during this Contract period with a valid reason. Neither party shall be responsible to the other for any costs or damages relating to or resulting from the termination or expiration of this Contract Agreement in accordance with its terms of this Contract Agreement.

“দেশপ্রেমের শপথ নিন, দুনীতিকে বিদায় দিন”

Page 1





খসড়া ২০১৭১৮২

9. **Termination:** Any party is entitled to terminate this agreement giving a thirty (30) day's prior written notice to the other at any time during this Contract period with a valid reason. Neither party shall be responsible to the other for any costs or damages relating to or resulting from the termination or expiration of this Contract Agreement in accordance with its terms of this Contract Agreement.
10. **Future Enhancement:** As per Purchaser's necessity, the Supplier may deliver any services in supporting to this software after the pilot period; which will be considered as Future Enhancement (out of scope of mentioned services in this Contract Agreement). However, that dealing will also be considered as CR. Number of Man-days will be finalize upon mutually agreed by both parties.
11. **Copyright:** The copyright of the developed Software System must belong to Dhaka WASA and in no way the Supplier shall copy or use this software for any other purpose and hand over to anybody without written permission for Dhaka WASA. In case of violation Dhaka WASA may initiate legal action against the Supplier according to the prevailing law of the country.
12. **Limitation of Liability and Force Majeure:**
 - a. The Supplier suffers any direct, indirect or consequential losses or damages arising out of the subject matter of the Contract Agreement or due to the act, omission, negligence, misconduct, fault on the part of the Purchaser or its employees/personnel, then the Purchaser hereby agrees to indemnify and hold the Supplier harmless from any such losses, damages, claims, charges, costs or expenses (including reasonable attorney fees).
 - b. **Force Majeure:** In the event that either Supplier is unable to perform any of its obligations under this Contract Agreement as a result of natural calamity/disaster, or unexpected/unwanted/unavoidable circumstances including any order by any Court or the Government Authorities that may occur delay in granting any permission/s by the concerned authorities, or any other restrictions beyond the reasonable control of the Supplier. (Hereafter referred to as a "Force Majeure Event"), the Supplier whose performance has been so affected shall not be liable for such nonperformance but shall promptly give notice to the Purchaser and shall do everything reasonably possible to resume performance. If the period of nonperformance exceeds thirty (30) days from the receipt of notice of the Force Majeure Event, the Supplier whose ability to perform has not been so affected may by giving written notice of seven (7) days terminate this Contract Agreement.
13. **Dispute Resolution:** If any dispute arises between the Purchaser and the Supplier, the Purchaser or the Supplier will attempt to resolve the dispute in good faith by senior level negotiations. If such negotiations do not result in a resolution of the dispute within 30 (thirty) days, the Purchaser or the Supplier shall refer such dispute to sole Arbitrator to be appointed by the both Parties mutually. The arbitration shall be conducted in accordance with the Arbitration Act, 2001 of Bangladesh. The arbitration shall be conducted in English and the venue of the arbitration shall be at Dhaka, Bangladesh.

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”

Page 2





খজ ৯২৬৮০৬০

The decision of the arbitrator shall be final and binding upon both the Parties. This clause shall survive upon termination of the Contract Agreement.

14. Non-Solicitation

Neither the Purchaser nor the Supplier shall during the term of this Contract Agreement and for a period of one & half year thereafter, directly or indirectly, solicit or recruit the employees of the other Party who are directly involved or associated with the Opportunity, Proposal and/or the Project at any time during the term of this Contract Agreement.

In witness whereof the both parties hereto have caused this Contract Agreement to be executed in accordance with laws of Bangladesh on the day month and year first written above.

Signed on behalf of
**DHAKA WATER SUPPLY AND
SEWERAGE AUTHORITY**

A K M Shahid Uddin
Director (Technical) &
Senior System Analyst
MIS & Billing Department,
Dhaka WASA

Witness (1) -

Arpita Saha
System Analyst (CC)
MIS & Billing Department
Dhaka WASA

Witness (2) -

Md. Shahidul Islam
Programmer
MIS & Billing Department
Dhaka WASA

Signed on behalf of
CODER DE DHAKA LTD.

Md Rafikul Islam
Managing Director
Coder De Dhaka Ltd.

Witness (1) -

Ashraful Alam
Director
Coder De Dhaka Ltd.

Witness (2) -

Linkan Roy
Sr. Programmer
Coder De Dhaka Ltd.

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”

Page 3



11. Contract Agreement for Software Support & Maintenance

11.1 e-Recruitment Software Support & Maintenance Contract



গণপ্রজাতন্ত্রী বাংলাদেশ সরকার

৳১০০

৳১০০

একশত টাকা

৩৮০৫৩৮৮

Contract No: 46.05.0000.223.99.008.24/219-1

Date: 30/05/2024

CONTRACT AGREEMENT

This CONTRACT AGREEMENT is made on the 30-May-2024 between Engr. A K M Shahid Uddin, Deputy Managing Director (O&M) & Senior Systems Analyst (MIS & Billing Department), Dhaka WASA, 98 Kazi Nazrul Islam Avenue, Kawran Bazar, Dhaka 1215, hereinafter referred to as "Dhaka WASA" (here-in-after called "the Client") and, on the other hand Coder De Dhaka Ltd., House: 45/A, Dilu Road, New Eskaton, Moghbazar Dhaka. - (here-in-after called "the Firm").

Whereas the Client requested the Firm to update and maintenance, certain Software named Update and Maintenance of e-Recruitment Software for Dhaka WASA. The Firm, having represented to the Client that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract. The Firm Has accepted the Negotiated Price (including VAT & TAX) for the Update and Maintenance of e-Recruitment Software for Dhaka WASA for Administration of Dhaka WASA services for the sum of Tk. 5,20,000.00/- (Five Lac Twenty Thousand Taka only), here-in-after called "the Contract Price". The following documents forming the integral part of this Contract shall be interpreted in the order of priority shown: a) The Form of Contract; b) The General Conditions of Contract (GCC) Appendix A; c) The Particular Conditions of Contract (PCC) Appendix B; d) Terms of Reference (ToR) Annexure - I.

NOW, THEREFORE, THIS CONTRACT AGREEMENT WITNESSETH AS FOLLOWS:

- This Contract Agreement will be followed as per rules of PPR-2008.
- The above Price quotation is including VAT & TAX as per government rules.
- This Contract Agreement will be valid for a period of 12(Twelve) months for existing Software update and maintenance, support service and warranty period) from its effective date of contract signing unless it is extended at mutual understanding of both parties.
- In case of failure to support the goods/software within the scheduled time period, penalty will be imposed as per the rules of PPR-2008.
- Terms & Conditions including Scope of Work, Project Duration and Payment Procedure are mentioned in Annexure -1, which is to be considered part of this Contract Agreement.
- Termination: Any party is entitled to terminate this agreement giving a 30 (Thirty) days prior written notice to the other at any time during this Contract period with a valid reasoning. Neither party shall be responsible to the other for any costs or damages relating to or resulting from the termination or expiration of this Contract Agreement in accordance with its terms of this Contract Agreement.
- Bug and support-related issues in the live system will be resolved through AnyDesk or remote connection facilitated by MIS & Billing Department of Dhaka WASA.
- Penalty: Delay of deployment the updated software in live environment and support service shall be charged 0.5 percent of the contract price for each week but can't exceed 10% of the total contract price.
- AMC Contract: After expiry of warranty period, the firm shall compulsorily offer AMC for a minimum of three years, with the cost not exceeding 15% of the contract value. However, DWASA may or may not come into an Annual Maintenance Contract (AMC) with the Firm.

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”

Page 1 of 10





খষ ৩৮০৫৩৮১

- **Future Enhancement:** Any changes which arise between the maintenance, support service, and warranty periods as per the client's necessity or for better service-providing purposes, then the firm must deliver those required services within the warranty period for supporting this software. After the expiration of the warranty period, while the AMC period is running or being finished, if any major changes are required which will impact the whole software or the other modules, then those will be considered future enhancements (out of the scope of services mentioned in this contract agreement). However, that dealing will be guided by a separate contract agreement along with separate Terms & Conditions for additional payment and timeline upon mutually agreed upon by both parties.

Copyright

The copyright of the developed Software System must belong to Dhaka WASA and in no way the Supplier shall copy or use this software for any other purpose and hand over to anybody without written permission for Dhaka WASA. In case of violation Dhaka WASA may initiate legal action against the Supplier according to the prevailing law of the country.

Liquidated Damage/Penalty

The applicable rate for liquidated damages for delay will be 0.5 percent of the Contract Price of the software security system implementation related services for each week of delay until actual performance. The maximum amount of liquidated damages will not exceed Ten (10) percent of the Contract Price.

Limitation of Liability and Force Majeure:

- If the Firm suffers any direct, indirect or consequential losses or damages arising out of the subject matter of the Contract Agreement or due to the act, omission, negligence, misconduct, fault on the part of the Purchaser or its employees/personnel, then the Client hereby agrees to indemnify and hold the Firm harmless from any such losses, damages, claims, charges, costs or expenses (including reasonable attorney fees).
- **Force Majeure:** In the event that either Supplier is unable to perform any of its obligations under this Contract Agreement as a result of natural calamity/disaster, or unexpected/unwanted/unavoidable circumstances including any order by any Court or the Government Authorities that may occur delay in granting any permission/s by the concerned authority/ies, or any other restrictions beyond the reasonable control of the Supplier. (Hereafter referred to as a "Force Majeure Event"), the Supplier whose performance has been so affected shall not be liable for such nonperformance but shall promptly give notice to the Purchaser and shall do everything reasonably possible to resume performance. If the period of nonperformance exceeds 30 (Thirty) days from the receipt of notice of the Force Majeure Event, the Supplier whose ability to perform has not been so affected may by giving written notice of 7 (Seven) days terminate this Contract Agreement.

Dispute Resolution:

If any dispute arises between the client and the firm, the client or the firm will attempt to resolve the dispute in good faith by senior level negotiations. If such negotiations do not result in a resolution of the dispute within 30 (Thirty) days, the client or the firm shall refer such dispute to sole Arbitrator to be appointed by the both Parties mutually.

The arbitration shall be conducted in accordance with the Arbitration Act, 2001 of Bangladesh. The arbitration shall be conducted in English and the venue of the arbitration shall be at Dhaka, Bangladesh. The decision of the arbitrator shall be final and binding upon both the Parties. This clause shall survive upon termination of the Contract Agreement.

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”

Page 2 of 10



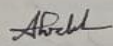
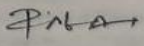


খ ৩৮০৫৩৮২

Non-Solicitation

Neither the Client nor the Firm shall during the term of this Contract Agreement and for a period of one & half year thereafter, directly or indirectly, solicit or recruit the employees of the other Party who are directly involved or associated with the Opportunity, Proposal and/or the Project at any time during the term of this Contract Agreement.

In witness whereof the both parties hereto have caused this Contract Agreement to be executed in accordance with laws of Bangladesh on the day month and year first written above.

Signed on behalf of - DHAKA WATER SUPPLY AND SEWERAGE AUTHORITY	Signed on behalf of - Coder De Dhaka Ltd.
	
Engr. A. K. M. SHAHID UDDIN Deputy Managing Director (O&M) & Senior Systems Analyst (A.C), MIS & Billing Department, Dhaka WASA.	Ashraful Alam Director (Software Development) Coder De Dhaka Ltd.
Witness (1) -	Witness (1) -
	
ARPITA SAHA Systems Analyst, MIS & Billing Department, Dhaka WASA.	Linkan Roy Systems Analyst, Coder De Dhaka Ltd.
Witness (2) -	Witness (2) -
	
MD. SHAHINUR RAHMAN Programmer, MIS & Billing Department, Dhaka WASA.	Md. Alif Khan Rifat Sr. Programmer, Coder De Dhaka Ltd.

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”

Page 3 of 10



11.2 BMS Software Support & Maintenance Contract



গক ৩১৪০৭২৬

Contract No. 46.05.0000.223.31.08.24/414

Date: 24/11/2024

SOFTWARE SUPPORT & MAINTENANCE AGREEMENT

This Agreement made on this the 24th Novembers' 2024 of the Christian era

BETWEEN

Coder de Dhaka Ltd., House: 45/A, Dilu Road, New Eskaton, Dhaka-1217, Bangladesh represented by its Ashraful Alam, Director (software Development) hereinafter "**Coder de Dhaka Ltd.**" (which expression shall, where the context so admits, include its successors-in- interest, heirs, executors, legal representatives, administrators, agents and assigns) of the ONE PART.

.... The first Party

AND

Dhaka WASA (Water Supply & Sewerage Authority), a Govt. utility service provider having its Head Office at WASA Bhaban, 98 Kazi Nazrul Islam Avenue, Kawran Bazar, Dhaka 1215, represented by its Senior System Analyst, Md. Elias Uddin Mahmud hereinafter referred to as "**Dhaka WASA**" (which expression shall, where the context so admits, include its successors-in- interest, heirs, executors, legal representatives, administrators, agents and assigns) of the OTHER PART.

.... The second Party

(Together hereinafter referred to as "Parties" and individually as "Party").

1. Duration of Agreement

This Agreement will be for the period commencing on **1st June'2024** and ending on **31st May'2025**.

2. Terms and Scope of Work

Coder de Dhaka Ltd. will be responsible for **Maintenance & Support Service of Budget Management System Software for Dhaka WASA**. Detailed tasks are described in the submitted technical proposal and financial proposal from Coder de Dhaka Ltd. is attached and those form integral part of this agreement.

Services

(i) The Coder de Dhaka Ltd. shall provide the Services to DWASA as described in and in accordance with the Proposal signed by both parties, which will incorporate the terms and conditions set forth in these General Terms of Business.

(ii) Changes to the scope of the Services shall only be made in writing, executed by authorized representatives of both parties.

(iii) The Coder de Dhaka Ltd. shall provide the services from the date specified in the proposal. The services shall continue to be supplied until they are completed in accordance with the proposal, subject to earlier termination in accordance with these General Terms and Conditions.

(iv) In providing the Services, the Coder de Dhaka Ltd. shall:

a. Reasonably co-operate with DWASA in all matters relating to the services, and comply with all reasonable instructions of DWASA;

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”

Page 1 of 3



গণপ্রজাতন্ত্রী বাংলাদেশ সরকার

৳ ১০০



৳ ১০০

একশত টাকা

গক ৩১৪০৭২৫

Details & duration of coverage of the Maintenance and support services:

Upon receipt by Coder de Dhaka Ltd. of notice from Client through the email of an error, defect, malfunction or nonconformity in the Covered Software, Coder de Dhaka Ltd. will respond as provided below:

Working schedule: 5 days a week, 08 hours per day, all the year round except any natural disaster and/or unavoidable circumstances

Maintenance Services Includes/covered

1. Bug Fixing of Existing Module
2. Logic Modification
3. Modify Existing Pages
4. Edit or Remove Pages
5. Add / Delete / Modify Database table
6. User transfer module creation
7. Different Logic validation
8. Report Modification
9. Technical Training

Response time:

- Very High- within 04 Hours
- High- 05 within Hour
- Medium- within 06 Hour
- Low- within 08 Hour

b. Perform the Services with reasonable care, skill, and diligence and in accordance with best practice in the Coder de Dhaka Ltd.'s industry, profession or trade.

c. Use personnel who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Coder de Dhaka Ltd.'s obligations are fulfilled in accordance with this Agreement.

d. Ensure that the services will conform with all descriptions and specifications set out in the proposal, and that all documents, products, and materials associated with performance of the services developed shall be fit for any purpose expressly or impliedly made known to the Coder de Dhaka Ltd. by DWASA.

e. Provide all equipment, tools and vehicles and such other items as are required to provide the Services.

f. Use the best quality goods, materials, standards and techniques, and ensure that all documents, goods and materials supplied and used in the Services or transferred to DWASA will be free from defects in workmanship, installation and design;

g. Obtain and at all times maintain all necessary licenses and consents, and comply with all applicable laws and regulations;

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”





খহ

৫৩৩৫৮৭৫

3. Payment

In consideration of the satisfactory performance of the Services as specified in the Financial Proposal, DWASA will pay to the Coder de Dhaka Ltd. **Taka = 4,18,320/-** (Four Lakh Eighteen Thousand Three Hundred and Twenty Only) Taka including VAT and TAX as applicable by the Government of Bangladesh for One year. The applicable TAX and VAT to be deducted at source and deposited by DWASA to Government of Bangladesh. Payment will be made by **2 (Two) Installments**. First 50% (Fifty percent) installment (i.e. 50% of Total Bill) will be paid after 6 months from the commencing date and the remaining 50% installment (i.e. 50% of Total Bill) will be paid after 12 month from the commencing date.

Payment will be made to Coder de Dhaka Ltd. through BEFTN (Bangladesh Electronic Funds Transfer Network) upon receiving the completed service in satisfaction.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Bangladesh on the day, month and year first written above.

For the Procuring Entity
Signature

Name Md. Elias Uddin Mahmud
Designation Senior System Analyst
MIS & Billing Department
Dhaka WASA

For the Contractor
Signature

Name Ashraful Alam
Designation Director (Software Development)
Coder De Dhaka Ltd.

In the presence of Name

Name Engr. Arpita Saha
Designation System Analyst
MIS & Billing Department
Dhaka WASA.

In the presence of Name

Name Linkan Roy
Designation System Analyst
Coder De Dhaka Ltd.

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”

Page 3 of 3



11.3 PPS Software Support & Maintenance Contract

গণপ্রজাতন্ত্রী বাংলাদেশ সরকার

৳১০০

৳১০০

একশত টাকা

৫৩৩৫৮৯৬

Contract No. 46.05.0000.223.31.007.24/424

Date: 27/11/2024

SOFTWARE SUPPORT & MAINTENANCE AGREEMENT

This Agreement made on this the 27th Novembers' 2024 of the Christian era

BETWEEN

Coder de Dhaka Ltd., House: 45/A, Dilu Road, New Eskaton, Dhaka-1217, Bangladesh represented by its Ashraful Alam, Director (software Development) hereinafter "**Coder de Dhaka Ltd**" (which expression shall, where the context so admits, include its successors-in- interest, heirs, executors, legal representatives, administrators, agents and assigns) of the ONE PART.

....The first Party

AND

Dhaka WASA (Water Supply & Sewerage Authority), a Govt. utility service provider having its Head Office at WASA Bhaban, 98 Kazi Nazrul Islam Avenue, Kawran Bazar, Dhaka 1215, represented by its Senior System Analyst, Md. Elias Uddin Mahmud hereinafter referred to as "**Dhaka WASA**" (which expression shall, where the context so admits, include its successors-in- interest, heirs, executors, legal representatives, administrators, agents and assigns) of the OTHER PART.

....The second Party

(Together hereinafter referred to as "Parties" and individually as "Party").

1. Duration of Agreement

This Agreement will be for the period commencing on **1st June'2024** and ending on **31st May'2025**.

2. Terms and Scope of Work

Coder de Dhaka Ltd. will be responsible for **Maintenance & Support Service of Paperless Payment System Software of Dhaka WASA**. Detailed tasks are described in the submitted technical proposal and financial proposal from Coder de Dhaka Ltd. is attached and those form integral part of this agreement.

Services

(i) The Coder de Dhaka Ltd. shall provide the Services to DWASA as described in and in accordance with the Proposal signed by both parties, which will incorporate the terms and conditions set forth in these General Terms of Business.

(ii) Changes to the scope of the Services shall only be made in writing, executed by authorized representatives of both parties.

(iii) The Coder de Dhaka Ltd. shall provide the services from the date specified in the proposal. The services shall continue to be supplied until they are completed in accordance with the proposal, subject to earlier termination in accordance with these General Terms and Conditions.

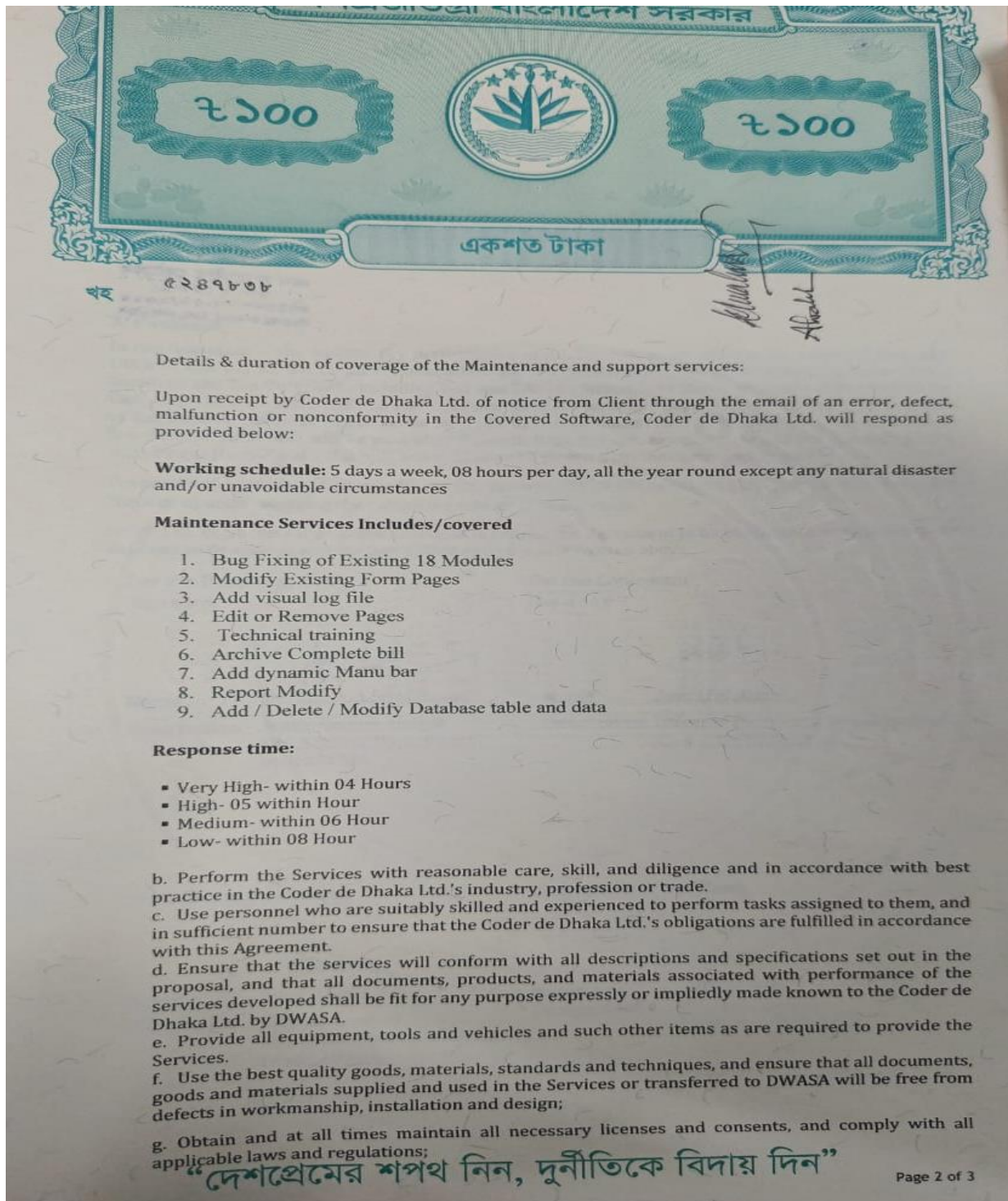
(iv) In providing the Services, the Coder de Dhaka Ltd. shall:

a. Reasonably co-operate with DWASA in all matters relating to the services, and comply with all reasonable instructions of DWASA;

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”

Page 1 of 3





Details & duration of coverage of the Maintenance and support services:

Upon receipt by Coder de Dhaka Ltd. of notice from Client through the email of an error, defect, malfunction or nonconformity in the Covered Software, Coder de Dhaka Ltd. will respond as provided below:

Working schedule: 5 days a week, 08 hours per day, all the year round except any natural disaster and/or unavoidable circumstances

Maintenance Services Includes/covered

1. Bug Fixing of Existing 18 Modules
2. Modify Existing Form Pages
3. Add visual log file
4. Edit or Remove Pages
5. Technical training
6. Archive Complete bill
7. Add dynamic Manu bar
8. Report Modify
9. Add / Delete / Modify Database table and data

Response time:

- Very High- within 04 Hours
- High- 05 within Hour
- Medium- within 06 Hour
- Low- within 08 Hour

- b. Perform the Services with reasonable care, skill, and diligence and in accordance with best practice in the Coder de Dhaka Ltd.'s industry, profession or trade.
- c. Use personnel who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Coder de Dhaka Ltd.'s obligations are fulfilled in accordance with this Agreement.
- d. Ensure that the services will conform with all descriptions and specifications set out in the proposal, and that all documents, products, and materials associated with performance of the services developed shall be fit for any purpose expressly or impliedly made known to the Coder de Dhaka Ltd. by DWASA.
- e. Provide all equipment, tools and vehicles and such other items as are required to provide the Services.
- f. Use the best quality goods, materials, standards and techniques, and ensure that all documents, goods and materials supplied and used in the Services or transferred to DWASA will be free from defects in workmanship, installation and design;
- g. Obtain and at all times maintain all necessary licenses and consents, and comply with all applicable laws and regulations;

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”





খহ

৫২৪৭৮৩৭

3. Payment

In consideration of the satisfactory performance of the Services as specified in the Financial Proposal, DWASA will pay to the Coder de Dhaka Ltd. **Taka = 5,16,810/-** (Five Lakh Sixteen Thousand Eight Hundred and Ten Only) Taka including VAT and TAX as applicable by the Government of Bangladesh for One year. The applicable TAX and VAT to be deducted at source and deposited by DWASA to Government of Bangladesh. Payment will be made by **2 (Two) Installments**. First 50% (Fifty percent) installment (i.e. 50% of Total Bill) will be paid after 6 month from the commencing date and the remaining 50% installment (i.e. 50% of Total Bill) will be paid after 12 month from the commencing date.

Payment will be made to Coder de Dhaka Ltd. through BEFTN (Bangladesh Electronic Funds Transfer Network) upon receiving the completed service in satisfaction.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Bangladesh on the day, month and year first written above.

For the Procuring Entity
Signature

For the Contractor
Signature

Name Md. Elias Uddin Mahmud
Designation Senior System Analyst
MIS & Billing Department
Dhaka WASA

Name Ashraful Alam
Designation Director (Software Development)
Coder De Dhaka Ltd.

In the presence of Name

In the presence of Name

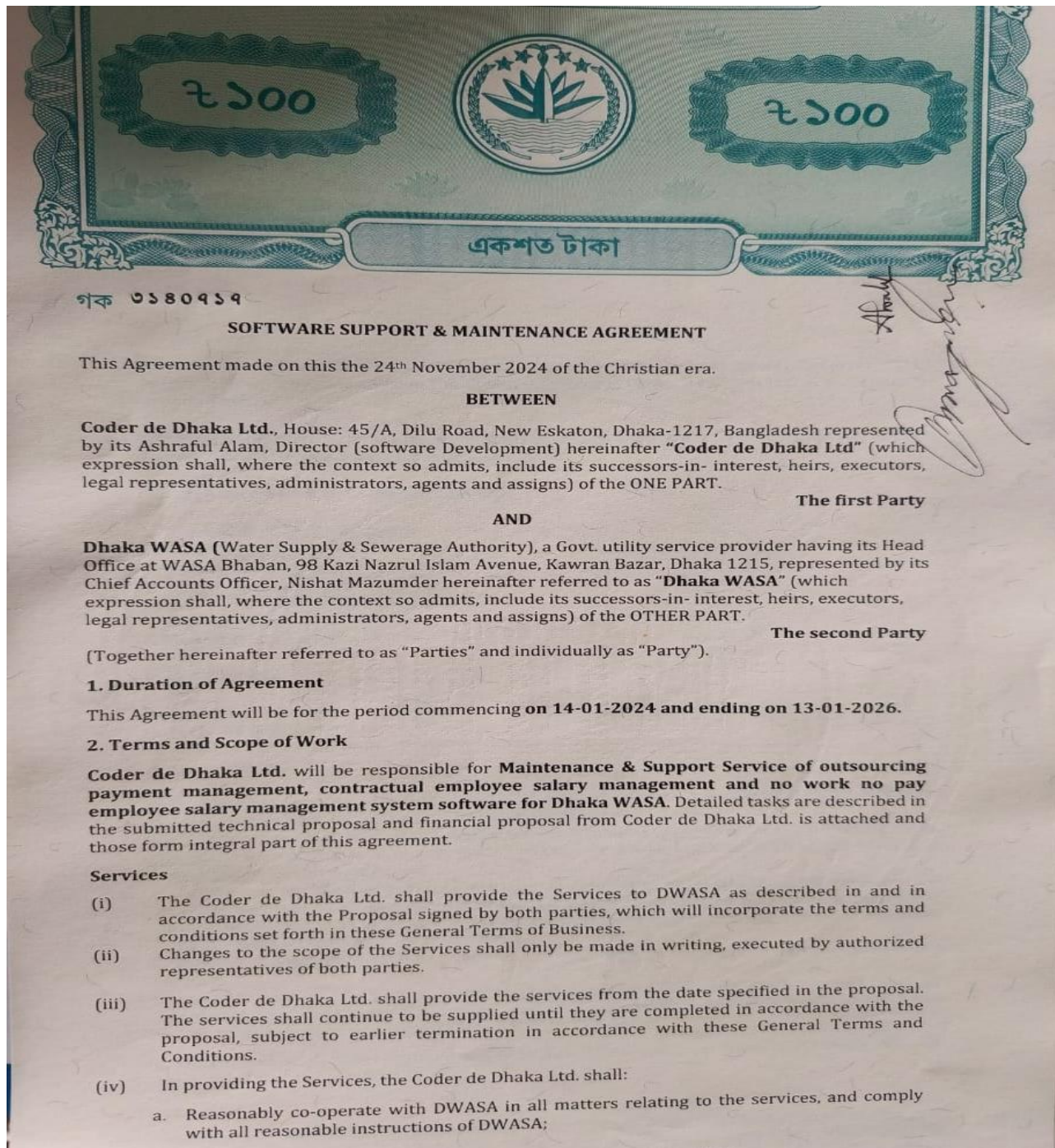
Name Engr. Arpita Saha
Designation System Analyst
MIS & Billing Department
Dhaka WASA.

Name Linkan Roy
Designation System Analyst
Coder De Dhaka Ltd.

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”



11.4 OPay Software Support & Maintenance Contract



গক ৩১৪০৭১৭

SOFTWARE SUPPORT & MAINTENANCE AGREEMENT

This Agreement made on this the 24th November 2024 of the Christian era.

BETWEEN

Coder de Dhaka Ltd., House: 45/A, Dilu Road, New Eskaton, Dhaka-1217, Bangladesh represented by its Ashraful Alam, Director (software Development) hereinafter "**Coder de Dhaka Ltd**" (which expression shall, where the context so admits, include its successors-in- interest, heirs, executors, legal representatives, administrators, agents and assigns) of the ONE PART.

The first Party

AND

Dhaka WASA (Water Supply & Sewerage Authority), a Govt. utility service provider having its Head Office at WASA Bhaban, 98 Kazi Nazrul Islam Avenue, Kawran Bazar, Dhaka 1215, represented by its Chief Accounts Officer, Nishat Mazumder hereinafter referred to as "**Dhaka WASA**" (which expression shall, where the context so admits, include its successors-in- interest, heirs, executors, legal representatives, administrators, agents and assigns) of the OTHER PART.

The second Party

(Together hereinafter referred to as "Parties" and individually as "Party").

1. Duration of Agreement

This Agreement will be for the period commencing on **14-01-2024** and ending on **13-01-2026**.

2. Terms and Scope of Work

Coder de Dhaka Ltd. will be responsible for **Maintenance & Support Service of outsourcing payment management, contractual employee salary management and no work no pay employee salary management system software for Dhaka WASA**. Detailed tasks are described in the submitted technical proposal and financial proposal from Coder de Dhaka Ltd. is attached and those form integral part of this agreement.

Services

(i) The Coder de Dhaka Ltd. shall provide the Services to DWASA as described in and in accordance with the Proposal signed by both parties, which will incorporate the terms and conditions set forth in these General Terms of Business.

(ii) Changes to the scope of the Services shall only be made in writing, executed by authorized representatives of both parties.

(iii) The Coder de Dhaka Ltd. shall provide the services from the date specified in the proposal. The services shall continue to be supplied until they are completed in accordance with the proposal, subject to earlier termination in accordance with these General Terms and Conditions.

(iv) In providing the Services, the Coder de Dhaka Ltd. shall:

a. Reasonably co-operate with DWASA in all matters relating to the services, and comply with all reasonable instructions of DWASA;



গণপ্রজাতন্ত্রী বাংলাদেশ সরকার

৳ ১০০



৳ ১০০

একশত টাকা

গক ৩১৪০৭১১

Upon receipt by Coder de Dhaka Ltd. of notice from Client through the email of an error, defect, malfunction or nonconformity in the Covered Software, Coder de Dhaka Ltd. will respond as provided below:

Working schedule: 5 days a week, 08 hours per day, all the year round except any natural disaster and/or unavoidable circumstances

Maintenance Services Includes/covered

1. Bug Fixing of Existing Module
2. Logic Modification
3. Modify Existing Pages
4. Edit or Remove Pages
5. Add / Delete / Modify Database table
6. Different Logic validation
7. Report Modification

Response time:

- Very High- within 04 Hours
- High- 05 within Hour
- Medium- within 06 Hour
- Low- within 08 Hour

b. Perform the Services with reasonable care, skill, and diligence and in accordance with best practice in the Coder de Dhaka Ltd.'s industry, profession or trade.

c. Use personnel who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Coder de Dhaka Ltd.'s obligations are fulfilled in accordance with this Agreement.

d. Ensure that the services will conform with all descriptions and specifications set out in the proposal, and that all documents, products, and materials associated with performance of the services developed shall be fit for any purpose expressly or impliedly made known to the Coder de Dhaka Ltd. by DWASA.

e. Provide all equipment, tools and vehicles and such other items as are required to provide the Services.

f. Use the best quality goods, materials, standards and techniques, and ensure that all documents, goods and materials supplied and used in the Services or transferred to DWASA will be free from defects in workmanship, installation and design;

g. Obtain and at all times maintain all necessary licenses and consents, and comply with all applicable laws and regulations;

3. Payment

In consideration of the satisfactory performance of the Services as specified in the Financial Proposal, DWASA will pay to the Coder de Dhaka Ltd. **Taka = 4,80,000/-** (Four Lakh Eighty Thousand) for 2(two) years. So, service charge per month will be **Taka= 20,000** (Twenty Thousand) which will be paid in end of every month of the service provider including local vat and tax as applicable by the

Page 2 of 3



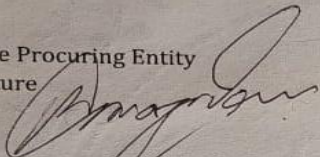
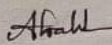
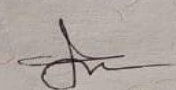


৳ ১০০ একশত টাকা ৳ ১০০

গক ৩১৪০৭১০

Payment will be made to Coder de Dhaka Ltd. through BEFTN (Bangladesh Electronic Funds Transfer Network) upon receiving the completed service in satisfaction.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Bangladesh on the day, month and year first written above.

For the Procuring Entity Signature  Name Nishat Mazumder Designation Chief Accounts Officer Dhaka WASA	For the Contractor Signature  Ashraf Al Alam Director (Software Development) Coder De Dhaka Ltd.
Witness  Name Jesminara Khanom Designation Accounts Officer Dhaka WASA	Witness  Md. Bulbul Ahamed Programmer Coder De Dhaka Ltd.
Witness  Name Md. Mominul Islam Designation Accounts Officer Dhaka WASA	Witness  Md. Abdur Rahman Programmer Coder De Dhaka Ltd.

“দেশপ্রেমের শপথ নিন, দুর্নীতিকে বিদায় দিন”

Page 3 of 3

