

## Proposal for “Document Archiving System”

### **Submitted to**

Procurement Department  
Brac  
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Bangladesh

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Date: 6<sup>th</sup> September, 2018

[www.devnetlimited.com](http://www.devnetlimited.com)

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Annexure:

1. Company Papers/Legal documents
2. Experience certificates/Work Orders

## Letter of Intent

## Power of attorney

## Introduction

Devnet is a high-end provider of vertically-focused enterprise technology solutions and platforms that unleash the potential of our clients' organization and enable business transformation. Our vertical focus areas are Government/public sector, Banking and Financial, Insurance (Life, Pensions and General), Education and retail. We have a proven track record in these sectors as well as intellectual property and reusable frameworks. Our offering portfolio also includes business and technology services comprising of:

- Document Management
- Document Imaging and archiving
- Process automation
- Record Management
- Warehouse management and Consulting
- Application Development
- Systems Integration
- Application Management Outsourcing
- Data Warehousing and Business Intelligence
- Application Security
- Legacy Modernization

Devnet has its own off the shelf document management product line called DocuDEX specialized in Document Capture, Process and Management, Business Process Automation, Imaging and archiving. Since 2003 the DocuDEX family grown into a full Enterprise Content Management with 35+ implementations this is the market leader in Bangladesh. With this domain knowledge Devnet is offering a complete Web based Document Management System and warehouse management solution for the card division of South East Bank Limited.

## Scope of proposed Solution & Service

The scope of the solution and service stated in the schedule which includes but not limited to the following:

1. Physical Record Management services
  - Supply Standard Box and Envelope
  - Supply Barcode
  - Records Management System
  - Web Portal Access
  - Collection & Storage of Records
    - Backlogs
    - Ongoing Records
  - Indexing
  - Logbook Management
  - Retrieval and Refile of Records
  - Destruction of Records
  - Unscheduled Retrievals
  - Transport
  - Location
  - Confidentiality
2. Online/ Softcopy Archiving
3. Scanning
  - 1. Requisition
  - 2. Note of approval
  - 3. Tender Documents
  - 4. Tender publish copy
  - 5. All quotation except Company profile
  - 6. Employee list
  - 7. Bank statement,
  - 8. Previous Experience documents and Catalogue.
  - 9. Integrity
  - 10. CS
  - 11. Notice
  - 12. Approval copy
  - 13. PO copy,
  - 14. Challan copy
  - 15. Bill,
  - 16. Note,
  - 17. Justification,
  - 18. FWA copy,
  - 19. inspection Report,

- 20. TOR,
- 21. LC copy,
- 22. Spot purchase copy,
- 23. mail copy and
- 24. Others.

## Response to the Eligibility Requirement

Item	Eligibility Criterion	Supporting Documents Required from Vendor			Remarks
			Compliant	Non Compliant	
1	The Vendor should be a legal entity and a registered Organization in Bangladesh.	Certificate of incorporation	✓		Document Attached
2	The Vendor have not been prohibited by Bangladeshi or international court(s) to enter into contracts	A declaration that the Vendor has not been prohibited by Bangladeshi or international court(s) to enter into contracts.	✓		Document Attached
3	The Vendor's storage facility must have commercial approval from relevant authority of the government of Bangladesh	Commercial Approval from RAJUK	✓		
4	The Vendor should have at least 10 years of local or global experience in records management business or similar service.	Submit valid document in supporting this criteria	✓		
5	The Vendor's storage facility must be located in a flood free zone.	Evidence from Water Development Board	✓		
6	The Vendor must have previous experience of migration of physical records of a foreign Organization or MNC.	Certificate From the client to be submitted.	✓		PO copy attached
7	The Vendor should not outsource the main operations and manpower to a third party or form partnership / consortium particular for this	Need to share current management system and agree on the future arrangement.	✓		Declaration attached
8	The Vendor should have insurance policy.	Need to share details insurance policy.		✓	Will do insurance upon award

## Response to the Technical Requirements

### A. Infrastructure

Item	Requirements	Compliant	Non Compliant	Remarks
1	The Vendor's archiving facility should be a stand-alone building, fully dedicated for records management operations only.	✓		
2	The facility should be established on high ground i.e. at least 3 feet above highway level.	✓		
3	The location of the facility should be within proximity to emergency services i.e. fire brigade, etc.	✓		
4	The facility should be equipped with a backup generator to run full operation during load shedding.	✓		
5	The Vendor's archive facility must have expansion capacity duly approved by the competent authority. Approved master plan copy should be attached as evidence.	✓		
6	The perimeter of the repository should be clearly illuminated in the hours of darkness, security gated and fences.	✓		
7	No door of the archive room should normally be used as an external door of the building or open into any part of the building to which the public has normal access. Doors of emergency exits should be designed to open only from inside.	✓		
8	Air with the archive room should not be stagnant. There should be sufficient air movement to avoid pockets of stagnant air.	✓		
9	The building should be equipped with continuous power supply and backup.	✓		

### B. Fire Detection and Protection

Item	Requirements	Compliant	Non Compliant	Remarks
1	The fire detection and protection system of the archive facility should be designed by certified HVAC consultant in Bangladesh and it should comply with the guidelines on BNBC code.			
2	The facility should be inspected and certified by fire department.			
3	The document archiving facility cannot have any electrical wiring inside.			

4	Aspirating smoke detection system should be installed without electrical connectivity inside the repository,			
5	Adequate fire extinguishers should be installed in the facility.	✓		
6	The facility should have fire hydrant pump, pillar hydrants, hose reels installed for firefighting.			
7	Emergency fire exits should be available as per local building codes.	✓		
8	Firefighting instructions should be printed and pasted in clearly visible areas.	✓		
9	Emergency contact number should be printed and pasted in clearly visible areas.	✓		
10	Water sprinkler should be installed in office areas.			
11	The facility should have water reservoir for firefighting Support.			
12	The fire alarm control panel should be fitted with GSM module and should be programmed to automatically transmit alarm messages/calls to appropriate authority.			

**C. Flood Protection**

Item	Requirements	Compliant	Non Compliant	Remarks
1	The facility should be located in a flood free area.	✓		
2	The facility building should be elevated at least 3 feet above ground level.	✓		

**D. Pest Control**

Item	Requirements	Compliant	Non Compliant	Remarks
1	For protecting from termites, the facility floor must have conducted soil treatment during construction.	✓		
2	Level of insect and vermin activity should be regularly and seasonally assessed and, if necessary, a program of pest management initiated.	✓		
3	Name of pest control supplier and his details.			

**E. Safety & Security**

Item	Requirements	Compliant	Non Compliant	Remarks
1	The facility should have 24/7 security guard team.	V		
2	All the entry and exit points should be covered by CCTV surveillance system. The video recording footage should be of minimum 30 days.	V		
3	Alarm system should be installed in all fire exits.	V		
4	There should be barbed wire and razor wire fencing on top of boundary wall.	V		
5	There should be appropriate security protocol for searching people and vehicles during entry and exit.	V		
6	The facility should have first aid box with signage pasted in visible location.	V		

**F. Shelving & Storage System**

Item	Requirements	Compliant	Non Compliant	Remarks
1	The Vendor should have static racking system durable and strong enough to carry the potential load. The racking system should be floor supported and not be positioned against and outside wall.	V		
2	The bottom bay of the racking system should be minimum 6 inches above the floor level.	V		
3	Water sprinklers should not be used within the racking system.	V		
4	Vendor's box Dimension & Weight should be agreed size by both BRAC & vendor	V		

**G. System**

<b>Item</b>	<b>Requirements</b>	<b>Compliant</b>	<b>Non Compliant</b>	<b>Remarks</b>
1	<p>The Vendor should use Records Management Software (RMS) capturing the following information as a minimum:</p> <ul style="list-style-type: none"> <li>a. Unique identifier (barcode) for the box/ container/ record location within the Vendor's premises.</li> <li>b. Free text field(s) sufficient to enter a description of box/ container /record</li> <li>c. Tracking movement of, and access to, the record within the archive or vault and between the Vendor and client premises maintaining a history of access to /custody of the record</li> <li>d. Destruction date of the box / container / record for 10 years.</li> <li>e. Restricting system access to authorized individuals employed by the Vendor</li> <li>f. Maintaining an audit trail of access to the system</li> <li>g. Maintaining an audit trail of records added to the system including user, date, time</li> <li>h. Maintaining an audit trail of records modified in the system including user, date, time</li> <li>i. Allocate system generated passwords to new users and at password reset</li> <li>j. The ability to add a records code which in turn automatically generates the record category and destruction date is desirable.</li> <li>k. To provide monthly backup with Meta data via CD/DVD.</li> </ul>	V		
2	Vendor's RMS should be capable of generating reports including items by sub-account or department, items due for destruction, items with no associated destruction date.	V		
3	The Organization should be able to remotely access their inventory via web application, add records and make amendments to free text fields and destruction date.	V		
4	Vendor's RMS should allow the client to generate reports directly from the system.	V		
5	Client access to Vendor's RMS must be limited to authorized users and password protected, and can be controlled by a nominated person from the Organization. The Organization's inventory should be confidential with viewing or access to inventory for other accounts prohibited.	V		

6	Records identified for destruction by the Organization may be destroyed by the Vendor or a subcontracted third party who is approved by the Organization. The detailed destruction process should be submitted to the Organization for review.			
7	Vendor's RMS should be able to provide historic reports of destroyed items for the Organization's audit requirement.			
8	System should be able to produce monthly itemized invoices for storage, transportation, destruction, system registration, scanning, etc.			
H. 1	Transportation			
Item	Requirements	Compliant	Non Compliant	Remarks
1	The driver of the Vendor's vehicle must have valid driving license.	V		

## I. Manpower

Item	Requirements	Compliant	Non Compliant	Remarks
1	All employees of the Vendor must be security-screened in accordance with the appropriate national standard and must sign a Deed of Confidentiality.	V		
2	Employees responsible for delivering or collecting records to or from the Organization's premises should carry photographic identification confirming that they are an employee of the Vendor. This identification must be produced on request at the Organization's location.	V		

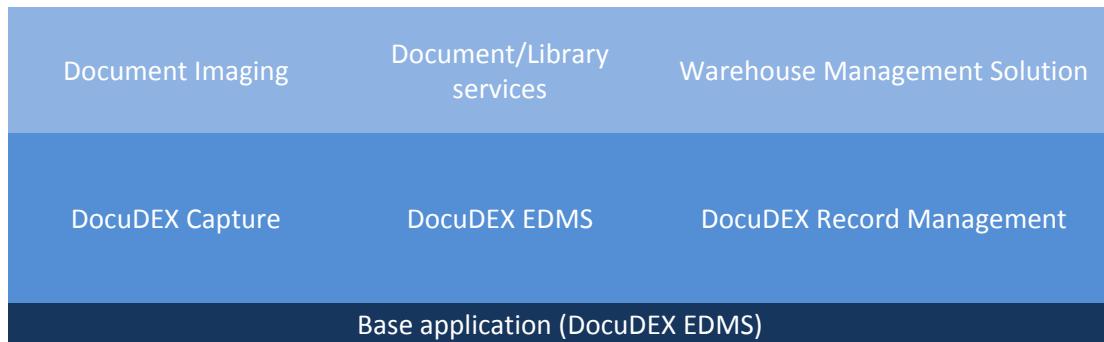
## J. Standard Operating Procedures (SOP)

Item	Requirements	Compliant	Non Compliant	Remarks
1	The Vendor should have Standard Operating Procedures (SOP) for its records management activities well documented with appropriate training provided for all personnel.	V		

## Proposed Solution (at a glance):

- **Centralized EDMS** -Docudex EDMS V3.0
- **Warehouse Management Solution**- DocuDex Record Management
- On-site scanning & archiving

### Proposed Solution Stack



## Details of Solution offered

### Centralized EDMS -Docudex EDMS V3.0

DocuDEX 3.0 is a powerful document management system that delivers an affordable platform to store, manage and share vital information across the organization. DocuDEX 3.0 allows the automation of capture and management of document, replacing manual paper work with electronic filing and documentation. Besides allowing documents and information to be updated instantaneously, it also enables key information to be accessed quickly and in real-time regardless of the location of employees; saving time, costs, and allowing for greater efficiency.

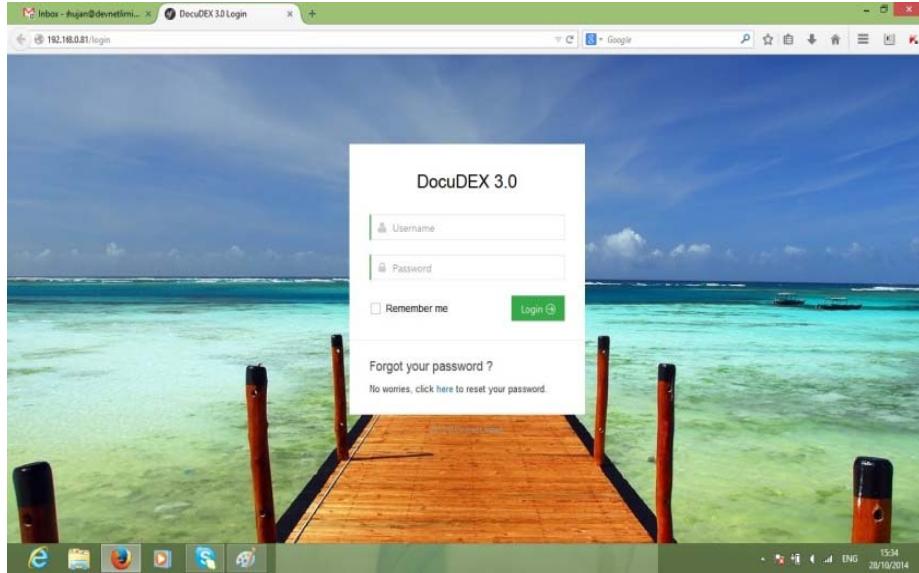
DocuDEX 3.0 is a user friendly application that has been designed to meet the functional requirements of different departments of an organization. An affordable, cost effective solution that will help to gain cutting edge advantages through effective information sharing and mitigating the challenges associated with managing papers. It will enable organizations to reduce cost and gain operational efficiency and saves time, space and money.

### A powerful solution

- **Comprehensive** DocuDEX includes a wide range of document and knowledge management functionalities.
- **Flexible** DocuDEX modular design allows potential customers to purchase a system that matches their need exactly, with the guarantee that they will be able to add extra extensions when required.
- **Simple** DocuDEX runs on a simple server configuration.
- **Secure** DocuDEX provides authentication, authorization, and usage monitoring along with image security.

### Using DocuDEX will help you to

- Provide the information you need quickly and consistently using PIN, date or category.
- Have one platform to serve your employees distributed system through WEB application
- Relieve your staff from backlogs of pending requests.
- Create a key competitive advantage by maintaining constant communication with your staff.
- Accelerate processes concerning record keeping.
- Create PDF automatically from third party systems like HR applications and directly insert it to our EDMS system.



## An easy-to-use application for any users

- **Simple** DocuDEX provides the ease-of-use of a Web site. With a few clicks, users can find, open, upload, and print documents.
- **Organized** DocuDEX displays information in a structured and consistent way through a single user interface.
- **Up-to-date** Relevant up-to-date information is presented to users as soon as they enter the application.

## Highlights

- Rapid deployment and easy to implement, integrate and manage
- Fully customizable search parameter
- Role based access control and audit trail
- Web based application and accessible virtually from any browser
- Easy to integrate with any business application including any core banking system
- Has full support of English and Unicode Bangla

## Key features:

DocuDEX 3.0 is a browser-based solution with a complex back end, yet easy to use front end. It decentralizes document capture and maintenance with a comprehensive set of functionalities.

**Web based electronic document archiving system:** DocuDEX is a LAMP based solution with support for MySQL, MariaDB, PostgreSQL and Oracle as database. The system can be hosted in corporate intranet, internet or extranet.

**Dashboard:** A Dashboard is in place to make the solution more user friendly.

**Document capture:** One can capture a document using a scanner and then convert it to PDF file and upload it into DocuDEX. If using standard document scanners like KODAK, the application can directly insert PDF into ECM Lite. An optional integration with award winning Kodak Capture Software is also possible. Provides scanning capability to scan simplex/duplex document using any document scanner through standard TWAIN drivers.

**Powerful search:** Very powerful search capabilities including key word and full text search enable the users to find out the exact document.

**Document assembly and categorization:** Scanned pages can be re-assembled as a specific document through pre-defined rules or manual sorting. This tool also enables you to perform multi level categorization of documents.

**Access control:** Client can control every access to the documents and repository. Different level of management will have different levels of access control. From a single administration form it can manage the entire accessibility of the repository. Along with our own application level security client can also use the OS and database level security. The application is build with SSL support. The system comes with built-in user access control, plus can support LDAP.

We also offer an optional use of encryption key for more secured operations. Every time a user need to access the application he needs an encryption key to enter the database and modify. This feature includes PKI infrastructure and 1024bit encryption keys.

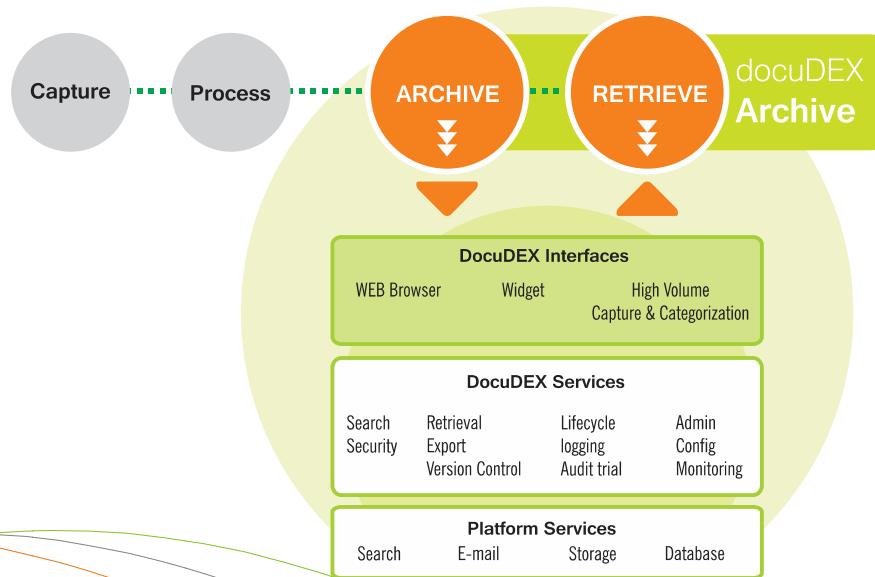
**Search& retrieve:** Client can search the documents within the repository in two or three levels. The user will be using common web browser for searching. Search can be designed based on as many fields as necessary. Once the document is found a simple click will open the PDF/JPEG file within the application. We will be using Adobe Acrobat workspace for viewing. We Devnet are licensed by Adobe to provide Acrobat Solutions. We can also distribute the Acrobat reader without application if necessary. We use the original Software Development Kit from ADOBE<sup>1</sup> Inc. The user can print directly from the workspace.

**Transformation** (Optional, if kept in JPEG format): Changing content from JPEG<sup>2</sup> to PDF<sup>3</sup> format for external use of documents in necessary

**Optical Disc:** Primarily WORM (Write-Once, Read-Many); Optical disk on which data is recorded by the user once (and is unalterable) and can be read many times.

**Audit Trails:** DocuDEX keeps extensive log including document access, modification, categorization, workflow and system settings changes. Logs can be viewed in category, within a specific date range and can be printed if needed.

**Records Management:** Enables an enterprise to assign a specific



<sup>1</sup> Adobe Inc is a Registered Trademark of ADOBE Inc. All rights reserved.

<sup>2</sup> JPEG 2000 of Adobe Photoshop JPEG for WEB Format

<sup>3</sup> Portable Document Format-Format developed by Adobe Systems for document publication.

life cycle to individual pieces of corporate information from creation, receipt, maintenance, and use to the ultimate disposition of records. A record is not necessarily the same as a document. All documents are potential records, but not vice versa. A record is essential for the business; documents are containers of "working information." Records are documents with evidentiary value.

**Check-in/check-out:** Ensures that only one person can work on a document at any time if necessary.

**Physical Library services:** Documents that are scanned will be batched and give a unique number for physical retrieval. We will add shelf number and row information within a shelf for physical tracking.

**User customizable categorization scheme:** Organizing documents, and other content into logical groupings, based on their contents. The categorization scheme is fully customizable at user level.

**Indexing:** Identification of specific attributes of a document or database record to facilitate retrieval. The database will consist of all the information available with a Map. We can index the documents according to UID or Map ID.

**Version Control:** A document can have multiple versions as required. Our system will be able to keep up to 9 version of a specific document.

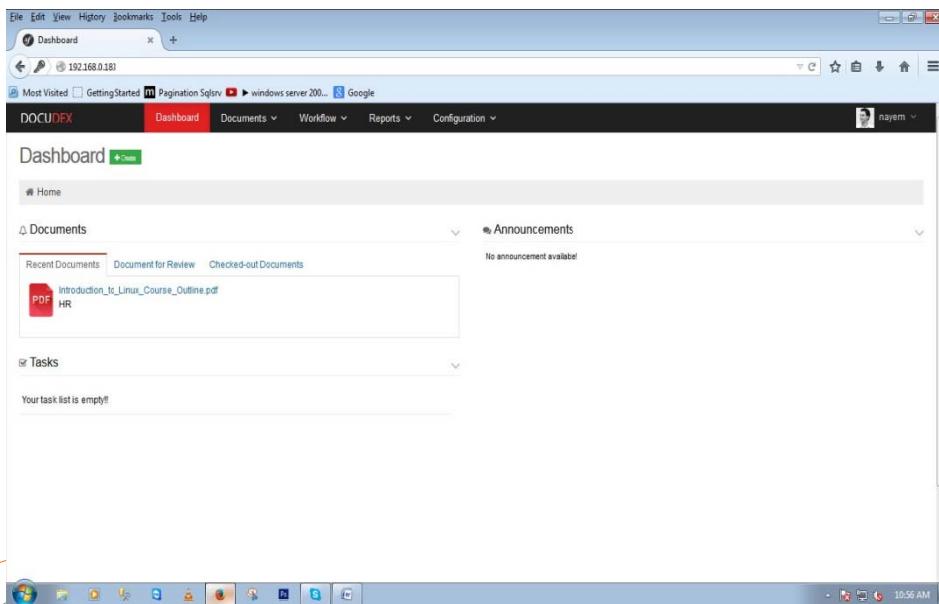
**3rd party application import:** The software can import 3<sup>rd</sup> party documents and data through especially custom designed modules. We can import PDF reports with data from Applications like Accounts systems, Payroll systems or HR application provided the application has standard interface or CLIENT has adequate design and integration information on the specific application.

#### Document expiration management with notification

The system shall notify the user on the expiry of any specific document through email, SMS or dash board notification.

#### Reporting

Report based on several parameters can be generated from the system with downloadable and printable option.



### Benefits:

- Streamlines paper-based business processes
- Aid in Go Green initiatives
- Saves time, space and money
- Elimination of manual paper handling operations guarantees a fast Return On Investment
- Improves customer service through quick access virtually from anywhere
- Reduces expenses associated with manual document handling
- Improves decision making by unifying access to unstructured content and structured data
- Enhanced collaborations and communication
- Protect company information not for years but forever
- Increased productivity

### Technology Used:

- Client Platform: Windows, Linux, Mac
- Framework: Symfony 2
- Programming Language: PHP, Java
- Database: MySQL / MariaDB / PostgreSQL / Oracle
- Web Application server: Apache / Nginx / HHVM
- Scanning interface: .net
- Operating System: Linux
- Certified Browser: Mozilla Firefox, Google Chrome
- File formats: TIFF CCIT G4, JPEG, PDF/A, XML etc.

### System Requirements:

#### Hardware:

Web Server and Database Server.

The requirements in the following table apply both to installations on a single server with a built-in database:

Component	Minimum requirement
Processor	Core i5 or Higher
RAM	4 GB (minimum), 16 GB (Recommended)
Hard Disk	500 GB (minimum) Additional space may require based on the production volume

**Software:** DocuDEX requires a web server environment and will run in Apache easily. DocuDEX will run in any server environment that supports PHP and use MySQL as a database.

Component	Minimum requirement
Operating System	Linux (Ubuntu / Debian / CentOS / RHEL)
Web Server	Apache / Nginx
PHP	PHP 5.4 or higher
Database Server	MySQL 5.5 / MariaDB 10

**Trial & Licensing:**

Devnet offers fully functional trial versions with time and page limitations which allow organizations to test the various EDMS functions.

**Training:**

Both on-site and off-site training is available for technical and management training

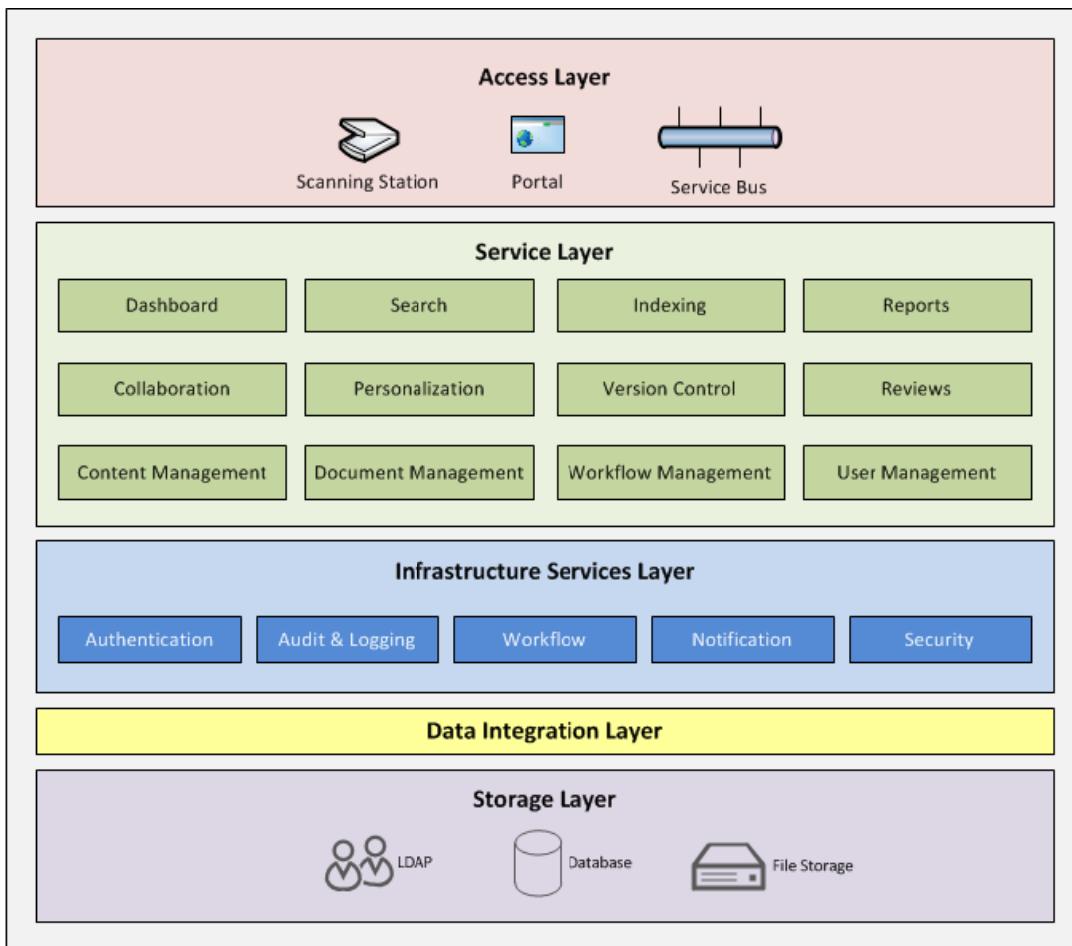
**Warranty:**

3 (three) years software support warranty. AMC and UA may be done after warranty period.

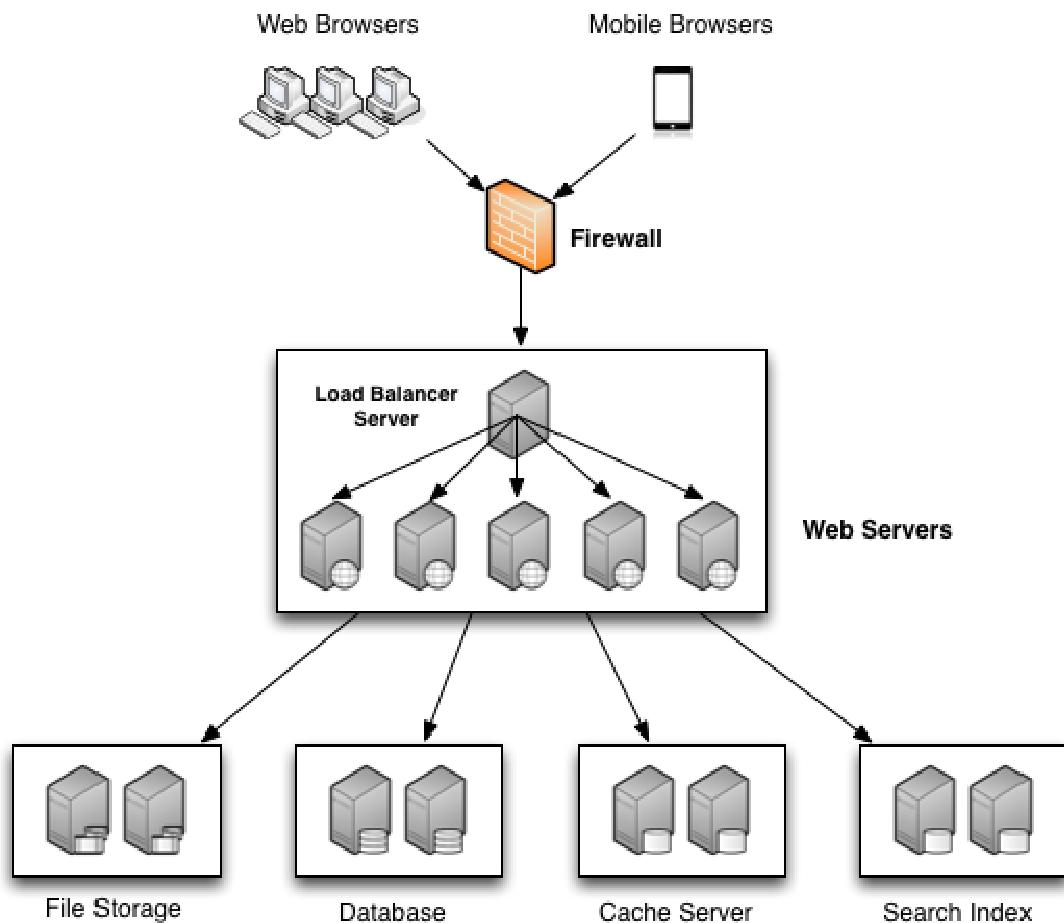
**Reference clients:**

1. Al-Arafah Islami Bank Limited
2. Dhaka Bank Ltd.
3. The City Bank Ltd.
4. Social Islami Bank Ltd.
5. United Commercial Bank Ltd.
6. Prime Bank Limited
7. Southeast Bank Limited
8. IPDC
9. IIDFC
10. IDCOL
11. Union Capital Limited
12. Brac
13. Aarong
14. Brac University
15. Rajuk
16. LankaBangla Investment Limited
17. Bengal Group of Companies
18. Micro Credit Regulatory Authority (MRA)
19. Department of Land Records & Surveys (DLRS)
20. East West University
21. Novartis Pharmaceuticals Ltd.
22. Public Library
23. CPD
24. Alpha Credit Rating Company Ltd.
25. BANBEIS
26. Roads & Highways Department (RHD)
27. DGHS, Ministry of Health
28. UNDP
29. Bangladesh Energy Regulatory Commission
30. Dhaka University
31. bKash Limited
32. Bangladesh Bank
33. BIRDEM
34. The Daily Prothom Alo
35. Bangladesh Association of software Information System (BASIS)

## EDMS Solution Architecture



## Deployment Architecture



## Devnet Standard Practices and Processes

Functions/ Sub-functions	Approach	Methodology	Brief Description/ Detail description page information	Quality and Standard practices
<b>Project Management</b>	Agile	Devnet Adopted PM (Template included)	We have developed our own PM tool based on knowledge from PMI's practices and Agile methodology. We use <b>JIRA Agile</b> tool for Agile Project Management. Tool used:	ISO 9001:2008 certified
<b>SDLC</b>	Agile	Scrum	Agile SDLC is a value-driven approach that allows Software Development Project Managers to deliver high-priority, high-quality work – and look like rock stars to their stakeholders. We use <b>JIRA</b> for managing solution development processes. Tool used:	ISO 9001:2008 certified 
<b>IT Infrastructure design and deployment</b>	Use of ITIL Process framework for Infrastructure Service Delivery	CISCO's deployment methodology is followed during the preparation of this proposal	Deploying a IT system involves a series of several steps. These steps include analyzing requirements, designing system, and implementing the components. This process will likely involve collaboration between business and technical personnel and various representatives and experts. We have customized and follow CISCO's UC's for our infrastructure deployment	ISO 9001:2008 certified 
<b>Business continuity and disaster recovery practices</b>	We will follow BSI 17799 practices	a) Counteract interruptions to business activities and protect critical processes from the effects of major failures/disasters b) Ensure timely resumption of the above	<ul style="list-style-type: none"> <li>Initiating the BCP Project</li> <li>Assessing the BCP Security Risk Developing the BCP</li> <li>Testing the BCP</li> <li>Training and Staff Awareness on BCP</li> <li>Maintaining and Updating the BCP Realistic Testing Environment for Business Continuity Plans</li> <li>Impact of the Pace of change on the BCP</li> </ul>	BSI 17799 and Partial use of ISO 270031
<b>Information Security</b>	We will follow ISO 27002 practices		ISO 27001 is a specification for an information security management system (ISMS). An ISMS is a framework of policies and procedures that includes all legal, physical and technical	ISO 27001 certified

Functions/ Sub-functions	Approach	Methodology	Brief Description/ Detail description page information	Quality and Standard practices
			controls involved in an organization's information risk management processes.	
<b>Information organization and Access (IOA)</b>	AIIM IOA practices	AIIM IOA Practices	<b>IOA</b> is the Information Access as the findability of information regardless of format, channel, or location.	AIIM guides for IOA
<b>Record management (RM)</b>	AIIM RM <sup>4</sup> Practices	AIIM ERM Practices	Records management has gained increasing prominence over the past few years. Electronic records management systems have also matured, gaining in functionality and depth, and with adoption moving from government and regulated industries to all types of organizations, across all sectors.	AIIM guides for ERM
<b>IT Helpdesk</b>	ITIL	ISO 20001	We use <b>JIRA Service Desk</b> for ticketing and resolution. Clients are also given with accounts to manage tickets with Devnet. Tool used:	ISO 9001:2008 certified 

## DocuDEX Records Management

### Records management software controls information

- Capture, identify, store, and dispose of business records according to policies.
- Automate document control processes to comply with requirements for the security and disposition of information.
- Define procedures that are specific to the policies of your organization.
- Include email in records management practices.
- Improve auditing with activity logging and fast process verification.
- RFID based asset tracking (Box's RFID reading, on table and gate)
- Correctly identify documents as records and manage their life-cycle.
- Comply with regulations
- Maintain an audit trail showing that records are stored, maintained, and disposed of according to defined policies.
- Protect business records from accidental or unauthorized alteration, destruction or retention.
- Assign records policies to folders and documents when they are created, imported, or moved.
- Assign multiple records managers for different records policies.
- Incorporate email records in records management procedures.

<sup>4</sup> Record Management

**Features**

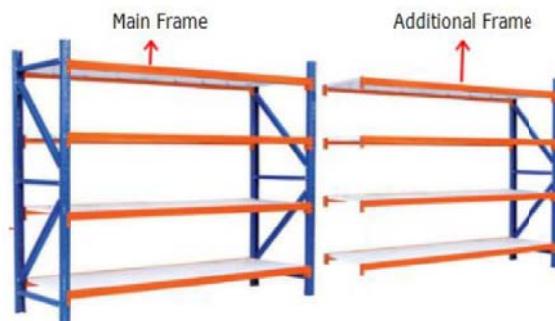
- Scheduling: Picking, receiving, counting, scanning and archiving
- Tracking of boxes
- RFID based tracking of boxes
- Barcode Label printing module
- Active file management
- Facility management (Create location, rack and room)
- Virtual facility management
- Web scan module and indexing module
- Information Organization and Access Management
- Remote online access
- Retention schedule monitoring
- E-mail and SMS message integration
- Integration with access control
- Auto Retrieval and refile service scheduling
- Secure shredding and destruction scheduling
- Document storage design
- Data and document archiving
- Check in/out with reminder
- Placeholders & Colored Dividers
- Mobile device integration
- Bulk processing (Search & retrieve, Export/Import, audited destruction, printing etc.)

## Warehouse Rack

### Heavy Duty Rack

- Size: Height 78", Width 70", Depth 24
- Materials: Steel
- Structure: Knock down
- Electrostatic powder coating: Color (Blue and Orange or Blue and Ash)
- Each shelf can carry up to 250 kg
- Support pallet material: Steel wires. (details showing as below )
- Number of shelf: 4
- Capacity: 156 box (156,000 pages per shelf approx.)
- Minimum area required with access: 27sqft

Price: 28,000 BDT



### Light Duty Rack

- Size: Height 78", Width 44", Depth 15"
- Materials: Steel
- Structure: Knock down
- Electrostatic powder coating: Color (Blue and Orange or Blue and Ash)
- Each shelf can carry up to 100 kg



- Support pallet material: Steelwires.(details showing as below )
- Number of shelf: 4
- Capacity: 40 box (40,000 pages per shelf approx.)
- Minimum area required with access: 16 sqft

This is only recommended for building with 650-850Kg per sqft in cities low cost areas.

Price: 8,300 BDT

### **WUXEY OJ-900ET Industrial dehumidifier**

- High Power Commercial Dehumidifier for warehouse and basement for fast Efficient Strong Dry
- Certification: CB,CE,GS,RoHS
- Power (W): 855W
- Maximum daily dehumidification capacity: 3.8L/h
- Water tank capacity: 6L
- Applicable area: 800 sqft and above
- MOISTURE REMOVAL: More than 3.1 L/h



### **Fire Alarm: TopElek Smoke Alarm**

- High Sensitivity & Quick Response: This smoke alarm adopts photoelectric sensor to detect smoke. When a certain threshold is reached, it sends out 85dB audible sound and the LED indicator will flash within 8.7s. Quick response can save your life in the first time when fire hazard occurs.
- Quick easy installation: Comes with a mounting bracket, screws and anchor plugs, what you need to do is just drilling holes in appropriate positions. Powered by one 9V battery(included), it will not be affected by power outage. When battery voltage is lower than  $7 \pm 0.5$ V, this alarm will send out unique sound with flashing LED indicator to remind you to replace battery.
- Premium Materials: This fire detector is made of Eco-friendly material with high density, being mixed with high-melting-point material, it can withstand high temperature, also pressure-resistant, anti-slip, and wear-resistant. Durable enough for long-term use.
- Widely Used in Hotel, Warehouse, Office etc.: Proper placement of smoke alarms and regularly cleaning are very important. If you buy this alarm for house use, we recommend it be located near sleeping area, where it can wake you if you are asleep. Additional smoke alarms on every level and in every bedroom provide extra protection against fire hazard.



### **RFID READER: Mpinj 4 ports uhf reader rfid / epc gen2 multi-tag 840-960mhz passive fixed reader TCP/IP RJ45/Ethernet rs232**

*The reader will depend on location, reading distance and RFID type therefore, the system look and features will be customized according to site and solution.*

**Table 1: Module Overview**

Module Type	M-2800
Real Photo	
RF Channel	Four channel
RF Connector	SMA
Antenna Connection Mode	Four Antenna
Interface Connector	Molex 53261-1571
RF Connectors Material	Gold-plated brass
PCB Material	Rogers FR4 gold-plated
Shield Material	Aluminum



## Characteristics

Table 3: List of module characteristics

	<b>Feature</b>	<b>Description</b>
1	Based on Indy R2000 chip	◆ RF transceiver is Impinj Indy R2000.
2	High performance anti-collision algorithm	◆ Unique I - Serch multi-tags identification algorithm. ◆ Provide the highest efficiency.
3	Optimized algorithm for a little of tags	◆ Better tag response time. ◆ Optimized for small tag quantity applications.
4	Dual CPU architecture	◆ Main CPU is responsible for tag inventory, assistant CPU is responsible for data management. ◆ Inventory and data transfer are parallel and simultaneous. This feature improves the total performance significantly. ◆ Assistant CPU is responsible for generating real random number. ◆ Assistant CPU is responsible for system operating surveillance.
5	Fast 4 antenna switch inventory	◆ High speed inventory therefore antennas could be switched rapidly. The minimum inventory duration for an antenna is 25ms. ◆ Every antenna's inventory duration is configurable.
6	Two inventory modes	◆ Buffer mode and real time mode. ◆ In buffer mode, inventoried tag will be stored in buffer. This mode improves the efficiency of multi tag inventory.
7	Hardware system halt detection	◆ Hardware CPU status surveillance. ◆ Run for 24 hours × 365 days without system halt.
8	Low operation voltage	◆ The lowest operating supply voltage is 3.7V. ◆ Can be powered by lithium battery.



11	18000-6B/C full compatible	<ul style="list-style-type: none"> <li>◆ 100% 18000-6B/C compatible.</li> <li>◆ Can be switched rapidly between protocols.</li> </ul>
12	18000-6B large data read/write	<ul style="list-style-type: none"> <li>◆ Read 216 bytes in one time takes less than 500ms.</li> <li>◆ Write 216 bytes in one time takes less than 3.5s.</li> <li>◆ Can also read/write data with various lengths.</li> <li>◆ Extremely stable (approximate 100% success rate).</li> </ul>
13	Antenna connection detection	<ul style="list-style-type: none"> <li>◆ Detect antenna connection.</li> <li>◆ Protecting RF receiver.</li> <li>◆ Can be <u>cancelled</u> by command.</li> </ul>
14	Bistatic antenna configuration	<ul style="list-style-type: none"> <li>◆ <u>Bistatic</u> antenna configuration improves receive sensitivity by 13dB.</li> </ul>
15	High power LED driver	<ul style="list-style-type: none"> <li>◆ Can output 50mA output current to drive a high power LED.</li> </ul>
16	Excellent onboard power system	<ul style="list-style-type: none"> <li>◆ 8 independent power supplied on board. Every unit is supplied independently.</li> <li>◆ Each power supply has soft start function. Improves the stability of the power supply system.</li> </ul>
17	Multi-board temperature sensor	<ul style="list-style-type: none"> <li>◆ <u>Multi</u> point surveillance, Accurate monitoring system operating temperature.</li> </ul>
18	Dual backup power output correction	<ul style="list-style-type: none"> <li>◆ Make sure output power can be fine adjusted.</li> <li>◆ Two mutually backup power parity modules. Unless also damaged, the system can operate normally.</li> </ul>
19	Concise and effective command system	<ul style="list-style-type: none"> <li>◆ Serial communication interface.</li> <li>◆ Simple, convenient and effective for easy integration.</li> </ul>

- Brand Name:Rodanliu
- Model Number:M-2800
- Read distance:1- 10 meters(depend on tag and antenna/application)
- Chip:Impinj R2000
- Name:Impinj 4 ports uhf reader rfid / passive fixed reader
- Frequency:860Mhz-960Mhz or 865-868/902-928mhz
- Protocol:EPCglobal UHF Class 1 Gen 2 / ISO 18000-6C ISO 18000-6B
- Antenna Detector:Four Ports, SMA
- Power supply:+12V DC @ 2A
- connector:TCP/IP(RJ45)/Ethernet/RS-232(Serialport)/RS-485 (Optional)

**RFID Sticker: rfid tracking warehouse inventory asset tag stickers passive 860-86mhz programmed epc gen2 uhf alien 9662 label long range tag**

- Long read range 1-25m(depend on antenna/tag/application),
- With wide frequency 860-960mhz , iso18000-6c epc class1 gen2
- Model Number: IND9662
- Size: 75\*30mm
- inlay Material: PET/Coated Paper
- Types: Paper/PET alien 9662 passive uhf rfid tag label sticker
- read range : 1-25M(depend on reader and antenna/application)
- protocol: ISO/IEC 18000-6c EPC Class1 Gen2
- EPC size: 96 bits
- R&W Times: 10000 0
- User memory: 512bits

Programmed epc gen2 uhf alien 9662 label long range label.

## Service details for Physical Record Management Services

### **Supply Standard Box and Envelope**

We will supply our own branded carton boxes and envelope made of acid-free corrugated paper and the box will be complied with international standard for archiving documents. The cartoon will have standard weight bearing capacity. The box design will have designated area for pasting barcode sticker and cutouts on two sides for carrying.

**General box size:** 7" X 16" X 10" (5 ply ( 4 ply corrugated sheet with Top ply laminated offset paper) with carrying handle (the size and material may vary based on actual requirement).

### **Supply Barcode**

Both the box and file will carry barcode sticker with required information.

**General Barcode Sticker size:** 2.75" X .75" For files, 3" X 4" For box (Roll of 400 UHF GEN 2 sticker) (the size and material may vary based on actual requirement).

### **Records Management System**

We are offering DocuDex Record management System which is capable of tracking files and/or boxes using barcoding technology, receiving service requests online from web portal, generating service instructions for delivery team in the form of challan/ work orders with barcodes, generating automated invoices, tracking box movement activities and historical record keeping of each cartoons and others.

### **Web Portal Access**

We will provide secure web portal access as per RFP requirement.

### **Collection & Storage of Records**

- Backlogs

We have more than 12 years experience of handling large scale document migration for reputed clients like UCBL, Grameenphone, Banglalink, Robi, Citycell etc.

- Ongoing Records

Ongoing records will be collected and stored as per request received from client.

### ***Indexing***

Documents/files will be indexed as per clients requirement

### ***Logbook Management***

We will shear indexed database with organization to solve all disputes if there is any and upload final log sheet to DMS (specialized document management software). Disputed information will be corrected and resend to the respective stakeholder to ensure precision of the database.

### ***Retrieval and Refile of Records***

We will comply the requirement mentioned in the RFQ document.

### ***Destruction of Records***

We will provide secure destruction service to destroy or recycle these records upon receiving such request

### ***Unscheduled Retrievals***

We will take immediate action to any unscheduled retrieval request due to an emergency or other and deliver the media or tape anytime and any day this is required.

### ***Transport***

Document will be transported using secured covered van with tracking device and fire safty.

### ***Location***

363/1, Barua, Lonjoni Para, ward No-07, P.S: Khilkhet, Dhaka-1229. 7 storied building. This location is about 10 kilometers from brac.

### ***Confidentiality***

Please refer to our confidentiality practices and policy mentioned later in this document.

## **Online/Softcopy Archiving**

We will comply the requirement mentioned in the RFQ document

## Document Scanning

### The brief description of a generic imaging processes

The following are the typical scanning

#### Documents Collection:

Devnet Limited will collect the documents from South East Bank twice in a week/daily. We will use boxes every time we transfer the documents.

#### Document Pre-Processing (unstapled, unbind documents where necessary):

Documents pre-processing is required for sorting and preparing the documents for scanners. We will process the documents for binding, humidity, damaged pages, turned pages, skewed pages and finally staple/pin.

These checks are very important for scanning as well as future preservation.

The supplies listed below are considered to be necessary tools for all document prep jobs. However, some jobs may require other supplies dependent upon specific properties of the documents to be prepped and each client's specific needs. The coinciding photos that follow represent the types of products we currently use.

- Letter Opener figure 2.3
- Tape Dispenser figure 2.3
- Rubber Fingertips or Fingertip Moistener figure 2.4
- Staple Removers figure 2.1
- Blank Paper figure 2.2
- Paper Cutter figure 2.2
- Scissors figure 2.3



## Scanning

Scanning will be performed using Kodak Alaris/ Avision scanner with Kodak PerfectPage<sup>5</sup> with iThresholding<sup>6</sup> technology. Those documents which are not ready for high speed document scanners they will be manually scanned using dock-able flatbed or use of transparent sleeves to scan in batches using ADF. Our scanners can scan documents up to 100 pages per minute in both simplex and duplex mode. The scanners have a daily duty cycle of 30000 documents and can easily scan up to 35,000 documents.



### Scanners to be used:

Sl. No.	Brand	Model	Daily Duty Cycle	Throughput speed
1	Kodak Alaris	i4200	30000 pages/day	100 PPM
2	Kodak Alaris	i3200	15000 pages/day	50 PPM
3	Kodak Alaris	i1420	12000 pages/day	60 PPM
4	Kodak Alaris	i2900	10000 pages/day	60 PPM
5	Kodak Alaris	i1405	9000 pages/day	45 PPM
6	Avision	FB5000	Flatbed scanner	
7	Avision	AV176U	3000 pages	30 PPM
8	Avision	AV5400	5000 pages	50 PPM
9	Avision	AD250F	8000 pages/day	80 PPM

### Technical Features for imaging/archiving:

- Scan resolution: 200 dpi minimum
  - Color depth: 24-bit color
  - File output: TIFF or JPEG standard
- Image enhancements
  - De-skew
  - Auto cropping
  - Auto-rotation
  - Text enhancement
  - Background color smoothing
- Image clarity: Easily readable (90%)
- Data will be embedded with image file and will be exported to any archiving platform.

### Image Quality check

For ensuring the quality of the image we will be using Perfect Page with iThresholding Technology from Kodak. We are offering TIFF, PDF/A format for each document for long term archiving and PDF for regular use with EDMS (Electronic Document Management Systems) or ERM (Enterprise Record Management) systems. The TIFF



<sup>5</sup> PerfectPage is a Registered Trademark of Eastman Kodak company. A description of this technology is available in "Annexure A: technology and Product brochure"

<sup>6</sup> iThresholding is a Registered Trademark of Eastman Kodak Company. All rights reserved.

will ensure easy accessibility by other systems for future re-use of the documents; i.e. Microfilm, Kodak DR9000 writers, Microfiche etc.

## Perfect Page Technology

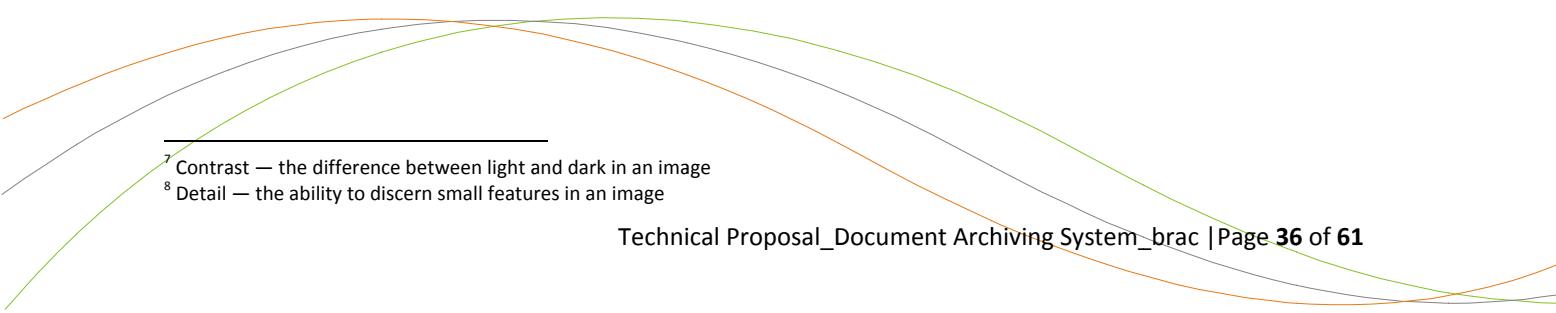
Maximize image quality right at the scanner with Perfect Page Scanning from Kodak.

- More efficient workflow
- virtually eliminate re-scanning images
- Easy to use
- Get great images from documents that are far less than perfect
- Scan more of your documents automatically, with fewer rescans
- Streamline your capture process and profit from greater productivity

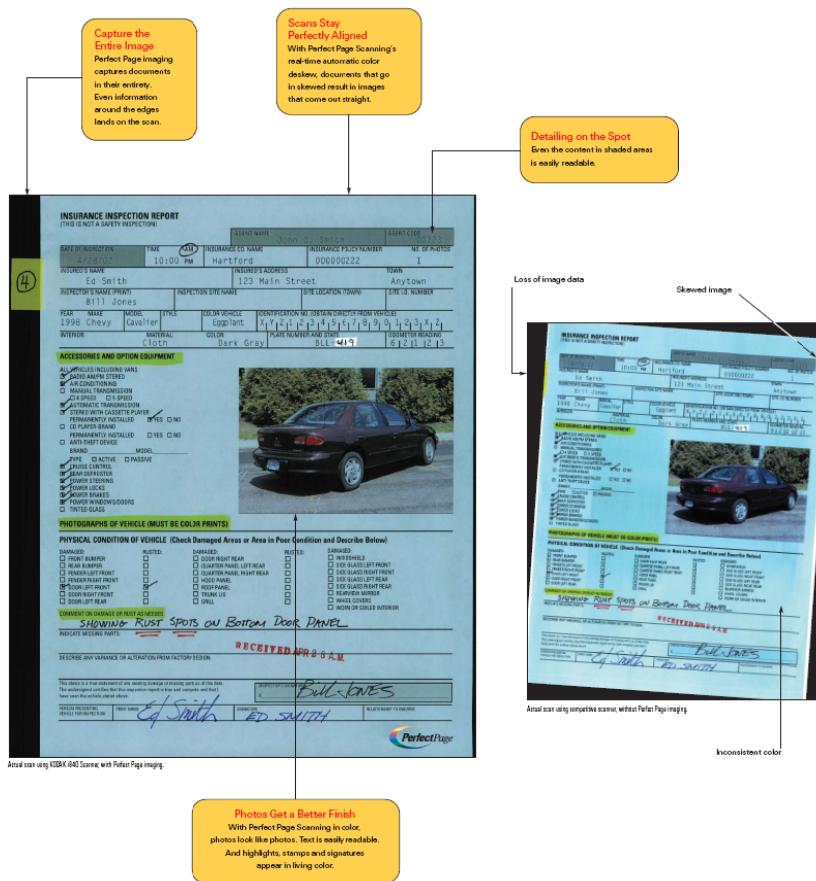
In this stage our system will check for Contrast<sup>7</sup>, Details<sup>8</sup>, Curve

18. Have you ever been married? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	Length of Trip 08-05-2006
Spouse's or Former Spouse's Full Name FRANK A	
Date of Birth 02-14-58	Place of Birth OMAHA
20. What other names have you used? (include name) 1) 2)	
08-18	11-2004

18. Travel Plans Date of Trip (initials/mo) 08-05-2006 Length of Trip 10	
19. Have you ever been married? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	
Spouse's or Former Spouse's Full Name FRANK M	
Date of Birth 02-14-58	Place of Birth OMAHA
20. What other names have you used? (include name) 1) 2)	



optimization<sup>9</sup>, Edge definition<sup>10</sup>, Resolution<sup>11</sup>, Color and Artifacts<sup>12</sup>.

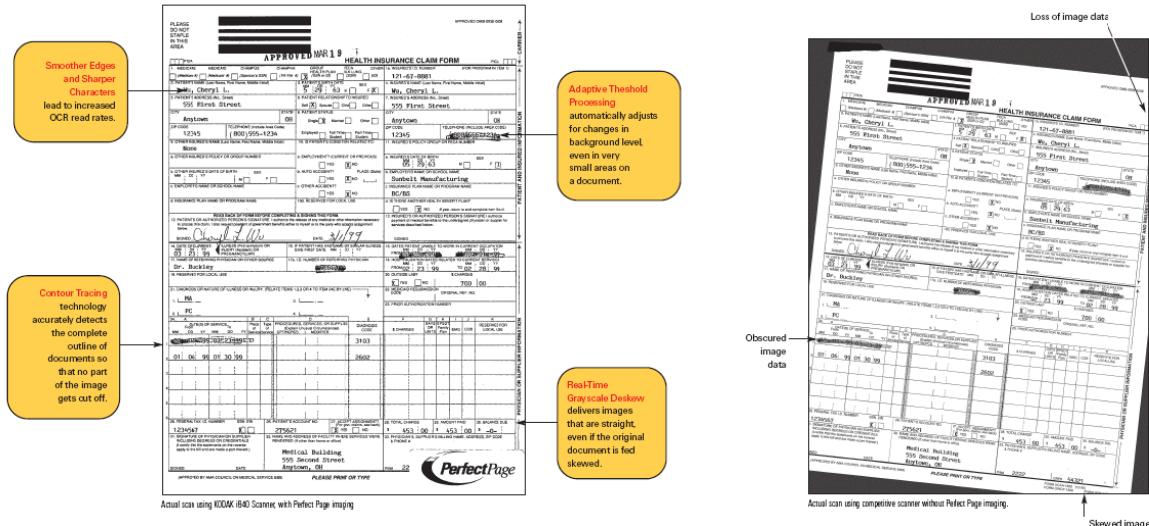


<sup>9</sup> Curve optimization — how smoothly rounded characters are displayed

<sup>10</sup> Edge definition — the difference between data and background

<sup>11</sup> Resolution — how many dots per inch the image sensor detects

<sup>12</sup> Artifacts — "noise" or stray dots appearing in a scanned image that weren't in the original



## Indexing, Keying, Document categorization & assembly

Stage where the softcopy will be processed for keying or automatic categorization (Optional). We will be keying in the metadata information in the database and link the database with the softcopy. Social Islami Bank may choose to add more useful information with this database.

Our keyers/operators will key-in the information from images thus making the system faster and more secured. Only 4 people will be handling the documents while scanning and rest of the fleet will be using scanned images for further operation. This will reduce the risk of misplacing the documents also.

## Post Process (Re-bind/Re-Staple the Documents)

The documents will be re-bind/re-staple where necessary. However this will be performed once we receive the final confirmation from the Org. that the softcopies are acceptable. We will process the document as they were in case of Org. wants to preserve the hardcopy in remote locations.

## Final delivery of the softcopy

In this stage the image and the database will be transported to Tullow systems.

Document format:	TIFF/JPEG/PDF
Color:	24-bit color/Bi-tonal/Grayscale or Dual streaming
Resolution:	200-600Dpi according to client's requirements
Database:	MSSQL, Oracle, IBM DB2 or MYSQL or as per clients requirement

## Final delivery of the hardcopy

According to clients specific specifications.

## Quality control practices by Devnet Limited

### Image Quality Assurance (IQA)

Quality — its beauty is in the eye of the beholder. Evaluating image quality takes equal parts subjective and objective judgment. Remember, the goal of document imaging is to capture and share information visually.

A quick search on imaging standards posted on the Web by foreign government agencies and Educational institutions tells the tale. Considering this from the Inland Revenue Authority of Singapore: “All information contained in the document (be it graphical, textual, handwritten, or otherwise) must be capable of being captured in its entirety and with a level of accuracy that ensures that no information that can reasonably be expected to form part of any subsequent business process is lost or altered in any way.”

To put it another way, what you get is what you see. The image on the computer screen contains all of the relevant information that appears on the original document. No more, no less.

- Contrast — the difference between light and dark in an image
- Detail — the ability to discern small features in an image
- Curve optimization — how smoothly rounded characters are displayed
- Edge definition — the difference between data and background
- Illumination — evenness lighting from side to side without bleed through
- Resolution — how many dots per inch the image sensor detects
- Color depth — multiple values of red, green, and blue
- De-skew — Fix the skew errors
- Rotation — Rotating the documents according to text orientation
- Cropping — removing black borders around the document if any
- Background smoothing (optional)
- Picture position

#### The inside story on image capture

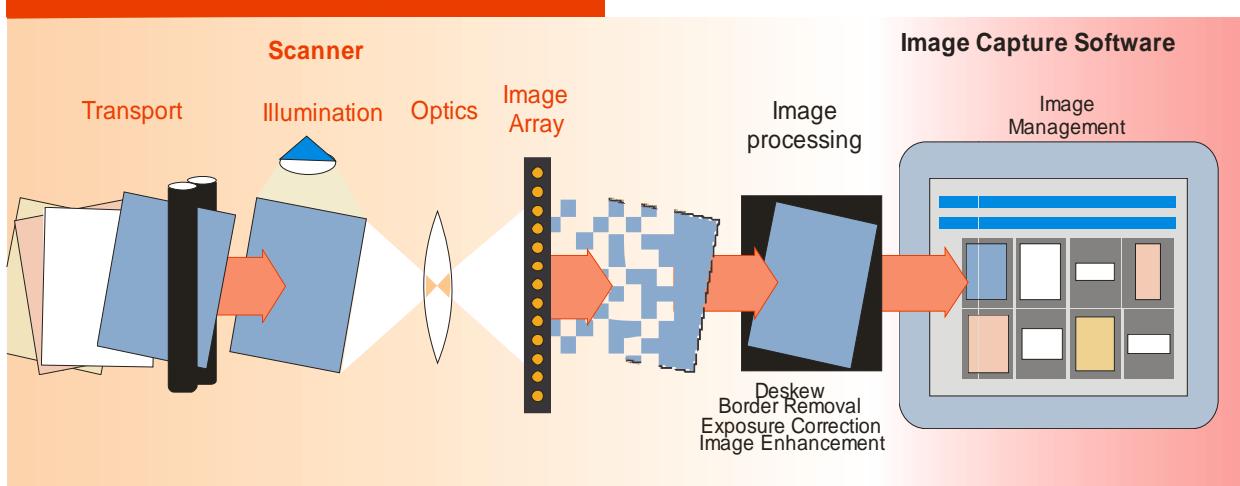


Image quality variables are generally centered on scanning and image processing. However, anything we can do to improve performance at any one of the steps noted here can help make your overall business process as efficient as possible. So our choice of scanner takes all the steps into account.

## Dependencies

- Supply of hardcopies and any accessory which might require for hardcopy archiving (ie. Envelops, box etc.)
- Technical documents for integration with/export to Social Islami Bank's systems
- Any database that might require for efficient processing and vetting

## Accuracy and efficiency

Devnet sees quality and data accuracy as being of great importance. We guarantee our clients the highest level of accuracy up to 98-99%. We do this by maintaining stringent checks on client data at all times during the keying process. These checks form part of a company-wide standard operating procedure, which is always followed. As a result, Devnet is able to achieve and maintain a higher accuracy rate on single key entry work than many companies accomplish using double key entry. For clients with extraordinary requirements Devnet performs Dual Entry Keying, offering an unparalleled 99.997% accuracy. In the area of quality control, we have specific edits and validation tables that are customized by our experienced programmers for each job. Simply put, validation routines are algorithms that examine ICR results for reasonableness against predetermined standards.

## For keying

- We will be using dual keying technology for the Account number therefore the Account number will be >99.995% accurate. We will do it since this is the primary identification for the usability of the system. This will be performed if and only if we have to enter the mobile number manually.
- QC the other two fields for errors to reach minimum 98% accuracy for those fields
- Table lookups
- Field validation

We have three basic types of validation routines:

### Table look-ups

In a table look up one or more fields are validated against a database. If there is an exact match the odds are good that the data is correct since it proved to be congruent with a set of known quantities.

### Data / range checks

With data/range checks the field or character information is compared with a model to see that it conforms to a specific type, such as, a specific alphanumeric sequence or date, such as the date of purchase on a bill of sale used to support a title guarantee application. A validation routine might also check to see that a number is within a specific range or contains a certain number of digits.

### Relationship validation

Relationship validation is when a column of numbers totals correctly. If there is a match on the total, then the probability is extremely high that all the numbers are correct.

All data fields are systematically analyzed to ensure data validity and integrity. Among the variables that the quality control system check: Field Length, Data Type, Relational Data Integrity, Valid Codes, and Applicable Abbreviations. When Applicable, Mandatory Fields, & Sequential Numbering.

All processing is overseen by experienced on-premises managers. They are responsible for the final quality assurance of data. Special quality control checks designed specifically for each project are utilized in addition

to the quality control procedures that are in place during processing. These supplemental checks, coupled with professional account management, further ensure data integrity, quality, accuracy and dependability.

### **Image Quality**

Let's begin with the basics. There's more to document imaging than running paper through a scanner. image processing — adjusting exposure, removing skew, removing borders, image compression quality assurance — checking to make sure scanning and processing are correct an image

A quick search on imaging standards posted on the Web by U.S. and foreign government agencies and educational institutions tells the tale. Consider this from the Inland Revenue Authority of Singapore: "All information contained in the document (be it graphical, textual, handwritten, or otherwise) must be capable of being captured in its entirety and with a level of accuracy that ensures that no information that can reasonably be expected to form part of any subsequent business process is lost or altered in any way."

Putting it another way, what you get is what you see. The image on the computer screen contains all the relevant information that appears on the original document. No more, no less.

## **Confidentiality and Security:**

There are many situations that dictate confidentiality and/or security that the processing of documentation will be confined. Processing is completed in our secured complex where we can ensure the highest quality, convenience and meet deadline. Documentation that is confidential in nature and cannot leave the premise can be processed in the strictest of confidence and still be outsourced.

Devnet is further unique in the way it manages confidentiality. Confidentiality is managed by a team of confidentiality management operators at the data center whose job function is primarily that of maintaining data and documents content confidentiality. Data is disseminated throughout the workflow according to the processing need i.e. even an operator has access only to a part of a page that is relevant to his specific processing needs.

### **Employees**

Security not only includes documents and/or records but our personnel as well. Records entering or leaving the facility need management approval. All employees sign a confidential agreement with us which safeguards clients' information even after they leave us.

Devnet employees have gone through security and background checks to ensure confidentiality. All employees must sign employment agreements which include: confidentiality of information, consent to conduct background investigation, covenant not to solicit, computer usage policy, acknowledgment of our smoking and drug free workplace and agreement to submit to drug testing as company policy dictates.

### **Document Handling**

Devnet has procedures that are in place throughout the processing phase to assure that all work is completed. All documentation is tracked and accounted for. As documentation is received at our processing center, it is logged in, assigned a production number, counted, put in batches consists of 20-50 pages, and assigned batch numbers prior to be processed. This provides us with the ability to track, identify, & verify the production process.

### **Data Backup**

It is important for Devnet to have a two level 3 (three) time daily backup. All data is backed up three times per day at the facility, first to a backup server, second to a tape cartridge and then stored in a secure location under management control.

### **Data Security**

We maintain the most stringent standards of data and document security. All database application software files are backed up off-site. Fire walls are in place for the URF and secure transfer of data-both from clients to us and between our locations. Data can be encrypted prior to transmission. Our facility is designed to comply with the special requirements of clients who require the highest level of security.

## Quality practices

Devnet is undergoing for different compliances. Please find the descriptions of the compliance below

Compliance	Process stage	Due on	Comments
<b>ISO 9001:2008</b>	Certified	n/a	Quality Management
<b>ISO 27001:2005</b>	Certified	n/a	Information security
<b>CMMI Level 3</b>	Agreement signed	January, 2018	Software Development and service

## About Devnet Limited

Devnet Limited (An ISO 9001:2008 and ISO 27001certified company) is Bangladesh's first ECM (Enterprise Content Management) Company established in 1997. We are the leading service provider dedicated in helping organizations seeking to drive efficiency by streamlining their enterprise contents with process automation and management of their documents web contents and records. As a leading solution and service provider Devnet is working with reputed organizations like Rajuk, Ministry of Health, Ministry of Public Administration (MOPA), Directorate of Archives & Libraries, HSBC, Banglalink, ICDDR,B, UNDP, City Bank, Bangladesh Army, Bangladesh Bureau of Statistics etc. We are Authorized distributor of Kodak Document Imaging products and Partner of ABBYY Software House. By empowering consistent communication, Devnet's customers and partners experience new cost efficiencies, enhanced revenue opportunities, rapid response to change and advanced customer service and satisfaction.

### Vision Statement:

- Be the best chosen brand with international exposure in outsourcing services through having satisfied customers.
- We will earn satisfied consumers' through innovative products and services with assurance of accuracy, efficiency and reliability.

Name of the Company: Devnet Limited.

### Registered Address:

BDBL Bhaban (Level 9, East), 12 Karwan Bazar, Dhaka-1215

### Head Office:

BDBL Bhaban (Level 9, East), Karwan Bazar, Dhaka-1215

Ph: (+88) 02 8189349-50. Fax: (+88) 02 8189339

Hotlines: +8801713 044055, +8801713001881

E-mail: info@devnetlimited.com

Web: www.devnetlimited.com

### Service Bureaus:

Service Bureau 1

Service Bureau2

Service Bureau 3 (Specialized)



<b>363/1, Barua, Lonjoni Para, ward No-07, P.S: Khilkhet, Dhaka-1229</b>	Lutfur Plaza, Dakkhin Khan Bazar, Dakkhin Khan, Uttara, Dhaka 1230	BDBL Bhaban, 9th floor (West side), 12, Karwan Bazar, Dhaka
<b>Floor space 17500 sqft</b>	<b>Floor space 2500 sqft</b>	<b>Floor Space</b> 2331 sqft
<b>DPO Capacity: 75,000 documents per day/shift</b>	<b>DPO Capacity:</b> 50,000 documents per day/shift	<b>DPO Capacity:</b> 60,000 documents per day  Also equipped with MAP and book scanners

Company Structure: Private Limited Company. Incorporated in 2000 under Registrar of Joint Stock Companies, Dhaka.

Chief Functionary: Syed Abu Md. Jafor, Managing Director

Geographical Areas of Operation: Bangladesh

Years of functioning and previous experience: 17 years

Market Presence: 11 years document management Solution & service

Number of Installation: 35+ DMS and similar solution installation

Time zone: +6:00 GMT

Total HR: Full time employees: 107

Language: English, Bangla

Days of operation: 6 days a week

#### Standard Practices:

- Service delivery: ITIL V3.0 Framework (ISO/IEC 20000-1 )
- Security: ISO 27001:2005 certified
- Quality: ISO 9001:2008 certified
- Project Management: PM Guide V3.0 from PMI

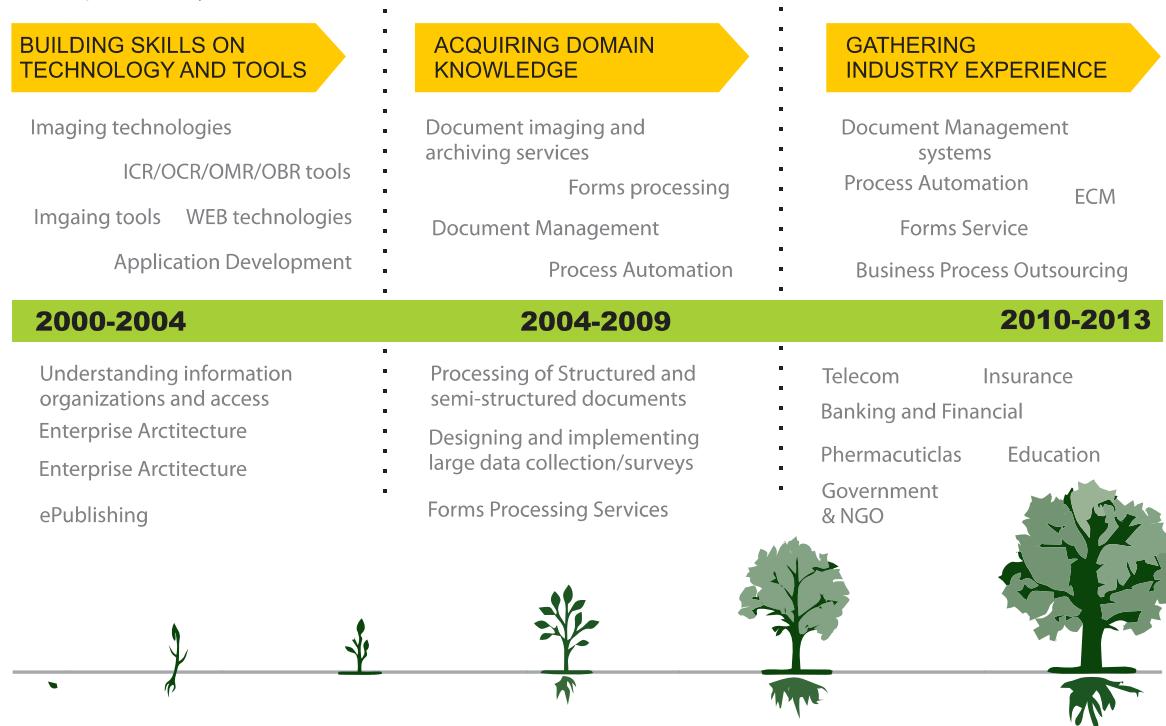
#### Partners

- ABBYY Software House
- ATIZ
- Avision
- IBM
- Kodak Alaris
- I2S Digibook + Kirtas
- SMA eDocument
- EMC

#### Memberships

- AIIM (Association for Information and Image Management), USA
- BASIS (Bangladesh Association of Software and IT enables and Services), Membership No: G144
- BCS (Bangladesh Computer Shamity), Membership No: 453
- DCCI (Dhaka Chamber of Commerce and Industries), Membership No: B27-SI2613
- BGCCI (Bangladesh German Chamber of Commerce & Industries), Membership No: 479

## Our journey...



## Administrative strength and infrastructure

Devnet have four offices in two locations. The total infrastructure includes 80+ workstations, 30+ production scanners from Fujitsu and Kodak. 8 Servers from Dell and HP. Below is the list of infrastructure and management staff according to the office.

Sl. No.	Item	Description	Quantity
1	Office space	BDBL Bhaban 9 <sup>th</sup> floor	4200 Sqft
2	Service Bureau	Mollartek, Uttara	20000 Sqft
3	Vehicle	Toyota	2
4	Workstations	Minimum Intel Dual core, 2Gb RAM and 18.8" LCD, 500GB HDD	121
5	Laptop	18 laptop different configuration	36
6	Document Scanner	Avision FB 5000 Kodak i4200 Kodak i3400 Kodak i3200 Kodak i1420 Kodak i1405 Kodak i2900 Kodak i2600 Kodak i2400 Kodak i1120 Fujitsu fi-6130 Fujitsu 4097D	78

<b>7</b>	Map Scanner	SMA Map Mastet A0 size flatbed scanner Graphtech 36" Large format HD scanner	1 1
<b>8</b>	Book Scanner	Atiz BookDrive Pro A0 Book Scanner Fujitsu SV600 Book Scanner	2 1
<b>9</b>	Server	Dell T310 Server with total 17Tb Space Dell T110 Server with total 10Tb Space Dell R720 Server	3 4 1
<b>10</b>	Router	CISCO 300 Business series manageable switch	3
<b>11</b>	Switch	CISCO 1800 series CISCO 300 series Linksys 16 port Gigabit Business series manageable switch	3 3 1
<b>12</b>	Printer	Epson Color laser printer HP network laser printer HP laser printer Samsung laser printer	1 2 5 2
<b>13</b>	Photocopier	Ricoh photo copier	1
<b>14</b>	Power Generator	40 KVA diesel generator 5 KVA Diesel generator	1 1
<b>15</b>	Multi Media Projector	Hitachi CPX3021WN network projector with 42" LED display	
<b>16</b>	Storage	Seagate Black Armor 8Tb Raid Level 5	
<b>17</b>	Certification	ISO 9001:2008, ISo 27001:2005	

## Why Devnet?

When you can't justify the time, space and money associated with implementing a total scanning solution, Devnet can help. Our Document imaging solutions offer high-quality scanning, form processing, and indexing services, which include document capture, conversion, indexing, archive and retrieval for a wide variety of applications in a broad range of formats. With both on-site and off-site options, Devnet provides its customers with a total imaging solution to meet both immediate and long-term document processing needs.

### Only Devnet Document imaging can:

- No regular employee
- Can handle variable load of work. From 1 from to unlimited per day.
- More concentration over the core competence of the organization.
- Save time space and money.
- Get the service you need and when you need it.
- Put professionals and award winning imaging technology to work for you.
- You don't have to go through cost migration when new technology evolves.
- Design an innovative document imaging, management and workflow solution for your organization.
- Assure rapid, flexible and simple integration with departmental or enterprise-wise business processes.
- Provide imaging software that offers instant, single click access to digitized versions of paper and other electronic documents.
- With state of the art scanning services, you can capture all types of paper documents including forms, invoices, bills, legal documents, health transcriptions, photos, e-mail, faxes and more.
- With Devnet, you can take advantage of the same high-speed color-scanning solution used by hundreds of companies in more than 25 countries around the world without incurring a major capital expenditure.

### Save time space and money

You don't have to reserve space for document storage, document processing equipment and personnel to utilize the PaperFree Service. Devnet can process your work in the time that it would take you to demonstrate a positive return on investment or negate the impact of depreciation. Best of all, as a major imaging service provider and state of art document imaging equipment, Devnet is uniquely positioned to offer the latest technology without passing along the costs of equipment and software upgrades.

### Get the service you need, when you need it

When your job requires barcode reading, sorting, OCR, ICR, OMR and audit trail scanning, you can count on Devnet Document Imaging. Whether you require us for a onetime conversion, or regularly scheduled services or project-by-project basis, we offer the best imaging solution tailored to your need maintaining highest confidentiality and integrity of your documents.

### Put professionals and award winning imaging technology to work for you

Devnet accommodates all of your archiving and conversion needs without the expense of employee wages, benefits, worker's compensation, taxes and training. Our dedicated professionals are prepared and ready to serve you whenever needed. Kodak scanners are capable of scanning mixed documents and capture full 24 bit color, CCIT group 4 TIFF and/or 8 bit grayscale or bi-tonal images on a single pass. Devnet puts professionals to process your documents, so you can focus on your core business. With partnership with ABBYY Software House Devnet is capable of providing you the highest level of Form Processing services.

## Proposed tools that will be used for service delivery

### SLA

- Daily/monthly process volume: 35,000 per day or 875,000 per month.
- Scalability: ±20% of the SLA agreed volume.
- Data entry/Indexing: Data entry/Indexing shall be done in proportion of the scanned images/dayo

### Hardcopy release and receipt

**Release to:** Daily& after 6pm except Friday/ twice in a week

**Receipt:** Daily& after 6pm except Friday/twice in a week

### Reporting

- Production Report: Every day evening and viewable online or 2<sup>nd</sup> day of every month
  - Document control
- Grievance reporting: Every morning (yesterday's grievances)

### Dependencies to meet SLA

- Availability of space
- Availability of document

## Training

Comprehensive training shall be provided for user, technical user and management personnel of Brac. The following is the probable agenda for the training:

Sl. No.	Type	Agenda	Duration
1	User level training	<ul style="list-style-type: none"> <li>Basic record management</li> <li>Bar-coding, boxing and shelving</li> <li>Use of RMS software</li> <li>Basic scanner usage</li> <li>Useful features of a document scanner</li> <li>Document preparation for scanning</li> <li>Hands-on scanning of documents</li> <li>Hands-on Indexing</li> </ul>	3 day
2	Technical training	<ul style="list-style-type: none"> <li>Basic scanner usage</li> <li>Useful features of a document scanner</li> <li>Advance imaging technologies (perfectPage, ithresholding etc.)</li> <li>Export output to DMS</li> <li>Hands-on scanning of documents</li> <li>Hands-on Indexing</li> </ul>	3 day
3	Management level training	<ul style="list-style-type: none"> <li>Demonstration of scanning &amp; Indexing</li> <li>Search &amp; View of scanned images in a Document Management System</li> </ul>	1 day

The training will be carried out in following manner:

- Training shall be arranged for relevant users of Brac.
- A sufficient level of training shall be carried out.
- The training will include both theoretical and hands-on exercises
- The hands-on training shall be conducted during the installation, configuration and integration phase
- During the warranty period, Devnet shall provide additional training to additional employee(s) as need is determined by the CLIENT at the installation site. No extra payment will be provided for this training.
- Devnet shall provide all reference manuals, booklets and other materials required for training

## Support & Service Details

We will maintain a SLA/response time of next business day response and resolution in 3 (Three) business day for Dhaka and 5 (Five) business day for outside Dhaka. We will provide comprehensive Support (Level 1 “phone hotline support” and Level 2 on call, onsite Support also regular preventive maintenance and fine tuning of the software shall be in place. We will ensure a designated client log-in area to inform any compliant which will be noticed immediately. The client may propose required support and service requirement and we will meet the needful. Also as per the RFP we will ensure 24\*7 helpdesk, online support through Jira helpdesk.

<b>Responsibility Assignment Matrix (RAM) using the RACI Format</b>				
<b>Task/Person</b>	Mohammad Emran Hasan	Reazul Islam Palash	Nasit Istiaq Ahmed	Ehsanul Haque Shujan Bhuiyan
<b>Business Lead</b>	I		C	R
<b>Technical Lead</b>	C	R	A	
<b>After Sales Support</b>	C	A	C	I

### Contact Details

<b>SL</b>	<b>NAME</b>	<b>CONTACT DETAIL</b>
1	Mohammad Emran Hasan (CTO)	<b>Cell:</b> +8801730053050, <b>Email:</b> emran@devnetlimited.com
1	Md. Reazul Islam Palash (Software Engineer)	<b>Cell:</b> +8801713249740, <b>Email:</b> palash@devnetlimited.com
3	Nasit Istiaq ahmed (Project Management Specialist)	<b>Cell:</b> +8801734817078, <b>Email:</b> nasit@devnetlimited.com
4	Ehsanul Haque Shujan Bhuiyan	<b>Cell:</b> +8801717803444, <b>Email:</b> shujanr@devnetlimited.com
5	Habib Ullah Bhuiyan	<b>Cell:</b> +8801713249779, <b>Email:</b> habib@devnetlimited.com

### Support Experience:

Please note that we have signed Annual Maintenance contract with HSBC, Prime Bank Limited, Al-Arafah Islami Bank, Dhaka Bank Ltd., bKash Ltd. We are also providing support for all other solution client.

## Key Management and Technical Personnel

We the innovative thinkers backed up by a team of experienced and highly skilled professionals are vast experience in IT, corporate services and process outsourcing. We promise to provide the best in terms of service because of our team's combination of profound skill, knowledge and expertise.

### *Project Team*

	Position	Experience	Qualification	Name	Company
1	Team Leader	12	M.Sc in CSE , Six Sigma black belt certified	Md. Asif Atick	Devnet
2	Software Architect	10	M.Sc in CSE, B.Sc in CSE, Zend certified	Raju Mazumder	Devnet
3	Business Analyst	12	B.B.A, Zend certified	Mohammad Emran Hasan	Devnet
4	Sr. Software Engineer	14	M.Sc in CSE	Md. Shafiqul Islam	
4	Sr. Software Engineer	9	B.Sc in CSE	Mohammad Syful Islam Noman	Devnet
5	Sr. Software Engineer	10	B.Sc in CSE	Roni Kumar Saha	Devnet
6	Software Engineer	6	B.Sc in CSE	Anis Uddin Ahmed	Devnet
7	Software Engineer	3	B.Sc in CSE	Md. Reazul Islam	Devnet
8	Software Engineer	7	M.sc in CSE	Md. Moniruzzaman Miah	Devnet
9	Software Engineer. Support Engineer	8	M.sc, Microsoft Technology specialist certified	Md. Nazmul Alam Riaz	Devnet
10	Software Engineer	9	B.Sc in CSE	Samiul Amin Shanto	Devnet
11	Software Engineer/Trainer		B.Sc in CSE	Md. Tariqul Islam	Devnet
12	QA Engineer		MCA	Fatema Tuz Zohra	Devnet

## Key management

Sl.	Name & Designation	Education	Experience
1	<b>A. K. Sabbir Mahbub</b>  Co-founder and Chairman  +8801713249750  <a href="mailto:sabbirmahbub@devnetlimited.com">sabbirmahbub@devnetlimited.com</a>  Skype: aksabbir	MBA , Diploma in Computer Science & Technology	More than 15 years of experience. A leader and meticulous in everything he does. His articulation skill has become the greatest asset for accurate transformation of technology ideas into a workable and profitable business product or services.
2	 <b>Syed Abu Md. Jafor</b> Managing Director  +8801713141144  <a href="mailto:jafor@devnetlimited.com">jafor@devnetlimited.com</a>  Skype: abujafor14	He has completed Master's in both Management and Accounting and also a Cost & Management professional	Mr. Jafor is a perfect blend of education and experience with international exposure having more than 14 years of experience in running IT and ITES organization; he has built the organization from the scratch.
3	 Mohammad Emran Hasan Chief Technology officer (CTO) <a href="mailto:emran@devnetlimited.com">emran@devnetlimited.com</a>	Mr. Emran is a <b>Zend Certified Engineer (ZCE)03 / 2009 Zend Inc. License: ZEND009129</b> with BBA from Brac University.	More than 10 years of experience in IT project management with vast experience in architecting and developing scalable, enterprise ready web applications.
4	Md. Asif Atick Head, Research & Development	M.Sc in CSE Lean six sigma black belt certified	More than 10 years of experience in IT project management with vast experience in architecting and developing scalable, enterprise ready web applications.
5	Md. Siful Islam Noman Software Architect Business Analyst	B.Sc in CSE	

6		<b>Md. Reazul Islam Palash</b> Software Engineer/Programmer	A dynamic software engineer having B.Sc. in CSE	He has more than 3 years of experience.
7		<b>Md. Tariqul Islam</b> Trainer	B.Sc. in Computer Science and Engineering from the University of Asia Pacific	He has 5 years of experience in Devnet. Having experience as a trainer on software.
8		<b>Arif ur Rahman Chowdhury</b> Head of Sales & Customer Delight <a href="mailto:arif.chowdhury@devnetlimited.com">arif.chowdhury@devnetlimited.com</a>	MBA in Marketing, Human Resource Management, BBA in Marketing and Finance and completed Six Sigma Green Belt course.	More than 12 years of experience and his specialization in Business Sales & Service, Enterprise Solutions and Business Partnering.

### Customer reference list with contact details for similar solution

Sl. No.	Client/project name	Brief description	Contact Person
1	The City Bank Ltd.	Development, supply, installation, integration, testing, commissioning & implementation of Digital Archive Work Flow Process Solution at The City Bank Limited	Kazi Azizur Rahman, Chief Information Officer (CIO), The City Bank Ltd. Phone: 8813483, 881437S, 8813126F ax: 880-2-9884446; G.P.O. Box No. 3381, Dhaka, E-mail: <a href="mailto:info@lhecitybank.com">info@lhecitybank.com</a> ; Web: <a href="http://www.lhecitybank.com">www.lhecitybank.com</a> ;
2	Al-Arafah Islami Bank Ltd.	: Supply, installation, testing and commissioning of Electronic Document Management System, Record Management, Workflow, Imaging infrastructure Management Software and related hardware	Syed Masodul Bari, EVP & Head of IT, ICT Division, Al-Arafah Islami Bank Limited, 36, Dilkusha C/A (9th Floor), Dhaka-1000. 55-7, Bangladesh Email: <a href="mailto:masud@al-arafahbank.com">masud@al-arafahbank.com</a> Ph: +88029560198

Sl. No.	Client/project name	Brief description	Contact Person
3	IPDC	Electronic Document Management Solution (EDMS) along with related support services.	Md. Mazba Uddin, Asst-Executive – Admin IPDC Finance Limited House Centre 4th floor 106 Gulshan Avenue, Dhaka-1212 16519, +88 09612885533 <a href="mailto:email@ipdcbd.com">email@ipdcbd.com</a>
4	bKash Limited	Electronic Document Management Solution (EDMS)	Faisal Bin Raihan Supply Chain & Procurement bKash Limited Cell: +8801610002120 Email: <a href="mailto:faisal.raihan@bkash.com">faisal.raihan@bkash.com</a>
5	UNDP	Development of Web Based Document Management Software "Information Repository" for ERD-K4DM	United Nations Development Programme UNDP Registry, IDB Bhaban, Agargaon Sher-E-Bangla Nagar, Dhaka, Bangladesh
6	Dhaka Bank Ltd.	Workflow application for Trade and card division	H.M Mostafizur Rahaman SVP, Head of Cards Dhaka Bank Limited <a href="mailto:mostafizur.rahaman@dhakabank.com.bd">mostafizur.rahaman@dhakabank.com.bd</a> Mobile: 01730006927
7	Union Capital Ltd.	Providing Electronic Document Management System (EDMS) with Scanner	Shah Mohammad Julker Nine Sarker Senior Manager Information and Communication Technology Noor Tower, 5th Floor, 1/F, Free School Street, 73 Shonargaon Road, Dhaka Tel: 9662888
8	Bangladesh Armed Services Board	Establishment of BASB Automation System	Major Ahmed Murtaza Reza Establishment of BASB Automation System Bangladesh Armed Services Board (BASB) 160, Kakrail, Dhaka
9	Infrastructure Development Company Ltd. (IDCOL)	IDCOL Digitization Project, (Package No.: S-27 under REREDPII)	S M Monirul Islam, CFO and Head of Operations, IDCOL, UTC Building, Level-17, 8, Panthopath, Kawran Bazar, Dhaka-1215 Ph: 9102171-8 Ext: 23, Email: <a href="mailto:mislam@idcol.org">mislam@idcol.org</a>
10	Dhaka University Library	Digitization of Handwritten Manuscripts, Old Newspapers and Rare Collection of Dhaka University Library, Dhaka University Library	Prof. Dr. S. M. Zabed Ahmed Sub-Project Manager (CP- 3274) & Librarian (Acting), Dhaka University Library

Sl. No.	Client/project name	Brief description	Contact Person
11	Access to Information (A2i)	Developing Digital Land Record (Khotian) System	Kabir Bin Anwar Director General, A2i & Project Director +8802 9144848
			Mustafizur Rahman Director, A2i +8801715448311
12	Banglalink Digital Communication Ltd.	Software development for NID based SIM registration process	Amirul Islam Enterprise Systems & Development , Technology, Banglalink, Mobile : +880 01924 400752 amirislam@banglalinkgsm.com
			Moinuddin Islam, Procurement Division Email: <a href="mailto:moinislam@banglalinkgsm.com">moinislam@banglalinkgsm.com</a>
13	Bangladesh Small & Cottage Industries Corporation (BSCIC)	Development of Online GIS Based Application & Database Management System and a Web Portal for Small and Cottage Industries	Md. Mansur Reza Chowdhury Director (Finance), BSCIC Tel: +88029565613
14	bKash Limited	KYC Management Solution	Faisal Bin Raihan Supply Chain & Procurement bKash Limited Cell: +8801610002120 Email: <a href="mailto:faisal.raihan@bkash.com">faisal.raihan@bkash.com</a>
15	Modernization of Bangladesh National Library, Directorate of Archives & Libraries	Digital Library Information Service (System) Management and Development Software using (following) Open Source Digital Library Software of UNESCO  Development of Website and Digital Library Information Service. URL: <a href="http://www.nlb.gov.bd">www.nlb.gov.bd</a>	Wadudul Bari Chowdhury Director (Joint Secretary), Directorate of Archives & Libraries Sher-e- Bangla Nagar, Agargaon ,Dhaka-1207
16	Bangladesh Institute of Research and Rehabilitation in Diabetes, Endocrine and Metabolic Disorder (BIRDEM)	Web based archiving software, Scanning, Data Entry and Archiving of Patient Records	Siraj-Ud-Dowla Chowdhury Joint Director & Head of the Department (F&A)
17	Social Islami Bank Ltd.	Supply, installation, testing and commissioning of	Md. Sultan Badsha Senior Vice president

Sl. No.	Client/project name	Brief description	Contact Person
		Document Management System (DMS) solution , Document Scanner and scanning of existing documents	Social Islami Bank Ltd. City Center, 103, Motijheel C/A, Dhaka-1000 Phone: +8802 09612001122
18	British Council, Dhaka	Design, development, Hosting and Maintenance of Subject based Teachers blog and Digital Content Platform <u>URL:</u> <a href="http://www.teachers.gov.bd">www.teachers.gov.bd</a>	Ahsanul Azad   Project Manager - Connecting Classrooms, British Council   5 Fuller Road   Dhaka 1000T +880 2 8618905   F +880 2 8613255   BCTN (Internal) 212 1234, <a href="mailto:ahsanul.azad@britishcouncil.org">ahsanul.azad@britishcouncil.org</a>
19	Scanning & Data Capture of GR survey Form	Developed Web enabled archiving software to be accessed from 480 Upazila. Providing scanning & data entry service for more than 30 million GR survey form. Contract Number: CMSD/Proc-115/GOB(dev.)/NCS-1101(QCBS)/2011-2012/D-3/02 dated 25/03/2013	Prof. Dr. Abul Kalam Azad ADG Planning & development & Director, MIS, Directorate General of Health Services <b>Ph:8816459 Fax: 8813875</b> <b>Email: <a href="mailto:info@dghs.gov.bd">info@dghs.gov.bd</a></b> Engr. Sukhendu Shekhor Roy, System Analyst (MIS), Cell: +8801712214539, Email: <a href="mailto:sukhendu@mis.dghs.gov.bd">sukhendu@mis.dghs.gov.bd</a>
20	Directorate of Land Records & Surveys (DLRS)	Providing Web based Mouza Map archiving software. Scanning of 1,15,000 Mouza Maps.	Mr. KongKham Nilmani Singha, Project Director & Deputy Director (Admin), Department of Land Records & Surveys (DLRS), Tejgaon, dhaka, Ph: 8113280, Web: <a href="http://www.dlrs.gov.bd">www.dlrs.gov.bd</a>
21	Rajdhani Unnayan Kartipakkha (RAJUK)	Digital archiving of files of plots of Gulshan, Banani and Baridhara model town. Scanning, indexing and digitizing of 9 lac documents including 9000/- maps (map size 23"/36"). Data entry of plot and flat owner's summary data. Development and deployment of web enabled application software for digital archiving	Kazi Mohammad Mahabubul Hoque System Analyst & Project Manager (MIS), Rajuk Cell: 01730013920 Email: <a href="mailto:shajal81@yahoo.com">shajal81@yahoo.com</a>
22	Public Library, Dhaka	Digitization of old Newspaper. Development of web enabled application software for searching, viewing and retrieving of	Maksudur Rahman Maintenance Engineer Dept. of Public Library Tel: 8610422 Email: <a href="mailto:mmrahman_dpl@yahoo.com">mmrahman_dpl@yahoo.com</a>

Sl. No.	Client/project name	Brief description	Contact Person
23	Infrastructure Development Company Ltd. (IDCOL)	the scanned pages. Providing web enabled digital archiving software Scanning & Indexing of 15,000 files of various departments.	S M Monirul Islam, General Manager (Accounts & Administration), UTC Building, Level-17, 8, Panthopath, Kawran Bazar, Dhaka-1215 Ph: 9102171-8 Ext: 23 Email: <a href="mailto:mislam@idcol.org">mislam@idcol.org</a>
24	Bangladesh Energy regulatory Commission (BERC)	Development and deployment of customized web enabled digital archiving software.	A R Khan, Chairman (State Minister) TCB Building (3 <sup>rd</sup> floor), 1, Kawran Bazar, Dhaka-1215 Ph: 8159062 Email: <a href="mailto:berc2003@gmail.com">berc2003@gmail.com</a>
25	Directorate General of Health Services (DGHS)	Development and deployment of customized web enabled digital archiving software. Digitization of staff information.	Prof. Dr. Abul Kalam Azad ADG Planning & development & Director, MIS, Directorate General of Health Services Ph: 8816459 Fax: 8813875 Email: <a href="mailto:info@dghs.gov.bd">info@dghs.gov.bd</a>
26	BANBEIS	Electronic Document Management System (EDMS)	Kabir Ahmed Director, BANBEIS & Project Director UITRCE Project (Deputy Secretary) Ph: 9665457, 9664516 Fax: 9665457
27	Micro Credit Regulatory Authority (MRA)	<ul style="list-style-type: none"> <li>• Web based Electronic Document Management Software.</li> <li>• Software Customization for incorporating 18 digit Coding as per Government requirement</li> </ul>	
28	BRAC	Development and deployment of web based Electronic Document Management System with workflow. Scanning & Data entry of Employees information (85,000 employees) of 2.3 million human resource documents.	Shahana Sayed Deputy Manager Share Unit BRAC Centre, 75 Mohakhali Dhaka, Bangladesh Tel: +8801729071545
29	Banglalink Digital Communication Ltd.	Software Version Upgrade of Electronic Document Management System (EMC Documentum) from 6.5 SP2 to 7.1	Ashraful Islam Siddique IT Division Cell: 01916100041 Moinuddin Islam, Procurement Division Email: <a href="mailto:moinislam@banglalinkgsm.com">moinislam@banglalinkgsm.com</a>
30	Novartis Pharmaceuticals Bangladesh Ltd. )	Development of customized web enabled digital archiving software. Scanning & Indexing HR, Admin & Legal	Moinuddin Hasan Morshed Head of IT, Novartis (Bangladesh) Limited House # 50, Road # 2A, Dhanmondi R/A, Dhaka 1209, Bangladesh

Sl. No.	Client/project name	Brief description	Contact Person
31	BRAC University	documents Other work order also included Development and deployment of web based Electronic Document Management System. Scanning and indexing of Registrar's office documents. Data entry of students information (55,00 students) Data entry, indexing and processing of .25 million students records.	Phone: <a href="tel:+88028615302">+880 2 8615302</a> to 08 ext. 2058 Fax: <a href="tel:+88028613489">+880 2 8613489</a> Mr. Mohammad Shamim Azad Assistant Registrar, Admission BRAC University 66 Mohakhali, Dhaka 1212 Telephone: 04478444022/5027 Email: shamim@bracu.ac.bd
32	AARONG	Archiving and search & retrieval software and solution	Manik K. Sarker, ACA General Manger Finance BRAC-AARONG, AAF & BDFFP Arong Centre, 346 Tejgaon Industrial Area, Dhaka – 1208 Tel: 8891418 Ext. 2921 E-mail: <a href="mailto:manik.sarker@brac.net">manik.sarker@brac.net</a>
33	East West University	Development & deployment of Electronic Document Management System and providing archiving services Providing Result processing solution	Ishfaq Ilahi Choudhury Registrar East West University Plot# A/2, Jahurul Islam City, Aftabnagar Main Road Dhaka Tel: 09666775577
34	Lanka Bangla Investments Limited	Supplying software and service solution for digital archival system of LBIL's client account opening information book W/O# 08/M-0011/2011	M. Shakil Islam Bhuiyan CEO, LankaBangla Investments Limited, A-A Bhaban (6th floor), 23, Motijheel C/A, Dhaka-1000 Ph: +88029561238, +88029512621 Email: <a href="mailto:info@lankabangla-investments.com">info@lankabangla-investments.com</a>
35	IIDFC	Digital Archiving Software "DocuDex EDMS"	Sami Huda, SVP & Head of IT
36	Keraniganj UNO office	Developing Online Database of Govt. Land in Keraniganj and Information Dissemination	Upazila Nirbahi Officer (UNO), Office of the Upazila Nirbahi Officer, Keraniganj, Dhaka
37	Banglalink Digital Communication Ltd.	Software development service for Sales Commission System phase- 02	Ashraful Islam Siddique, IT Division, Cell: 01916100041 Moinuddin Islam, Procurement Division, Email: <a href="mailto:moinislam@banglalinkgsm.com">moinislam@banglalinkgsm.com</a> Banglalink Digital Communications Limited Tiger's Den, House # 04, (SW) Bir Uttam Mir Shawkat Sharak Gulshan-1, Dhaka-1212, Bangladesh
38	Center for Policy	Electronic Document	Anisatul fatema Yousuf, Director,

<b>Sl. No.</b>	<b>Client/project name</b>	<b>Brief description</b>	<b>Contact Person</b>
39	Dialog(CPD)  Department of Land Records & Surveys (DLRS)	Management Solution (EDMS)  Preservation, Reprint and quick delivery of the Existing Mouza Map sheets through digitization programme	Dialog and Communication  Tanmaya Das Programme Director & Deputy Director (admin) Depratment of Land Records & Surveys (DLRS) Tejgaon, Dhaka-1207

## Our Valued Clients

### Telecom

- Banglalink
- Pacific Telecom Bangladesh Limited (Citycell)
- Airtel Bangladesh Ltd.
- Grameen Phone Ltd.
- Robi

### NGO & Development Partners

- BRAC
- World Bank
- International Centre for Diarrheal Disease Research, Bangladesh (ICDDR,B)
- Manusher Jonno Foundation
- Institute of Microfinance
- UNDP (United Nations Development Programme)
- UNFPA
- Economic Research Group (ERG)
- Environment & Population Research Centre
- Microcredit Regulatory Authority (MRA)
- PKSF (Palli Karma Shohaiok Foundation)
- BUP (Bangladesh Unnayan Parishad)
- IJSG (International Jute Study Group)
- Centre for Policy Dialogue (CPD)

### Financial Institution

- Bangladesh Bank
- Standard Chartered Bank
- Hong Kong Shanghai Banking Corporation (HSBC)
- Citibank N.A. Bangladesh
- Prime Bank Ltd.
- Brac Bank Ltd.
- State Bank of India
- Islami Bank Bangladesh Limited
- The City Bank Ltd.
- United Commercial Bank Limited
- Premier Bank Ltd.
- Al-Arafah Islami Bank Ltd.
- Infrastructure Development Company Ltd. (IDCOL)
- LankaBangla Investments Ltd.
- National Life Insurance Ltd.
- Met Life Alico
- Sun Life Insurance
- Green Delta Life Insurance Co. Ltd.

- Dhaka Stock Exchange
- Union Capital Limited
- One Bank Ltd.
- Social Islami Bank Ltd.
- Bkash
- Dhaka Bank Ltd.
- Bangladesh Commerce Bank Ltd.
- Rupali Bank Ltd.
- IPDC
- IDLC

**Government**

- Bangladesh Army
- Bangladesh Air Force
- Access to Information (A2i)
- Rajdhani Unnayan Kartipakkah (RAJUK)
- Bangladesh Energy Regulatory Commission
- Department of Co-operatives, Ministry of LGRD & Co-operatives
- Bangladesh Bureau of Statistics
- Ministry of Planning
- DGHS (Directorate General of Health Services)
- Ministry of Education
- Non-Government Teachers Registration & Certification Authority (NTRCA)
- BANBEIS, Ministry of Education
- Department of Land Records and Surveys (DLRS), Ministry of Land
- Public Library, Dhaka
- Bangladesh National Library & Archives
- Bangladesh Small & Cottage Industries Corporation (BSCIC)

**Education & media**

- Dhaka University
- Bangladesh College of Leather Technology
- BRAC University
- EAST WEST University
- Sher-E-Bangla Agricultural University
- North South University
- British Council
- The Daily Prothom Alo
- Northern University

**Others**

- British American Tobacco Bangladesh Ltd.
- Novartis Pharmaceuticals (Bangladesh) Limited
- DHL Worldwide Express (Bangladesh) Pvt. Ltd.
- DHL Global
- Linde Bangladesh Ltd.
- LI & FUNG (BANGLADESH) LTD.
- Hayes & Hair Bangladesh Limited

- Ring Distribution (Pvt.) Ltd.
- MGH Group
- Aarong
- Destiny 2000 Ltd.
- Computer Jagat
- Labcom Technology
- Digital Documentation Ltd.
- BASE Ltd.
- DPC
- City Escape Ltd.
- Synesis IT
- Akij Group
- IBCS-Primax Ltd.
- CPM Systems Ltd.
- EERT
- Expeditors
- Cross freight Lines Ltd.
- Super Star Group (SSG)
- Tech One Global
- Data Fort Bangladesh Ltd.
- Alpha Credit Rating Co. Ltd.
- Bengal Windsor Ltd.
- GMS Composite

**International Client**

- World Intellectual Property Organization (WIPO), Switzerland
- US Census Bureau, US Department of Commerce, USA
- Medical Research Council (MRC), Gambia, West Africa
- Thought Works Technologies (India) Private Limited
- EasyData BV, The Netherlands
- IL&FS Technologies India Ltd.