

Proposal for Developing Online Career Hub for Brac SDP

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Technical Proposal

Submitted To:



BRAC

BRAC Centre, 75 Mohakhali, Dhaka-1212
Bangladesh

Submitted By:



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Document Overview

Purpose

The purpose of this document is to define the scope and features for the envisaged Online Career Hub for Brac SDP.

Intended Audience

The main intended audiences for this document are the business owners of the proposed system and the implementation team for the Online Career Hub for BRAC SDP.

Usage of Key Words

This document uses the following key words to indicate the requirement levels and types:

- SHALL: This word means that the definition is a mandatory requirement of the specification.
- WILL: This word means that the proposed feature will function as required by client.

Glossary of Terms

Abbreviation	Expansion/ Meaning
SDP	Skill Development Program
STL	Sheba Technologies Limited
DB	Database
QA	Quality Assurance
SDLC	Software Development Life Cycle

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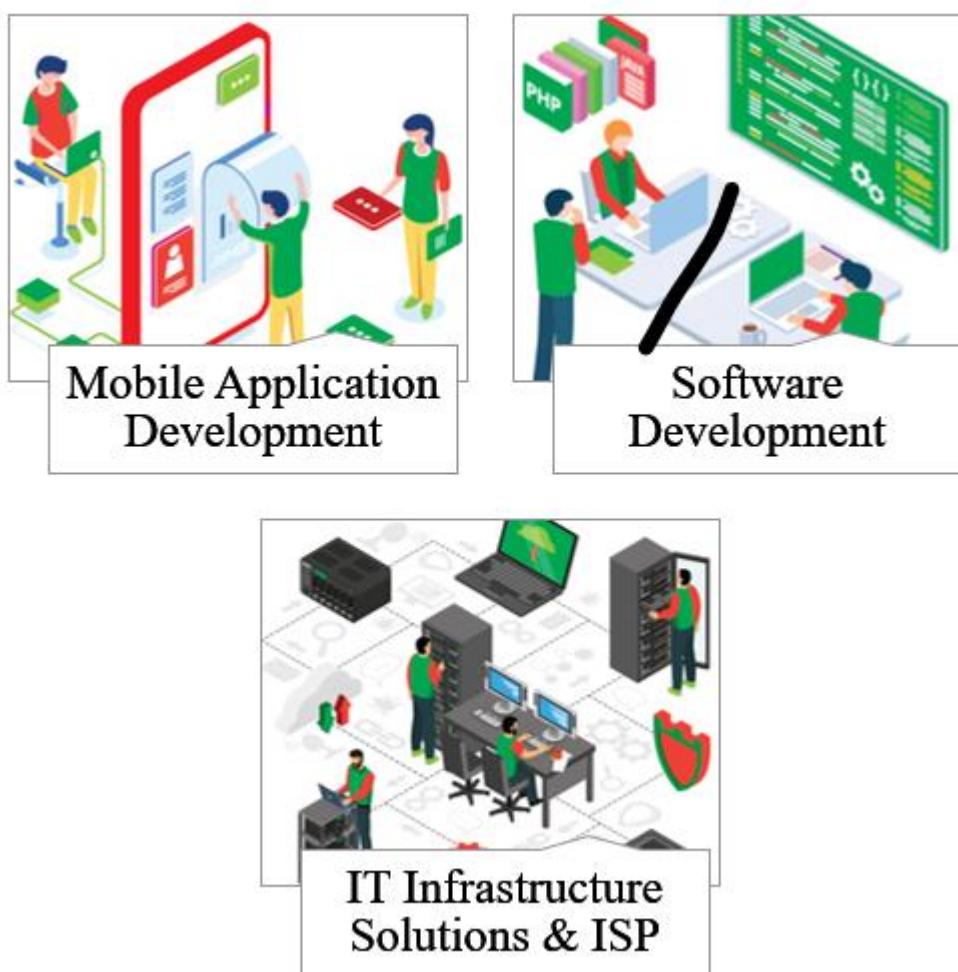
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1.0 Sheba Technologies Ltd. (STL)

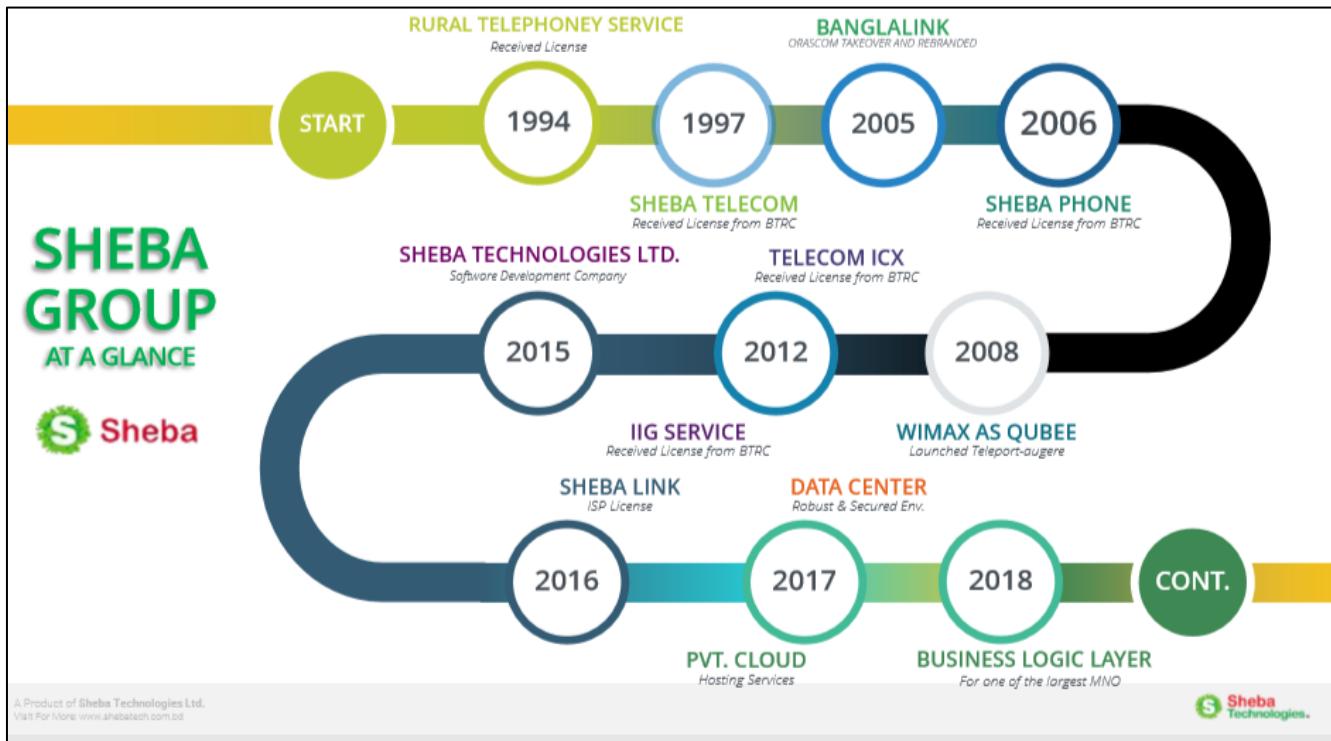
1.1 Company Background

Sheba Technologies Limited (STL) is part of the Sheba Group conglomerate which has been in Tech business for almost quarter of a century. We are always keen on listening to our customers and are constantly learning from their experiences while rendering Telecom and IT services. This has made us recognize the importance of evolving into the new ‘normal’ which is ‘Data is everything’. With this aspiration, STL is fully committed to bring world class technologically advanced Business Process Automation by delivering architecturally superior software solution, off-the-shelf customizable software, digital identity platform for citizens, smart city initiatives, artificial intelligence and machine learning to our esteemed clients. Please see Annexure for legal documents and attached STL full portfolio for details.

1.2 Our Services



1.3 STL's History



1.4 Management Profile

Afzal H. Choudhury is the Founder & Group Chairman. He started his career at BTTB and later started his own business. He has a B.S. degree in Electrical Engineering and has obtained advanced training on Satellite Telecommunications in 1973 from the USA.

Asif H. Choudhury is the Group Managing Director. He has been involved with Sheba Group since 2002. Prior to joining Sheba Group, he worked for Credit Agricolebank in their project finance unit and also worked at CDIC as an analyst. He has an undergraduate degree in Economics and Political Science from Rutgers University and an MBA from McGill University.

Reaz U. Ahmed is the Chief Executive Officer, responsible for Group's Telecom and ICT business development and operations. He has worked for high tech companies for more than 10 years in the heart of Silicon Valley, California. He has a B.S. degree in Electrical Engineering from Rutgers University.

Mohammad Somael Kabir is the Chief Technology Officer for the Group's Telecom and ICT Planning, Implementation and Operations. He has 16 years of experience in Telecom and ICT

infrastructure planning, capacity analysis, business plan development and system implementation. His certifications include: CEH, CICISO, RHCVA, RHCEv5.

1.5 Key Point of Contact

Name: **Farhan Islam**

Designation: **Senior Manager, Business Operations**

Phone: **+8801711547804**

Email: **farhan.islam@shebatech.com.bd**

2.0 Project Background

BRAC has been working on creating a workforce through their skills development program (SDP) since 2015. It has a mission of empowering youths through skills development and decent employment so that a competent workforce can lead our nation forward. The program's outcomes are aligned to the SDG (sustainable development goal) which would be ensuring skills for youth and adults for decent employment and entrepreneurship and SDG 8 (promoting sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all).

COVID-19 pandemic has restricted the scopes of physical training. Given the government's embargoes, the educational institutions have been remained closed since 17 March, 2020. On the other hand, nearly 25 million of the global population are anticipated to lose their jobs due to the COVID-19 crisis, according to the recent report of the International Labour Organization (ILO). A staggering increase in the unemployment rate in Bangladesh is also evident. The reasons for this sharp increase in youth unemployment are, restrictions in the new recruitment, sudden job loss and so on. Given these circumstances, skills training through digital platforms is imperative. Since the pandemic caused a massive impact of deduction from the ongoing workforce and their opportunities, the job seekers will need to be competitive in terms of increasing skill sets that would fit most appropriately with the existing market.

3.0 Project Objectives

In this era of science and technological advancement, the COVID 19 outbreak has left unprecedented impact in the human life. It has adversely affected the economy and business activities.

Online Career Hub can rest down the hassles that individuals face while seeking a suitable job, get training in the right manner on a market competent course and employers would also be able to collaborate at a hub where they would be able to choose their likely employees.

BRAC as an esteemed people-oriented development organization has taken decision for extending their support to this population in the pandemic situation. Approaching forward a technology which would be beneficial to the ends of job seekers, job providers and mentors / trainers.

The proposed solution by STL will be wrapped with some essential features and functionalities through automation, and tracking.

The objectives of this project depicts the following points:

- Full analysis of the processes and identify existing issues or potential blockers.
- Full analysis of existing processes and potential risks for the time taken to complete the process.
- Full analysis of timings and volumes of current scope.
- To produce recommendations for both short- and long-term improvements to be discussed and agreed with relevant stakeholders.
- To drive recommendations through implementation, with assistance from the business.

4.0 Scope of Work

STL will be developing Online Career Hub Solution with the following features:

General Requirements:

Security	<ul style="list-style-type: none"> 1.1. The system can grant access using an authentication mechanism based on a unique username and password login for each user. 1.2. The system must log user access and track information such as: <ul style="list-style-type: none"> • date last used • unsuccessful log-in attempts 1.3. The system must log user activity 1.4. System must allow for permission based access for different users.
Learner Account/ Portfolio	<ul style="list-style-type: none"> 2.1. The learner will be able to conduct the courses using his personal profile at the website. 2.2. The learners must be able to register for training courses. 2.3. The learners will also give information about their educational qualifications including the upload of the documents.

Job Assessment Module:

General	<ul style="list-style-type: none"> 1.1. Psychometric assessment test for learners 1.2. Ability of trainers to upload/ modify assessment questions 1.3. In built format for development of assessment questions besides the option of bulk upload 1.4. Dashboard for trainers and administrative officers showcasing the test scores and overall improvement of learners, recommendations for course improvement, course ratings with respect to learners' participation etc. 1.5. Available job/workshop or training suggestions for learners
Assessments	<ul style="list-style-type: none"> 2.1. Assessment of current skills and interest level 2.1.1. Technical Skills Assessment Test: The learners will appear at psychometric tests against fixed sets of questions and will be scored based on their performances and tests' results. The tests will be categorized into three distinguished categories such as beginner, intermediate and advanced. Each of these categories will enable three different levels of people to judge their current skills. Such as beginner test for novice/early career professionals, intermediate test for mid-career professionals and advanced level test for professionals who have walked a long way in their career. 2.1.2. Soft Skills Assessment Test: Learners/professionals will also appear at soft skills tests in the similar way and receive a test score afterwards. 2.1.3. Interest based Psychometric Test: Learners/professionals will also be able give Psychometric Test to understand their interest and hidden potential. 2.2. These individual scores will be stored in the learners' personal database against their account.
Results	<ul style="list-style-type: none"> 3.1. Dashboard for displaying of the assessment result 3.2. The test results of the learners will be stored under a separate section in the dashboard. From there the trainer, field facilitators and relevant administrators will be able to check learners' progresses.

Training Hub Module

Training	<ul style="list-style-type: none"> <i>i.</i> System must be developed in such a way that the learners have to complete each video session before going to the other sessions. The 1st time viewing of each video content cannot be skipped or fast-forwarded. <i>ii.</i> The learners cannot take a pause while appearing at the quiz tests. If he takes pauses more than one time then this quiz session will be discarded. <i>iii.</i> After each training session, the learners must be able to attend an assessment test. <i>iv.</i> Under the training hub section, the platform will enable trainers to conduct training through both online and offline sessions <i>v.</i> The trainer will be able to upload and modify video contents, reading materials etc. <i>vi.</i> The platform will have option for conduction of live classes <i>vii.</i> To keep the learners engaged with the platform free offline/online soft skills courses will be offered. These free courses will keep the learners connected to the platform.
Questionnaires	<ul style="list-style-type: none"> <i>viii.</i> The trainer will be able to upload quiz questions. For the ease of this work the platform will offer two choices to trainers. <i>ix.</i> The system should provide trainers with ready to use questionnaire similar to Google form where the trainers will be able to develop questions using the existing features. The format may be excel or others. <i>x.</i> Trainer should be able to upload of self-developed bulk questionnaires
Tracking	<ul style="list-style-type: none"> <i>i.</i> Administrative officers must be able to penetrate the following features: <i>1.i.1.</i> To get an update of the overall progress of the learners <i>1.i.2.</i> To get an update of the trainers' engagement and performance such as total engagement time of each trainers with learners <i>1.i.3.</i> The trainer must be able to track the progress of their learners including the results of quiz tests and will feed them recommendation for the improvement
4. Certifications	<ul style="list-style-type: none"> <i>ii.</i> At the end of training, learner will be able to download certificates. <i>iii</i> Admin will have the ability to customize or upload of training accomplishment certificates in the platform
Forums	<ul style="list-style-type: none"> <i>iv.</i> The learners must be able to download certificates after completion of certain training. In addition to this a separate students' forum must be included in the section for initiating active discussions.
Online schedule booking for practical classes	<ul style="list-style-type: none"> <i>v.</i> Due to the nature of different training the overall courses cannot be completed online. It will be needed practical sessions for hands-on experience of the trainees. SDP has 30 technical training institutes at 15 different districts of Bangladesh. Therefore learners must be able to book available time slots through online for hands-on training sessions at the IT based training centers of SDP.
Monitoring and Reporting	<ul style="list-style-type: none"> <i>vi.</i> The platform will provide the trainers a summary report defining the overall performance of learners over the courses including where the learners had spent maximum time or whether they were fully unable to penetrate the courses. The objective of this summary report will be to keep the trainer informed of their scope of work for making the training content more understandable to learners.

	<p>vii. Administration officers must be able to see: The most highly rated course in terms of learners' participation and completion of training</p> <p>The course information where most learners faced difficulty to pass.</p> <p>viii. feedback of the learners' performance during conduction of the training and completion of the assessment test will be sent to managers after analysis of both data.</p>
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Job Engine

Job Feed	<p>1.1. Every participant/ learner will have uniquely customized job feeds as per their skill sets and interest. The system will provide customize job suggestions for each learners after assimilating the data from three of the following sources:</p> <p>1.1.1. Information input by researches after quantitative and qualitative assessment of the market demand</p> <p>1.1.2. Posted jobs by the employers at the platform</p> <p>1.1.3. Extracted jobs' information from external sources such as BD jobs, LinkedIn etc.</p>
Validation	<p>2.1. The system will facilitate validation of the posted jobs by the employers. For that they will forward a registration form to the employer where the employer has to fill it up with their companies' details and a brief description of the nature of the posted job. Eventually a dedicated field team will validate the job as well as the employers' information.</p>
Application	<p>3.1. The employers will also be able to see the applied candidates against their posted job.</p> <p>3.2. The learners/job applicants will also be able to apply at the jobs directly from the platform. If they cannot apply for the jobs directly then the applicants will be directed to the job application platform through indirect link</p> <p>3.3. The platform will primarily make a short-list of the candidates against the posted job and display it to the employer</p> <p>3.4. The platform will keep record of the applicants who will be applied for jobs</p>
Job Eligibility Based on Score	<p>4.1. In addition to the potential career suggestions, a list of available jobs will also be displayed to the learners matched to their different skills scores and educational qualifications.</p> <p>4.2. The jobs will be customized for each of the learners.</p> <p>4.3. There will be an option for posting of jobs by a dedicated research team and the employers.</p> <p>4.4. The job suggestions will be provided based on data assimilation techniques including the feedback from a dedicated research team from market analysis, jobs posted by employers and feedback from predictive data analysis by AI</p> <p>4.5. The job suggestion will be validated at field level by research team</p> <p>4.6. The employers have to undergo a rigid registration process and field level validation prior to posting of their jobs in the platform to avoid frauds.</p>
Job Platform Features	<p>5.1. Under the primary navigation tab of the job list, a group of features will be available. Such as:</p> <p>5.1.1. The available jobs on the time</p> <p>5.1.2. Categorization of job skill level on the particular skill sets with primary, secondary and advanced level</p> <p>5.1.3. An option of filtering/customization of jobs upon learners' choices</p> <p>5.1.4. Integration of available jobs' advertisements through web-scraping</p>

	<p>5.1.5. A form submission of the job providers to give advertisement of jobs in the website by clarifying the skills, educational and experience requirements from the desired candidates.</p> <p>5.1.6. A display of ratings along with the jobs</p> <p>5.1.7. Ability for job posters to see candidates' certificates and skill level achieved through the platform.</p>
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Career Counselling

Tracking	<p>1.1. Continuous career track suggestions generated primarily by a team of researchers and eventually by the AI after generation of ample data after two or more years of functioning of the platform</p>
Reporting	<p>2.1. Insight reports for the administrators such as the head office staff, field facilitators on demanding jobs in the market, potential flourishing of sudden jobs, popular jobs among the learners etc. The administrators will use this insight and cross check at field level for judging its integrity.</p> <p>2.2. The insight reports will be area specific so that the administrators can filter it.</p>
Feedback	<p>3.1. The platform will also collect feedback from the learners who have received the counseling services. Feedbacks such as whether the counseling was helpful for them, have they achieved their desired goals following that etc. The feedback may be collected through a structured survey. Later the overall insights after data analysis will be displayed in the dashboard for the managers.</p> <p>3.2. Based on the assessment scores and level of educational qualifications the learners will be suggested of their potential career pathways through penetration of primary research data and eventually artificial intelligence mapping or likewise technologies.</p>
Live Streaming of Videos	<p>4.1. The system should be able to facilitate weekly live session will be facilitated by the mentors answering the key questions or confusions of the trainees regarding skills training or related topics.</p> <p>4.2. An option for live streaming of videos will also be available on the website. So that the experts in relevant professions can share their insights regarding the job market with the learners and relevant audiences.</p>

Additional Requirements

Notifications	<p>1.1. The platform will have a sophisticated system design at the backend to monitor learners' progresses, sending them emails/notification if they are remained absent from classes for a longer time as well as inform the managers of the learners' information, their progress and notify them of any important information which will be useful to get back the learners engaged with the platform.</p> <p>1.2. The platform will also inform administrators of the percentage of learners' engagement and notify them of the learners who will remain absent for quite a long time. So that the field team can push them/refer them to counselors and eventually turn them back to the training.</p>
Linking to all nearby training institutes	<p>2.1. The learners will also be shown the nearby training institutes for receiving the courses according to the recommendations drawn after their skills test and relevant to their career pathways.</p>
Troubleshooting	<p>3.1. If the learner faces any problem in using the online platform then there must be a mechanism to connect them with a local consultant or provide them with precise directives along with links.</p>
Backend Development	<p>4.1. The website must be equipped to input of information manually by the research team</p> <p>4.2. The website must have system to store the detailed data generated by each user/learner</p>

	<p>4.3. A comprehensive framework/ dashboard to provide learners' feedback on their course progression, assessment result and performance review etc. to the managers.</p> <p>4.4. Email/ test notification to learners if they delay in completing the courses or detached from the courses for a long time</p> <p>4.5. To connect to the representatives of the IT-Based training centers of the BRAC-SDP for facilitating the online booking of classes for practical sessions.</p> <p>4.6. There will be an option for further modification of the source codes.</p>
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4.1 Functional Requirements

Module 1: User Management

Actor: Admin

Process:

1. Create User
2. Track trainers engagement
3. Customize and upload certificates
4. Track Course Progress of Learners
5. Generate reports for students and trainers on course activity.
6. Generate insight reports on area specific staffs and offices.
7. Get notifications on student's progress status

Module 2: Course Management

Actor: Trainer

Process:

1. Create and Modify Course
2. Upload Course Content
3. Conduct Live Class
4. Evaluate learners
5. Track course progress
6. Conduct hands on training sessions via booking slots online in incorporated branches.

Module 3: Course Enrollment

Actor: Learner

Process:

1. Participate in Course
2. Communicate with trainer
3. Track Course Progress
4. Get certified upon successful completion
5. Participate in discussion forums
6. Participate in hands on training sessions via booking slots online

Module 4: Job Engine

Actor: Employer, Learner

Process:

1. Employer participates in Career Hub through registration
2. Employer posts jobs circular
3. See applied candidates
4. Learner will find and apply against relevant job posts.
5. Users will have uniquely customized job field.
6. Learners will be able to directly apply through posted job circulars or will be redirected to the original link of the job post.

Module 5: Dedicated Teams

Actor: Market Researchers, Counselors

Process:

1. Validate job posts by employers
2. Shortlist candidates for a particular job
3. Research job market
4. Career counselling for learners
5. Counselor can report to the manager regarding consulted learner's status.

4.2 Non-Functional Requirement List

Usability Requirements

- User friendly Graphical User Interface (GUI);
- Easy navigation;
- Sends push notifications to learners on delay completion of course

Security

- System will grant access using unique user id and password;
- System will log user access and track date last used, unsuccessful attempts;
- Allow permission based access;

Performance Requirements

- Quick report generation facility;
- Predictive data analysis by AI;
- Process time will be optimum;
- Large number of concurrent process handling capability will be there;
- Appropriate messaging will be there;

Design/Technical Requirements

- RDBMS will be decided after getting approval from authority;

Backup/Recovery Requirements

- Store detail data generated by each user;
- Recovery mechanism will be from the backed up data files in case of any disaster;

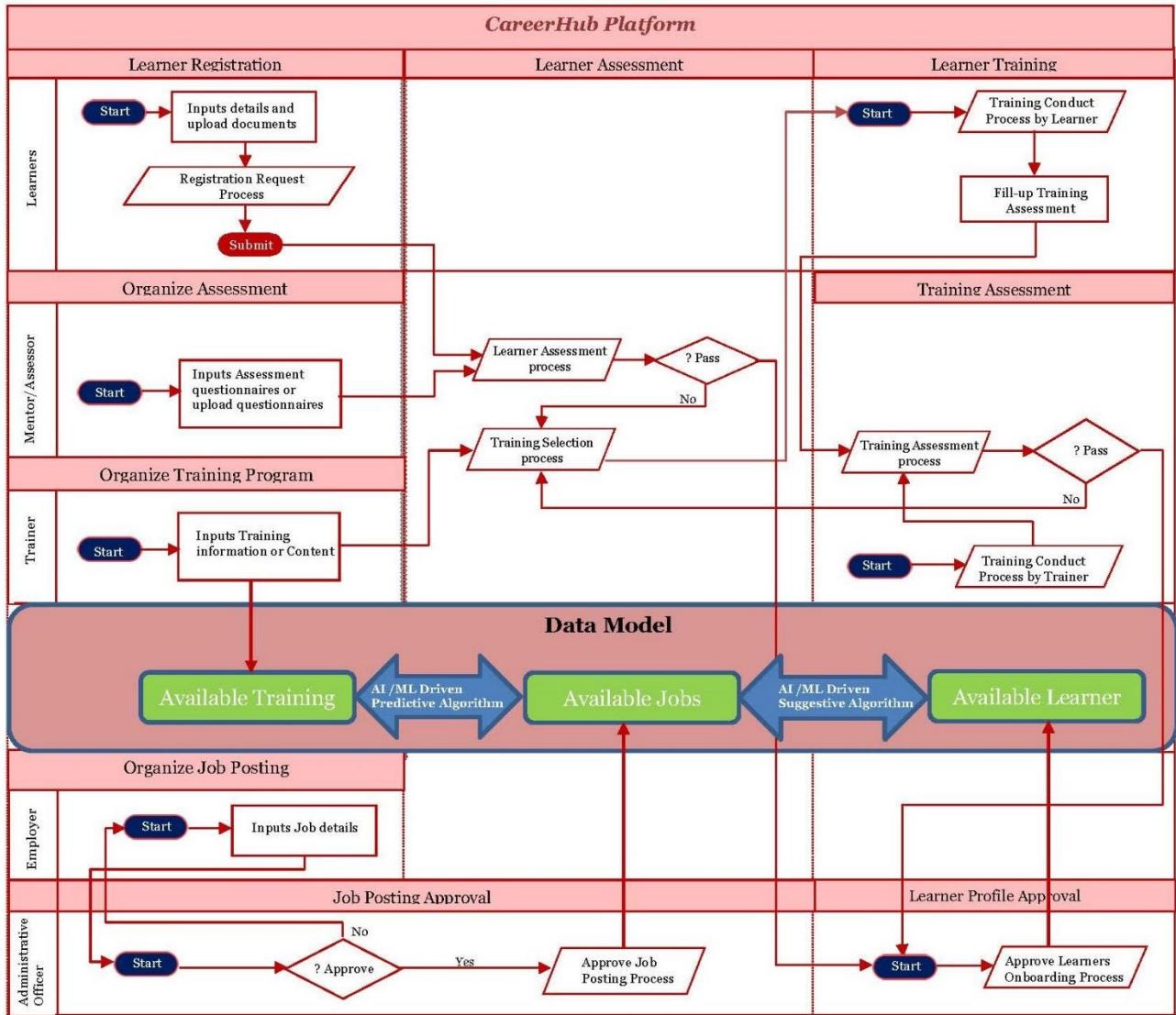
Flexibility

- Option for further modification of the source code.
- Ability to connect to representatives of the IT-Based training centers of the BRAC-SDP for facilitating the online booking of classes for practical sessions.

Business Qualification Criteria (Technical)

SL	Criteria	Eligibility Status
1	Vendor must at least involve more than 10 dedicated developers	Complied
2	Vendor's relevant team (PMU, Development pool) has higher retention rate	Complied
3	Strong PMU unit with experienced Business Analyst	Complied
4	Vendor is CMMI Level 3 or above	Complied
5	Vendor understanding of the business case	Complied
6	Vendor's presentation reflects individual user's journey through each process comply with the expectation	Complied
7	Wire frame explains each and every processes of Assessment Module	Complied
8	Wire frame explains each and every processes of Training Hub Module	Complied
9	Wire frame explains each and every processes of Job Engine	Complied
10	Wire frame explains each and every processes of Career Counselling	Complied
11	Wire frame explains each and every processes of tracking participants	Complied
12	Technology Stack is well defined in the proposal	Complied
13	U/I is designed following Human Centric Design (HCD)	Complied
14	Links/ documentation of previous relevant work (samples) and clients	Complied
15	Detailed outline of steps, processes for developing and deploying solution	Complied
16	Demo shows how it is relevant with project requirements	Complied
17	Vendor can provide both web platform and Mobile application (android Preferred)	Complied
18	Experience in developing similar applications (Job/career/training portal) and is commercially launched and live and have user base of 4000 or more	Complied
19	Proven relevant experience in the team on ML and AI	Complied
20	Conference/Communication tool development experience is preferred.	Complied

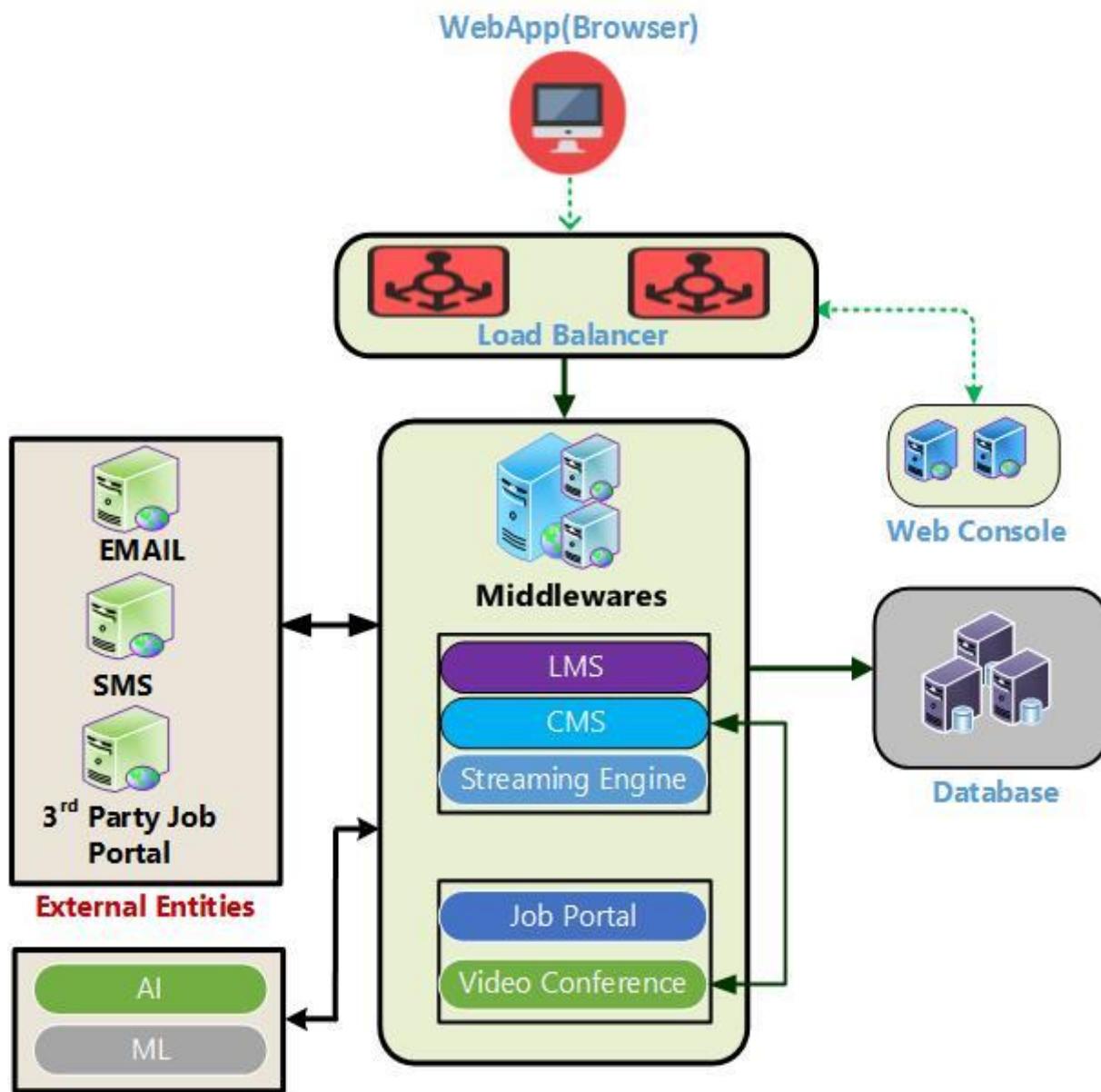
4.3 Activity Diagram



5.0 Development Environment

Middleware:	.NETCore / NodeJS
Front- End:	ASP.Net Core / PHP
DB:	SQL Server / MariaDB
ML / AI:	Python Library Custom Model

6.0 System Architecture



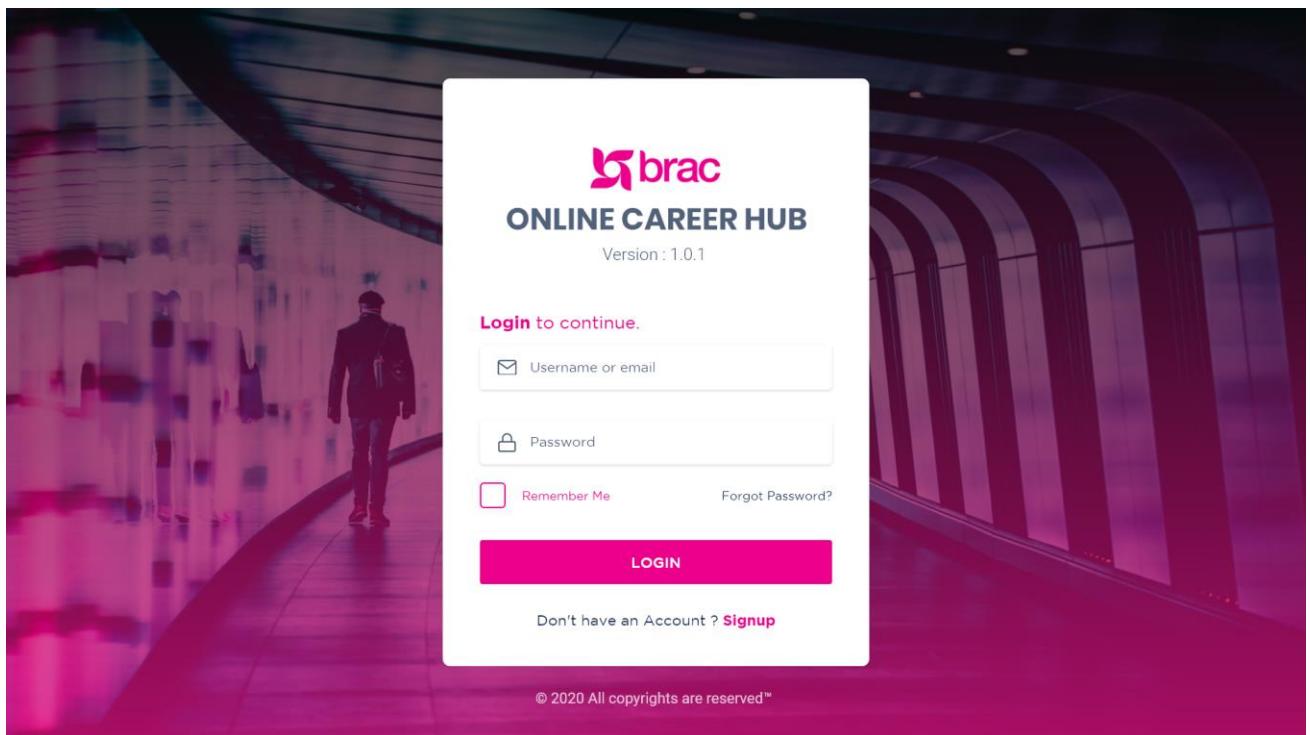
7.0 Hardware Sizing

Capacity Planning Based on 100 Concurrent Connection

General Specification					Cluster Details(if cluster)		Software					Hardware			Storage			
Items	Server Name	Server Type	Description	Environment	Node Number in cluster	Cluster Type	OS Name & version	OS Architecture	DB Name	Application Name	service Name	Total Number of Cores (CPU) (1 CPU=2.4 GHz)	RAM (in GB)	SWAP Space (in GB)	OS Drive (in GB)	App/DB/SW Binary (in GB)	Data (in GB)	Data Log (in GB)
1	LB (HAProxy)	Web	Load Balancer	Production	2	Load Balancer	RHEL 8.2	x86_64	N/A	BOCH	haproxy	4	5		80		150	
				DR (100% as Production)														
				Staging & Test														
2	Web Console	Web	Web Console	Production	2	APP	RHEL 8.2	x86_64	N/A	BOCH	Apache, web protol	2	2		80		100	
				DR (100% as Production)														
				Staging & Test	1		RHEL 8.2	x86_64	N/A	BOCH	Apache	1	2		60		60	
3	MDW (Not Core, node(s), WEB)	APP	APP, Middleware Server	Production	2	APP	RHEL 8.2	x86_64	N/A	BOCH	Apache, web protol	4	5		80		100	150
				DR (100% as Production)														
				Staging & Test	1		RHEL 8.2	x86_64	N/A	BOCH	Apache	2	2		60		60	
4	Audio, Video Conferencing Platform	APP	Video Conferencing Server	Production	2	APP	RHEL 8.2	x86_64	N/A	BOCH	Video Service	4	5		60		700	
				DR (100% as Production)														
				Staging & Test														
5	LMS, CMS	APP	APP Server	Production	2	APP	RHEL 8.2	x86_64	N/A	BOCH	LMS, CMS	4	4		80	1000	100	
				DR (100% as Production)														
				Staging & Test	1		RHEL 8.2	x86_64	N/A	BOCH	LMS, CMS	2	2		60			
6	DB (Maria DB 10)	DB	Database Server	Production	2	DB	RHEL 8.2	x86_64	Mariadb 10	BOCH	Mariadb	4	5		100		200	200
				DR (100% as Production)														
				Staging & Test														

1. Considering 100 concurrent connection
2. Considering 50% LMS and 50% CMS request out of 100 concurrent connection
3. Central storage is required for CMS and LMS video content to store. Storage capacity depends on quantity of content.
4. We have considered 100% capacity for DR
5. Depends on application customization and requirements our hardware sizing may change

8.0 Proposed UI



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Last 7 days ▾



Status	Count
Finished	23043
Pending	14658
Rejected	4758

Visitor Statistics

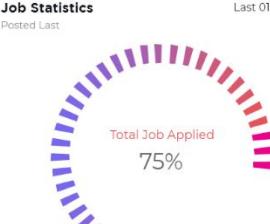
Last 6 Months ▾



Month	Visitors
Jan	50.30
Feb	5.2
Mar	20.15
Apr	36.23
May	50.30
Jun	50.30

Job Statistics

Posted Last 01 month ▾



Category	Value
Total Position	05
Job Open	03
Job Closed	02

Assessment Test Summary

Last 7 days ▾



Test Type	Score
Beginner	22/25
Intermediate	62/150
Advanced	76/200
Soft Skills	40/60
Psychometric	28/62

Revenue Growth

Last 03 Months ▾



BDT 25,980,52000

2.7K

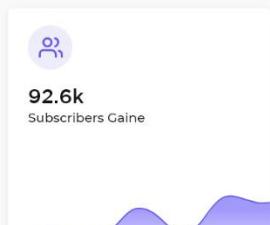
Avg Sessions
+5.2% vs last 7 days



Total: BDT 10 lac
Retention: 90%

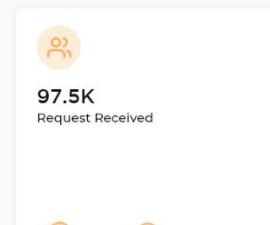
92.6k

Subscribers Gained



97.5K

Request Received



User Activity History

Start Date End Date Filter Clear

SL.	Customer Name	User Type	Registered Date	Course Enrolled	Job Applied	Job Posted	Course Offered	Certifications	
01.	Francesca Metts	Learner	06 Dec, 2019	05	05	--	--	05	Details
02.	Malcolm Quaday	Employer	07 Dec, 2019	03	03	03	--	03	Details
03.	Lindsey Rivard	Trainer	15 Dec, 2019	02	02	--	02	02	Details
04.	Elizabeth Hurton	Learner	20 Dec, 2019	07	07	--	--	07	Details
05.	Albert Pollock	Trainer	25 Dec, 2019	01	03	--	03	03	Details
06.	Francesca Metts	Employer	26 Dec, 2019	01	03	04	--	03	Details
07.	Malcolm Quaday	Learner	28 Dec, 2019	04	04	--	04	04	Details

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 Senior Motion Graphics Design	I.K Properties	Contractual	Gulshan 02, Dhaka	Apply Now
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Father's Name	Mother's Name
<input type="text" value="Enter Here"/>	<input type="text" value="Enter Here"/>
Nationality	National ID Number
<input type="text" value="Enter Here"/>	<input type="text" value="Enter Here"/>
Passport Number	Passport Validation Time
<input type="text" value="Enter Passport No. "/>	<input type="text" value="Select Time"/> 
Date Of Birth	Gender
<input type="text" value="Select Date"/> 	<input type="text" value="Select Gender"/> 
Religion	Marital Status
<input type="text" value="Enter Here"/> 	<input type="text" value="Enter Status"/> 
Contacts (Mobile No.)	Email Id
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Design & Development	7	 NRC Global Senior HR Executive <small>Lorum Ipsum is simply dummy text of the printing and typesetting industry.</small>
Human Resource	15	 Care Bangladesh HR Front Desk Officer <small>Lorum Ipsum is simply dummy text of the printing and typesetting industry.</small>
Project Management	24	 Human Resource Assistant Manager <small>Lorum Ipsum is simply dummy text of the printing and typesetting industry.</small>
Finance	33	 Mercantile Bank Senior Assistant Manager <small>Lorum Ipsum is simply dummy text of the printing and typesetting industry.</small>
Educational Institutes	27	 S-Three International HR Representative <small>Lorum Ipsum is simply dummy text of the printing and typesetting industry.</small>
Marketing	13	 Rafique & Co. HR Manager <small>Lorum Ipsum is simply dummy text of the printing and typesetting industry.</small>
Research / Consultancy	23	 Prime Bank Ltd. Junior HR Executive <small>Lorum Ipsum is simply dummy text of the printing and typesetting industry.</small>
Sales	21	 Rafique & Co. HR Manager <small>Lorum Ipsum is simply dummy text of the printing and typesetting industry.</small>
Garments / Textiles	14	 I-K Properties Senior HR Admin <small>Lorum Ipsum is simply dummy text of the printing and typesetting industry.</small>
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Health / Beauty Care	39	 Asset Developments Assistant Manager <small>Lorum Ipsum is simply dummy text of the printing and typesetting industry.</small>
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Job Details : Ajkerdeal.com

Human Resource Executive



Job Summary

Published On	19 Oct 2020
Vacancy	02
Employment	Full - Time
Experience	1 to 5 year(s)
Gender	Only Males
Age Group	18 - 40 years
Job Location	Banani, Dhaka
Salary	8000-16000 BDT

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AjkerDeals.com
 Address : Khawaja Tower,
 95 Mohakhali C/A,
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Position : Software Engineer
Skill Level : Expert

TIME LEFT 01 : 12 Hours SCORE 15/40 Points PROGRESS 20% Completed

Directions :
Listen to the message, Then answer the question. You may take some time while you are listening and fill the mcq questions within mentioned time.

03:34 / 11:49  

Question : 2 of 10

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever ?

Lorem Ipsum is simply dummy text option
 Lorem Ipsum text
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How can I enrich my resume as a fresher?

 **Anonymous User**  07 Oct 2020  5 Comments  556 viewed 

Recently I have completed a Diploma in Mechanical Engineering. I have not any working skills yet. To enrich my resume what kinds of keywords should I use? Please, suggest me.

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How to write a career summary and special qualification?

 **Anonymous User**  07 Oct 2020  5 Comments  556 viewed 

I have recently my Masters Degree from Dhaka University in Applied Physics. I am asking here on behalf of my friend that How to write a career summary and special qualification as a job seeker?

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What should I do to start a career?

 **Anonymous User**  07 Oct 2020  5 Comments  556 viewed 

I want to see myself as an accountant. But I don't get any opportunity. By this time I am getting so depressed. Poor result, no experience, not good in English, at this time what can I do?

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Cate Willston ID: 1402

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Fantom AMD ID: 1404

Smeal Johnson ID: 1405

Cate Willston ID: 1402

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Fantom AMD ID: 1404

Smeal Johnson ID: 1405

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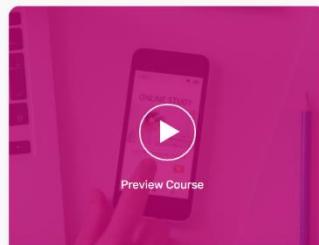
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Full Name

Mobile Number

Institutes Name

District Name

Starting Date

Duration Week

Available Slots

Additional Note

Dear Concern,
Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book.

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Applicant's Status

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Bayezid Alam Khan Post: Web Developer Experience: 5 years 03 days ago	Saiful Islam Khan Post: UX Designer Experience: 5 years 02 days ago	Md. Khairul Anam Chowdhury Post: Senior Web Developer Experience: 5 years 01 days ago
Zakia Alam Khan Post: Business Executive Experience: 2 years 02 days ago	Farshid Shahid Post: Senior Web Analyst Experience: 11 years 02 days ago	Bayezid Ul Haque Post: Head of IT Experience: 18 years 01 days ago
Ishaque Faisal Khan Post: Web Developer Experience: 5 years 02 days ago	Subir Chowdhury Post: Web Developer Experience: 5 years 02 days ago	
Shimul Shikdar Post: Web Developer Experience: 5 years 02 days ago		

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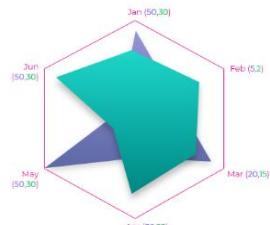
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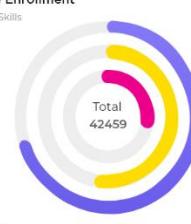
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BRAC Career Hub Panel Dashboard Training Questionnaires Tracking Certifications Forums Book Schedules Reports Rafid Mehedi User Admin • BRAC

Good morning, Rafid
Take a look at your activities, standings, friends and more.

Course Enrollment
Training Skills



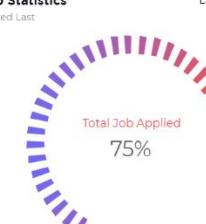
Status	Count
Finished	23043
Pending	14658
Rejected	4758
Total	42459

Visitor Statistics
Last 6 Months



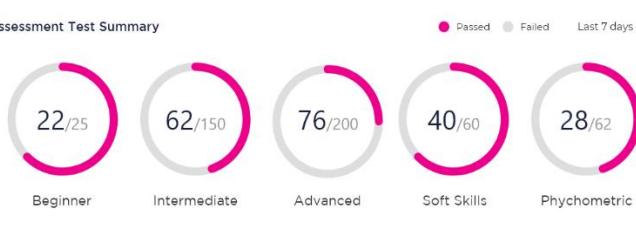
Month	Value 1	Value 2
Jan	50	30
Feb	5	2
Mar	20	15
Apr	36	23
May	50	30
Jun	50	30

Job Statistics
Posted Last



Category	Count
Total Position	05
Job Open	03
Job Closed	02
Total Job Applied	75%

Assessment Test Summary



Category	Count
Beginner	22/25
Intermediate	62/150
Advanced	76/200
Soft Skills	40/60
Psychometric	28/62

Last 7 days



Category	Value
Avg Sessions	2.7K
Subscribers Gained	92.6k

User Activity History

SL.	Customer Name	User Type	Registered Date	Course Enrolled	Job Applied	Job Posted	Course Offered	Certifications	Action
01.	Francesca Metts	Learner	06 Dec, 2019	05	05	--	--	05	Details
02.	Malcolm Quaday	Employer	07 Dec, 2019	03	03	03	--	03	Details
03.	Lindsey Rivard	Trainer	15 Dec, 2019	02	02	--	02	02	Details
04.	Elizabeth Hurton	Learner	20 Dec, 2019	07	07	--	--	07	Details
05.	Albert Pollock	Trainer	25 Dec, 2019	01	03	--	03	03	Details
06.	Francesca Metts	Employer	26 Dec, 2019	01	03	04	--	03	Details
07.	Malcolm Quaday	Learner	28 Dec, 2019	04	04	--	04	04	Details

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9.0 Project WBS

Task Name	Duration(day)	Start	Finish
Online Career Hub For BRAC SDP (Phase-1)	81	S	S+81
Kickoff	1	S+1	1
Requirement Analysis	10	S+11	11
Publish BRS	7	S+18	18
Designing UX Prototype	7	S+18	18
Client Review on BRS and Prototype	1	S+19	19
MiddleWare, Web BackEnd Development			
Learning Management System			
Service Development and Integration			
Tag Training Program with CMS			
Integration with Notification Service			
Integration with Collaborative Video Service			
Platform			
Content Management System			
Service Development and Integration			
Tag Content with Training Program			
Tag Certificate with Training Program			
Integration with Notification Service			
Integration with Collaborative Video Service			
Platform	50	S	S+69
Notification Service			
Email / Test notifications to learners;			
Notifications to administrators on learner's poor performance;			
Get notifications on student's progress status			
Service Development and Integration			
Integration with LMS			
Integration with CMS			
Dashboard			
Service Development and Integration			
Integration with LMS			
Integration with CMS			
Application Development			
User Management			
Create User			
Edit User			
Role Management			
Create Role			
Edit Roles			
Permission based access for different users;			

Task Name	Duration(day)	Start	Finish
Learning Management System			
Learner Registration Process			
Learner Approval Process			
Create Training courses			
Training Bulk Upload			
Content Management System			
Create Training Content			
Upload Training Content			
Create or Upload certificates			
Dashboard			
Dashboard for trainers, field facilitators, relevant administrators to assess student's status in terms of performance;			
Track Course Progress of Learners			
Generate reports for students and trainers on course activity.			
Generate insight reports on area specific staffs and offices.			
Tracks and Logs user access (date last used, unsuccessful login attempts);			
SIT (Phase 1)	3	S+72	72
UAT (Phase 1)	3	S+75	75
Bug Fix (Phase 1)	3	S+78	78
Training (Phase 1)	2	S+80	80
Final Delivery (Phase 1)	1	S+81	81

PHASE 1 TIMELINE: 81 Man days.

PHASE 2 DEVELOPMENT

Task Name	Duration(day)	Start	Finish
Online Career Hub For BRAC SDP (Phase-2)	35	S	S+35
Kickoff	1	S	S+1
Requirement Analysis	3	S	S+4
Publish BRS	3	S	S+7
Designing UX Prototype	3	S	S+7
Client Review on BRS and Prototype	1	S	S+8
MiddleWare, Web BackEnd Development			
Learning Management System			
Service Development and Integration			
Tag Assesment with CMS			
Integration with Notification Service			
Content Management System			
Service Development and Integration			
Tag Content with Assesment			
Integration with Notification Service			
Notification Service			
Email / Test notifications to learners;			
Notifications to administrators on learner's poor performance;			
Get notifications on student's progress status			
Service Development and Integration			
Integration with LMS			
Integration with CMS			
Application Development			
User Management			
Create User			
Edit User			
Role Management			
Create Role			
Edit Roles			
Permission based access for different users;			
Learning Management System			
Learner Registration Process			
Learner Aproval Process			
Create Assesment			
Assesment Bulk Upload			
Content Management System			
Create Assesment content/Questionarries			
Upload Assesment Content			
Create or Upload certificates			

Task Name	Duration(day)	Start	Finish
SIT (Phase 2)	2	S+28	28
UAT (Phase 2)	3	S+31	31
Bug Fix (Phase 2)	2	S+33	33
Training (Phase 2)	1	S+34	34
Final Delivery (Phase 2)	1	S+35	35

PHASE 2 TIMELINE: 35 Man days.

PHASE 3 DEVELOPMENT

Task Name	Duration(day)	Start	Finish
Online Career Hub For BRAC SDP (Phase-3)	70	S	S+45
Kickoff	1	S	S+1
Requirement Analysis	7	S	S+6
Publish BRS	7	S	S+11
Designing UX Prototype	7	S	S+14
Client Review on BRS and Prototype	1	S	S+15
MiddleWare, Web BackEnd Development			
Collaborative Video Service Platform			
Service Development and Integration			
Integration with LMS			
Integration with CMS			
Integration with Notification Service			
Notification Service			
Email / Test notifications to learners;			
Notifications to administrators on learner's poor performance;			
Get notifications on student's progress status			
Service Development and Integration			
Integration with LMS			
Integration with CMS			
Integration with Job Portal			
Integration with Collaborative Video Service Platform			
Dashboard			
Service Development and Integration			
Integration with Job Portal			
Job Portal			
Service Development and Integration			
Integration with Notification Service			
Integrate 3rd Party job Portals			
Integration with Notification Service			
Integrate job advertisements through web-scraping;			
Integration with Collaborative Video Service Platform			
Application Development			
Job Portal			
Employer posts job circulars;			
Job Posting Aproval Process			
Collaborative Video Service Platform			
Online video conference sessions			
Discussion forums for learners and trainers;			
Counselling Service for learners;			
SIT (Phase 3)	10	S+54	54

UAT (Phase 3)	10	S+64	64
Bug Fix (Phase 3)	3	S+67	67
Training (Phase 3)	2	S+69	69
Final Delivery (Phase 3)	1	S+70	70

PHASE 3 TIMELINE: 70 Man days.

PHASE 4 DEVELOPMENT

Task Name	Duration(day)	Start	Finish
Online Career Hub For BRAC SDP (Phase-4)	47	S	S+47
Kickoff	1	S	S+1
Requirement Analysis	3	S	S+6
Publish BRS	3	S	S+11
Designing UX Prototype	3	S	S+14
Client Review on BRS and Prototype	1	S	S+15
MiddleWare, Web BackEnd Development			
AI, ML			
Create Data Models			
Training suggestions for learners based on existing skill sets;			
Job suggestions from 3rd party Job Portals			
Predictive analysis for job eligibility;			
Career track suggestions			
Locate nearby training institutions based on recommended suggestions;			
SIT (Phase 4)	5	S	S+38
UAT (Phase 4)	5	S	S+43
Bug Fix (Phase 4)	2	s	S+45
Training (Phase 4)	1	S	S+46
Final Delivery (Phase 4)	1	S	S+47

PHASE 4 TIMELINE: 47 Man days.

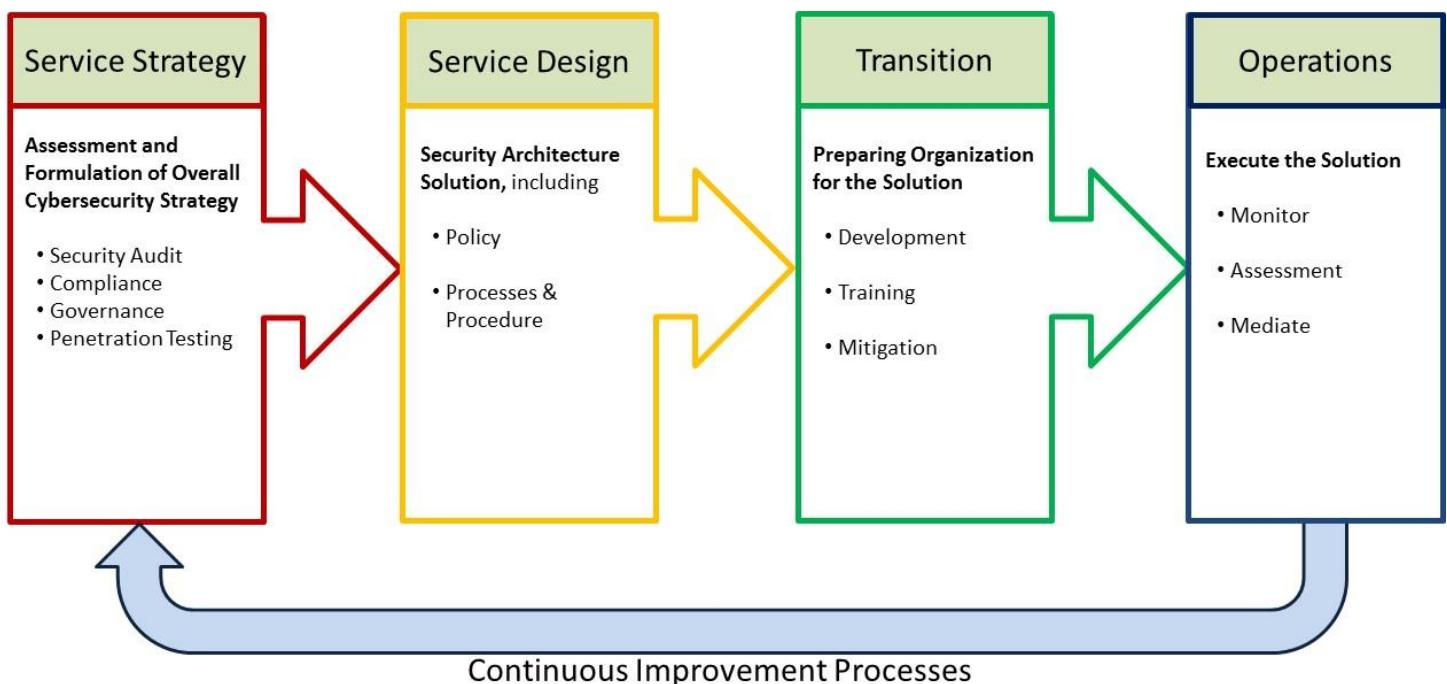
Total Project Duration: 233 MANDAYS.

Equivalent to 10.59 Months.

Please Note: This is a very high-level project plan. Development timeline for each item may vary. However, overall project duration will remain as mentioned.

10.0 SDLC Methodology

Sheba proposes to leverage Agile methodology using SDLC Processes for delivering the services as illustrated in the diagram below:



11.0 Quality Management Plan

11.1 Purpose of the QA Plan

The purpose of QA plan to define roles & responsibility of quality assurance related activities, identify processes to be audited at each milestone & work product to be evaluated along with, manage non-compliances & report QA activities result.

11.2 Goal

- In general, QA activities will be performed to manage good quality delivery to customer. To support the goal, organization processes must be adhered to in system deployment.
- Process Compliance Index (PCI) > 75%.

11.3 Roles & Responsibilities

Role	Name	Responsibility & Task
PM	Mujahid Islam	<ul style="list-style-type: none">• Provide resource as asked by QA responsible to participate in audit.• Support resolution of non-compliance identified by QA responsible
QA Responsible	MD Jeshad	<ul style="list-style-type: none">• Develop QA plan• Conduct process compliance check• Participate in selected work product review
Process Users	Mujahid Islam	<ul style="list-style-type: none">• Participate in process compliance check as identified by QA responsible.• Resolve non-compliance as reported by QA responsible.

11.4 Related Documents

- Project Plan
- Process Compliance Checklist
- Work Product Review Checklist

11.5 Quality Assurance Activities

11.5.1 Process Compliance Check

Process compliance check will be carried out at each phase end. The following processes & work product using process compliance checklist will be evaluated. The process compliance check will be completed before phase completion (milestone) date. For the phase completion date, refer project schedule.

Phase	Processes to be Audited	Work Products to be evaluated
Requirement	Requirement Analysis	<ul style="list-style-type: none"> • SRS • MOM
	Planning Process	<ul style="list-style-type: none"> • Project Plan • QA Plan • CM Plan • MA Plan • RSKM Plan • Plan Review Record
Design	Design	<ul style="list-style-type: none"> • Design • Design Review Record
	CM Process	<ul style="list-style-type: none"> • Configuration Status Report • Configuration Audit Report
	Solution Deployment	<ul style="list-style-type: none"> • Traceability Matrix
Test	Test (Test Plan, System Test case, Functional Test case review record,)	<ul style="list-style-type: none"> • Test Plan • System test • Functional Test • Test case Review Report
	Solution deployment (Traceability Matrix)	<ul style="list-style-type: none"> • Traceability Matrix

11.5.2 Work Product Quality Check

Work product quality check will be included in work product review checklist & process compliance checklist. The work product review checklist will be used by reviewer; QA may participate in such review. While performing process compliance check, QA will check the work product as indicated in table above.

11.5.3 Non-Compliance Resolution

Process compliance check result will record “Pass” for Pass & “Fail” for Fail against respective check item. All “Fail” will be taken to non-compliance list and reported to project members & project

manager for resolution. QA will monitor these non-compliances and report the resolution status at each milestone.

11.5.4 QA Reporting

There are three different reporting:

- Audit report (non-compliance): Audit result of non-compliances will be reported to project manager & process users for resolution. It will be done within 7 days of conducting audit.
- Milestone reporting: NC details (total, open, closed) & Process compliance index (PCI) will be reported in every milestone.
- QA status report: QA will report status of planned audit & completed audit & any issues such as non-resolution of NC in project status meetings.

11.5.5 Escalation

Escalation for the unresolved NC will follow following rule:

- If NC is not resolved within 30 days, QA will discuss with responsible and try to get agreement on another date.
- If NC is not resolved & QA understand that there is less chance of getting it resolved by process user, QA will report it to Senior Management / EPG.

11.6 Stakeholder Involvement

Task	SM / QM	PM	QA	Process Users
Develop QA Plan		A	R	
Process Compliance Check				
Review QA Plan		P	R	
Process Compliance Check			R	P
Work Product Quality Check			R	P
NC Resolution			A	R
QA Reporting		I	R	I

R: Responsible

A: Approve

P: Participate

I: Information

11.7 Management of QA Work Products

All work products developed by QA responsible will be stored in project configuration folder as defined in project CI List.

11.8 Monitoring of QA Activities

QA activity status will be monitored in regular project status review meetings. QA responsible will participate in these reviews & report statuses.

12.0 Rollback Plan

12.1 Basic Information

Basic Information for Data Migration plan	
Migration Overview	Contains basic information about Rollout
	Key items such as start/end time & duration
Pre & Post Migration Activities	Contains those tasks that are outside of the change window that either have to be completed prior to or after the change
	It is often essential that these things are done, but are not managed within the change itself.
	Often they include a number of decision points pre and post the change to ensure that everyone is ready and happy for the change to go ahead and after the event that it is a success and does not need to be backed out
Support	This contains contact details for all actioners and support personnel associated with the plan. It's essential this has all contacts, particularly for an over night/out of normal working hours change

12.2 Rollout Overview

Implementation Date:			
Time:			
Author	Mujahidul Islam		
Outage Details			
Rollout – The Turn Key	Start	End	Duration
	12:00:00	8:00:00	8 Hours

12.3 Pre-Rollout Activity

SL	Responsible Team	Task	Dependency
1	BRAC	Ensure Production Server and DB server availability	
2	Sheba	Deployment of Solution and Database with pre- deployment sanity checking	1

12.4 Rollout Plan

Serial	Task	Dependency	Planned Start Time	Planned Completion Time	Planned Duration (hrs, mins)
1	User Migration (if Required)				3 hr
2	Data Quality Ensure and Reconcile Data (if required)	1			2 hr
3	Sanity User Activation	2			3 hr

12.5 Post Rollout Activity

SL	Responsible Team	Task	Dependency
1	BRAC	Pre- deployment sanity checking	
2	BRAC	Go-live declaration	1

12.6 Support

Contact Area	Primary Contact	Internal Contact No	Email (Optional)
L-1	Mujahidul Islam	01847287625	mujahidul.islam@shebatech.com.bd
L-2	Farhan Islam	01711547804	farhan.islam@shebatech.com.bd
L-3	Somael Kabir	01755557296	somael.kabir@shebanet.net

13.0 Backup & Restoration

13.1.1 Backup Standard

General Backup requirements

- All data from production databases, operating systems, applications shall be adequately and systematically backed up.
- Integration of systems with Centralized Backup system is to be considered wherever possible and applicable.
- Back-up shall be performed every time a new installation of the operating system/application or before a major change.
- Records of what is backed up and where must be maintained by the backup administrator/asset custodian, the same process of taking backup will be documented.
- Where possible backups shall be run overnight and shall be completed before business hour.
- Backup can be directly performed to shared drive/NFS share disk and then can be copied to other location (where applicable and possible).

Backup Classification

- Backups shall be classified into two parts:
 1. Data Backup
 - Involves backing up the business critical data that resides inside the system.
 - Databases
 - Applications Logs
 2. System backup
 - Full system backups inclusive of
 - Operating systems
 - Application Scripts/ Configuration Files
 - Device/Appliance configuration files
- Note:
- In case of OS backup Databases can be excluded if data backup is taken
 - In case of resource constraints, data backups should be given priority over system backups

Backup Frequency

- Minimum backup frequency shall be as follows:

Backup Type	Asset Type	Frequency
Data backup	Databases and Application logs	Daily -Incremental, Weekly – Full
System Backup	VM Backup Including Application Scripts and System Logs	Upon Change and Quarterly – Full

Backup Retention

Backup Type	Asset Type	Minimum number of Backup Sets to retain
Data Backup	Databases and Application logs	3
System Backup	VM Backup Including Application Scripts and System Logs	3

13.1.2 Backup Security, MONITORING, TESTING & RECOVERY

Backup Security

- Backup copies must be stored in an environmentally protected and access controlled secured location, only authorized employee should get access to the backup media or application.
- For critical asset: copies of the back-up media, together with the back-up record, should be stored safely in a remote location at least once in a month, at a sufficient distance away to escape any damage from a disaster at the main site.
- Secured transportation must be ensured for transporting off-site backup
- Compression technique may be used (but not mandatory) to shrink the size of the source data to be stored so that uses less space is required for the backup media.
- Encryption is to be considered for the Critical systems (wherever system supports) when backing up data.
- Only authorized personal belonging to the respective department shall have access to backup media pertaining to their department. A media belonging to another department shall not be accessible to an authorized personal of another department. In such case the person must have the respective Asset owner's explicit approval in order to access the backup media.

Backup Media

- Recommended backup media may include disk storage, CD/DVD-ROM, etc.

- The backup media must be precisely labeled and accurate records must be maintained for backups taken along with back-up set they belong to. Label should contain at least media ID, DC location and System Name (optional).
- Backup media that is no longer in use must either be formatted or disposed.

Backup Monitoring

- Logged information generated from each backup job will be reviewed on a regular basis for the following purposes:
 - To check for failed backup jobs and re-run them manually.
 - To monitor the duration of the backup job.
 - To optimize backup performance where possible.
 - For Manual /script based backup process, custodian should weekly or on last backup, review the backup logs (success/failure) for Critical services.
 - Backup administrator will identify problems and take corrective action to reduce any risks associated with failed backups.

Backup Recovery/Restore

- Backup and backup recovery/restoration procedure shall be documented for all services. Recovery/Restore procedures and documentation will be exercised and updated annually or whenever any significant changes occur.
- Recovery of service or platform related data can only be requested by the service owner or service custodian.

Backup Testing

- Test for restoring data from the backup copies should be undertaken, wherever possible depending upon the availability of test environment to ensure that they can be relied upon for use in an emergency.
- For services with multiple nodes/systems (e.g. – VM and Networking devices etc.) the restoration testing can be performed for sample backup taken and the same needs to be decided by the asset custodian.
- For critical asset restoration test must be done at-least annually. For other asset category owner/custodian need to define the restoration test frequency.
- Test Restoration backups before wherever feasible.

13.2 Warranty (software)

- Software warranty covers 1 years for any bug fixing considering existing scope.

13.3 SLA

Severity Definition

Severity classes are defined as described below and when a problem is logged, it will be assigned to a particular category/severity by mutual agreement with the Customer based on the following guidelines:

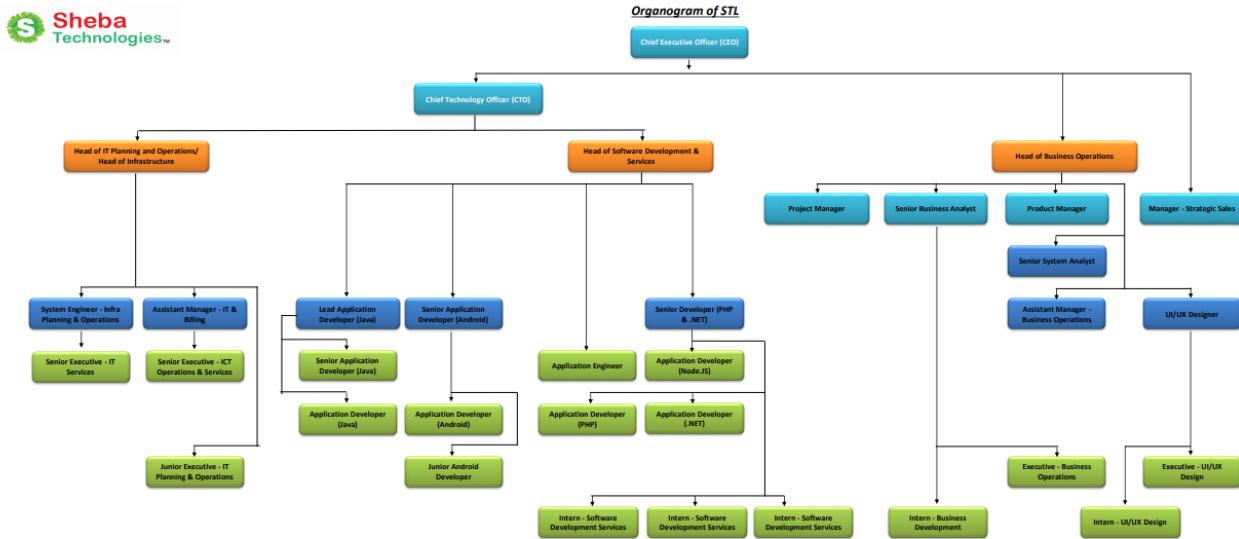
Severity	Definition
Critical	Complete loss of service
Major	Partial loss of service
Minor	Functional degradation of system component – non-service affecting

Service Level Response

Class	Acknowledged	Status Response	Service Restoration	Remedy
Critical	1 Hours	Immediate	8 hours	24 Hours
Major	1 Hours	Immediate	12 hours	48 Hours
Minor	1 Hour	On request	3 Days	14 Days

14.0 Proposed Team

14.1 Project Team Hierarchy



14.2 Proposed Team Members & Roles-Responsibilities

Roles	Responsibility
Project Manager	<ol style="list-style-type: none"> 1. Project planning 2. Project monitoring and control 3. Issue tracking 4. Review 5. Coordination with customer on delivery schedule, training
System Analyst and Designer	<ol style="list-style-type: none"> 1. Analyzing requirement 2. System Design 3. Database Design 4. Performance tuning 5. Backup 6. Recovery
System Developer	<ol style="list-style-type: none"> 1. Coding 2. Unit Testing 3. Bug fixing
Graphic Designer	<ol style="list-style-type: none"> 1. Design Graphics for the site
Testing Engineer	<ol style="list-style-type: none"> 1. Write Test plan 2. Integration Testing 3. System Testing 4. Report Bug
Configuration Controller	<ol style="list-style-type: none"> 1. Maintain Configurable Work products 2. Audit
Technical Writer	<ol style="list-style-type: none"> 1. Prepare Technical manual for administration 2. Prepare User manual 3. Prepare Installation manual
Trainer	<ol style="list-style-type: none"> 1. User training 2. Prepare Training manual

15.0 Responsibilities

15.1 Customer (BRAC) Responsibilities

- Provide Vendor Analysts / Designers access to information relating to the existing business processes.
- Provide Vendor project team members access to necessary hardware, system software, software media etc. during the project life cycle.
- Feedback by Customer, if any, on any documents / software submitted by VENDOR for approval or sign-off, should be communicated in writing to within a week of the submission. Any further delay shall have equivalent impact on the project schedule.
- Ensure availability of test data at the start of the Integration Test Phase.
- Ensure availability of personnel for testing the application. CUSTOMER shall arrange necessary test data for such testing.
- Nominate personnel for training as per the schedule of training drawn up with mutual agreement.

15.2 Vendor's (STL) Responsibilities

- To appoint a Project Manager and deploy a team of professionals, as required, to undertake the activities related to the execution of the project.
- To perform the activities, as per our scope of work, adhering to the time schedule specified.
- To ensure availability of hardware, system software, database and front-end development tools at VENDOR development center for smooth execution of the project.
- Nominate a Project Manager who will be the single point contact on all aspects of this project.

15.3 Joint Responsibilities

- Ensure availability of appropriate personnel for discussion with VENDOR project team during various stages of the project. Non-availability of such personnel, or delay in their availability, will lead to proportional delay in project completion.
- Ensure monthly Management Review of the Project where project managers from both CUSTOMER and VENDOR will be present to iron out problems, if any, speedily.

16.0 User Training, Technical Support & Maintenance Plan

16.1 User Training Plan

16.1.1 Overview

The purpose of the Training for Trainers (TOT) program is to develop the skills and knowledge of solution, so that the TOTs will be capable enough to train BRAC focal personnel whenever required.

16.1.2 Objective

The training course will be designed to train the trainers to operate and perform maintenance of the proposed application, as a result they can teach/train any other personnel within the organization to perform day to day tasks using the system.

It is assumed that all the trainees will not have the similar knowledge of computer literacy and know-how of the applications. For which, the course will be designed by keeping novice skill set of trainees in mind.

There will be a session for basic user training and for the administrators of the application there will be a different training session. The trainers will train BRAC assigned personnel on the developed system focusing the administration and application uses.

16.1.3 Training Materials

Operational Manual

The aim of this User Manual is to provide vital operational clarifications, under normal and exceptional situations, over and above the help facilities designed in the User Interface. The manual, to the extent feasible, will represent clearly, the operational interfaces to be used to perform user-designated functions.

The operational manual will contain the following

- Introduction
- Getting Started
- Login / Logout procedures
- Overview of the Application System
- General system description
- Description of each module
- For each Module
 - Input forms
 - Sample screen panel
 - Functions of each screen
 - Operating instructions for each screen
- Security Administration
- General Information
- Troubleshooting guide

Level of Training

- User/Operator Mobile Application Training;
- User/Operator Web Application Training;
- Administrative Training;

17.0 Preliminary Project Management Plan

17.1 Project Deliverables & Milestones

Successful software application deployment requires complete hardware and network installation and successful operations. Software project milestone is set assuming that required hardware and network support had already been made available.

17.1.1 Proposed Solution Milestones & Goals

Milestone	Deliverables
Requirements review	Requirements specifications are complete, correct, approved and suitable for input to design.
Preliminary design review	The architectural design satisfies all product requirements, is approved and is suitable for input into the detailed design process.
Critical design review	Detailed designs fully implement the system architecture, are approved and are suitable for input into the development (coding).
Test plan review	Test plans are adequate for the testing of all product features, are approved and are suitable for input to the development of test cases and test procedures.
Test readiness review	Developed and unit tested software has been passed by the test team and is suitable for input into integration testing.
System test review	The software product has passed system testing and is suitable for input into acceptance testing.
Operational readiness review	The software product has passed acceptance testing and is suitable for deployment in its target production environment.
System Launch	The software is in use in its target operational environment.

17.2 Issue management

We believe that effective management of project issues is a critical component of effective project control and management. They should be documented, monitored and resolved in a consistent and timely manner. And as a last resort, when an issue remains unresolved it must be escalated to management.

Any issue, which may arise during any phase of a project, however, is typically recognized while employing various techniques for controlling projects, such as progress monitoring or change management.

Project Software Manager is the owner of the issue management process. Project manager uses the process cycle of Identification-Documentation-Escalation-Resolution for effective management of the issues.

17.2.1 Assign Responsibility

Issues may be raised by any individual involved in the project;

17.2.2 Resolve the issue

Low impact issues will be reported through Weekly Status Report;

High impact issues will be reported within 24 hours of awareness as well as through Weekly Status Report;

17.2.3 Issue Escalation Response

BRAC's assigned Point of Contact (POC) personnel is expected to respond within the same schedule.

17.3 Risk Management

17.3.1 Risk Mitigation Activities

Some of the common Risk Factors faced during development are highlighted below:

- Client may not be readily available for providing quick feedback.
- Client may enhance the scope of the system.
- Inadequate supply of Customer supplied Information's & documents

17.3.2 Mitigation Plan

- We shall keep regular contact with clients and convey time constraint on regular basis
- Submit formal request for enhancement, get approval and make revision in Project deliverables & contract documents
- Client will provide all documents relevant to system design & development on time and accurately as much as possible

17.4 Documentation Plan

We have a dedicated group of documentation specialists. Project team organization includes one documentation specialist for every project. PM plans for the project deliverables and work products to be generated at every phases.

Following are some of the work products related to the project,

- BRS: Prepared to capture the Business Requirements from technical point of view.
- SRS: Prepared to capture the Software Requirements from technical point of view.
- Test case: Prepared to test the software in different phases of development
- RTM: Prepared to maintain bi-directional traceability among customer requirements and actual solution
- User Manual: Prepared during the delivery of the project for complete understanding of the solution.
- AoM: Prepared to specify the agenda of meeting prior to the meeting
- MoM: Prepared to capture the decisions made in the meeting;

17.5 Task tracking

Task Tracking Activity

Activity	Procedure
Task scheduling	Project Manager (PM) plans the tasks using the Microsoft Project (MSP). The schedule of activities for the team members is available for all the team members.
Task assignment	Same as above.
Task status tracking	Status report is updated once per week or as decided by the PM.
Project meeting	Development team meets weekly to discuss the issues, project status etc. Also meetings are held if emergency situation/issues arise.

17.6 Contractual change control

17.6.1 Change Management Process

The following process is followed for every requirement change request:

- Requests are logged in the change request log sheet.
- Impact analysis is done and then reviewed.
- Based on the review result, a decision is taken by the project manager. Probable decisions are:
 - To add the change to the current release,
 - To postpone until the next release or
 - Will not be included.

Minor change requests are usually accommodated without changing the project plan. But if the number of change request is large or if any design change is required to accommodate the change in requirements, then the project estimates are re-done.

17.7 Back-up

Back up of product are stored in CD ROM. Each developer is responsible for backing up the items of his computer in regular interval. MIS personnel are responsible for taking back up of project items from the Server.

17.8 Customer feedback

Customer Feedback Management

Item	Logging and tracking process
Customer feedback	Customers email their feedback to the team lead or have verbal communication with him. Team lead or assigned person logs the feedback and also keeps a copy in the project folder.
Customer complaints	Same as above.

17.9 Status reporting

Status Reporting Management

Item	Logging and tracking process
Customer feedback	Customers email their feedback to the team lead or have verbal communication with the team lead. Team lead or assigned person logs the feedback and also keeps a copy in the project folder.
Customer complaints	Same as above.

18.0 Review and Testing

The functional decomposition diagram of Review and Testing process is shown below.

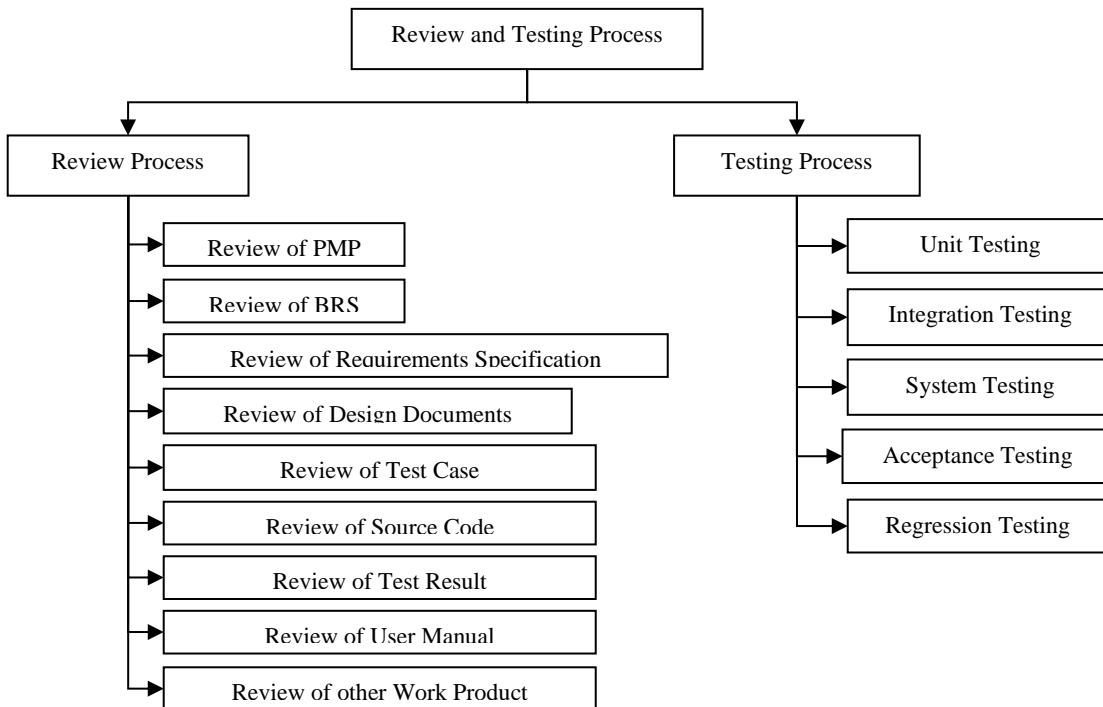


Figure: Process breakdown diagram of Review and Testing

18.1 Review Process

Review of BRS

The objective of this sub-process is to review detailed business requirements specification as described in BRS. Activity includes verification of customer requirements as per actual requirements obtained from customer.

Review of Project Management Plan

The objective of this sub-process is to verify the plan (along with its related schedule and team organization) made for the execution of the project and to ensure that the project plan addresses all the project requirements in all respects.

Review of System / Web Requirements Specifications

The objective of this sub-process is to verify that the Requirements Specifications (e.g. SRS, WRS etc) developed is correct, complete and consistent while it addresses all the proposed software requirements expressed and implied by the customer (internal/external) in CRS.

Review of Design Documents

The objective of this sub-process is to verify that various Design Documents (e.g. SDD, WDD etc) as developed is complete, correct, consistent and in conformance with the approved and baselined Requirements Specifications.

Review of Test Cases

The objective of this sub-process is to verify that test cases are made in conformance with the specifications expressed in CRS, requirements specifications (e.g., SRS, WRS etc) or design documents (e.g., SDD, WDD etc) as applicable.

Review of Source Code

The objective of this sub-process is to verify that the source codes are written in conformance with the coding standards and/or guidelines, if any, adapted for a software project. In cases where no coding standard is decided for the project, the source code is reviewed to ensure compliance with the best practices in VENDOR.

Review of Test Result

The objective of this sub-process is to verify that the software/ components have actually been tested at various levels of the software life cycle in accordance with the test cases to validate the status of completeness and correctness of its design, structure, codes, functionality and performance.

Review of User Manual

The objective of this sub-process is to verify that the user manual has explained all the features of the application delivered correctly and clearly along with detail operational procedures.

Review of other Work Products

The objective is to review and verify work products as developed from different engineering process.

18.2 Testing Process

Unit Testing

This sub-process comprises of the testing performed on the most basic item of the software i.e. the individual source code components to uncover the errors and to ensure that source Code component is meeting all the specifications as described in the Design Documents (e.g., SDD, WDD etc).

Integration Testing

This sub-process comprises of the tests performed at sub-system level to uncover errors related to interfaces among subsystems or modules.

System Testing

This sub-process is a validation activity used to demonstrate that the entire software product conforms to the user requirements expressed and agreed upon earlier. This test is carried out after integrating all the components of the software system in a common environment. System Testing is considered to be black box testing.

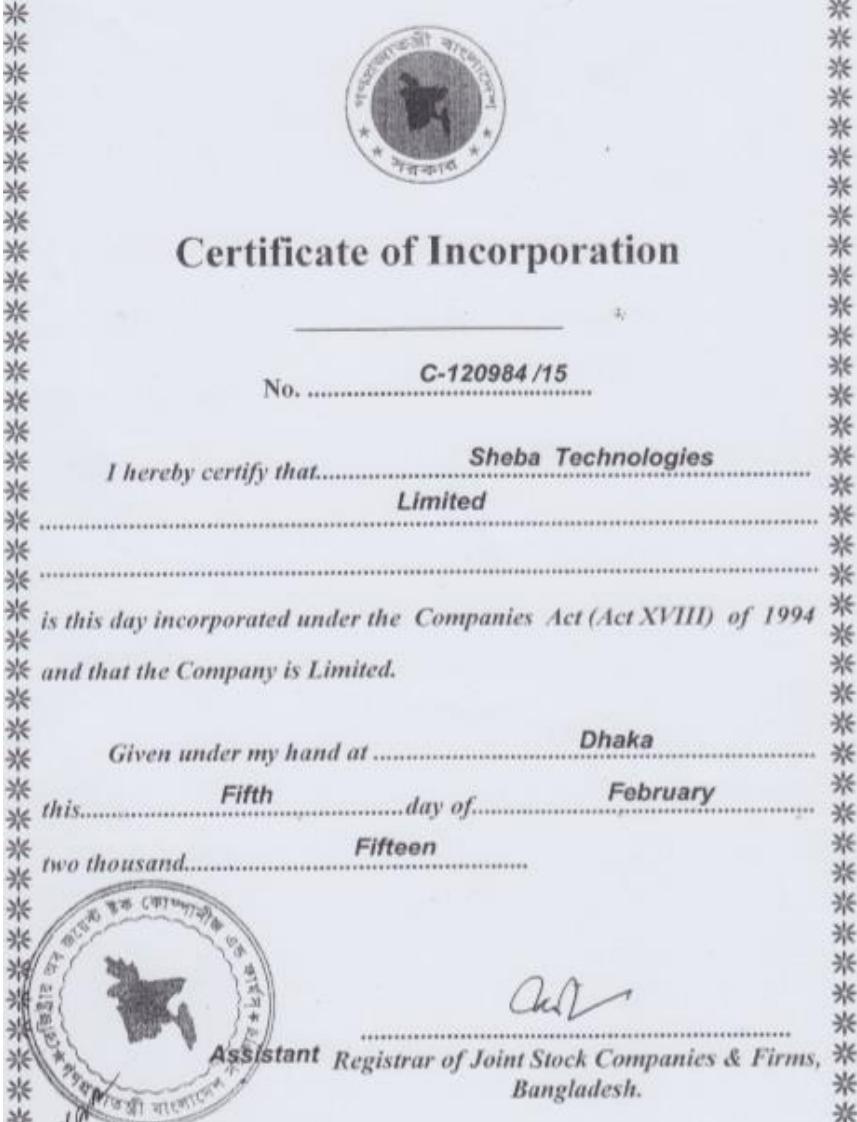
Acceptance Testing

Acceptance Testing is a sub-process to obtain confirmation from Customer/Client that the software under testing is compatible with all the mutually agreed upon requirements. Acceptance Testing is usually the last activity performed before a client or customer accepts software system. User Acceptance Testing acts as a final validation of the required business function and proper functioning of the system, emulating real-world usage conditions.

Regression Testing

Regression testing is conducted mainly when change requests or defects reported cause impact on one or more modules/functionalities of the software/web development. The purpose of this testing is to ensure that the performance of the software with respect to functionality does not regress (i.e., degrade) after debugging or incorporating the change requests.

19.0 Annexure-I: Company Legal Documents & Financial Statements

Name of the Company	Sheba Technologies Limited
Contact Person:	Farhan Islam Senior Manager, Business Operations Phone: 01711547804 Email: farhan.islam@shebatech.com.bd
Constitution & Year of Establishment:	 <p>The image shows a scanned copy of a 'Certificate of Incorporation' document. At the top center is a circular seal with a lion emblem and the text 'বাংলাদেশ সরকার' (Government of Bangladesh) and 'স্বতন্ত্র জাতীয় প্রজাতন্ত্র' (Independent National Sovereignty). Below the seal, the title 'Certificate of Incorporation' is printed in bold. Underneath it, the registration number 'C-120984 /15' is shown. The certificate contains handwritten text: 'I hereby certify that..... Sheba Technologies Limited..... is this day incorporated under the Companies Act (Act XVIII) of 1994 and that the Company is Limited.' It also includes the date 'Given under my hand at Dhaka..... this..... Fifth..... day of..... February..... two thousand..... fifteen.....'. A signature is visible next to the date. At the bottom, it says 'Assistant Registrar of Joint Stock Companies & Firms, Bangladesh.' A small circular stamp with the same seal is placed near the bottom left.</p> <p>Incorporation Year: 2015</p>
Registered Office/Corporate office/Mailing Address:	Registered Office: H # 55, R # 4/A, Dhanmondi, Dhaka-1209, Bangladesh Corporate Office: 8 th floor, 95, Khaja Tower, Bir Uttam AK Khandakar Road, Mohakhali CA, Dhaka 1212

 <p style="text-align: center;">লাইসেন্স ইন্সুল বিবরণ</p> <p style="text-align: center;">ইন্সুল তারিখ : ২৩/০৯/২০১৯ ইন্সুল সময় : ১৯:৩৮:১০</p> <p style="text-align: center;">লাইসেন্স নং : TRAD/DSCC/231354/2019</p>	<p style="text-align: center;">ঢাকা দক্ষিণ সিটি কর্পোরেশন www.dscc.gov.bd</p> <p style="text-align: center;"></p> <p style="text-align: center;">ই-ট্রেড লাইসেন্স</p> <p style="text-align: center;"></p> <p style="text-align: center;">স্থানীয় সরকার (সিটি কর্পোরেশন) আইন, ২০০৯ (২০০৯ সনের ৬০ নং আইন) এর ধারা ৮৮-তে প্রদত্ত ক্ষমতাবলে সরকার প্রযোজ্য আদর্শ কর তফসিল, ২০১৬ এর ১০ অনুচ্ছেদ অনুযায়ী বাবসা, বৃক্ষ, পেসা বা শিল্প প্রতিষ্ঠানের উপর আরোপিত কর আন্দোলন লক্ষ্যে বর্ণিত বাত্তি/ প্রতিষ্ঠানের আনন্দকুলে অতি ট্রেড লাইসেন্সটি ইস্তু করা হলো।</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">১। বাবসা প্রতিষ্ঠানের নাম</td> <td style="width: 50%;">: সেবা টেকনোলজিস লিমিটেড</td> </tr> <tr> <td>২। প্রতিষ্ঠানের মালিকের নাম</td> <td>: জনাব আফজাল হোসেন চৌধুরী (চোরাম্বান)</td> </tr> <tr> <td>৩। পিতা / আমীর নাম</td> <td>: মুহাম্মদ আবুল হোসেন চৌধুরী</td> </tr> <tr> <td>৪। স্বাভাব নাম</td> <td>: বেগম সফুরা হোসেন</td> </tr> <tr> <td>৫। বাবসা প্রকৃতি</td> <td>: লিমিটেড কোম্পানী</td> </tr> <tr> <td>৬। বাবসা পরিধি</td> <td>: আইটি, লাইসেন্স, ইভেন্ট, এজেন্সি, টেলি কমিউনিকেশন, ইঙ্গীনী বাবসা (অফিস), সকল প্রকার আমদানীকারক (কেমিকাল বাহিত)</td> </tr> <tr> <td>৭। প্রতিষ্ঠানের টিকানা</td> <td>: বাটী-৫৫, রোড-৪/এ, ধানমন্ডি, ঢাকা</td> </tr> <tr> <td>৮। অফিস / বাজার নামা এলাঙ্কা</td> <td>: ১</td> <td style="text-align: right;">ওয়ার্ড / মার্কেট:</td> <td style="text-align: right;">১৫</td> </tr> <tr> <td></td> <td>:</td> <td></td> <td></td> </tr> </table> <p style="text-align: center;">৯। এনআইডি/পাসপোর্ট/জন্ম নিঃ: নং কোড:</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">: ৮২২৪১২৮২৭৫</td> <td style="width: 50%;">বিআইএন নং:</td> </tr> <tr> <td>: ০১১১০৮০৫৪২</td> <td>ই-বেইলি:</td> </tr> </table> <p style="text-align: center;">১০। অর্থ বছর</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">১১। মালিকের বর্তমান টিকানা</td> <td style="width: 50%;">: ২০১৯-২০২০ [নবায়নকৃত]</td> </tr> <tr> <td>হোল্ডিং নং</td> <td>: ৫৫</td> <td style="text-align: right;">বাবসা শুরুর তারিখ:</td> </tr> <tr> <td>রোড নং</td> <td>: ৮/এ</td> <td>মালিকের স্বাক্ষর টিকানা</td> </tr> <tr> <td>গ্রাম / মহাজা</td> <td>:</td> <td>হোল্ডিং নং :</td> </tr> <tr> <td>পোস্টকোড</td> <td>:</td> <td>রোড নং :</td> </tr> <tr> <td>থানা</td> <td>: ধানমন্ডি</td> <td>গ্রাম / মহাজা :</td> </tr> <tr> <td>জেলা</td> <td>: ঢাকা</td> <td>পোস্টকোড :</td> </tr> <tr> <td>বিভাগ</td> <td>: ঢাকা</td> <td>থানা :</td> </tr> </table> <p style="text-align: center;">১২। ট্রেড লাইসেন্স/নবায়ন ফি/বার্ষিক)</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">লাইসেন্স/নবায়ন ফি</td> <td style="width: 50%;">: ১৫০০</td> <td style="text-align: right;">সাইনবোর্ড কর</td> <td style="text-align: right;">: ৮০০</td> </tr> <tr> <td>সার্বোর্জ</td> <td>: ০</td> <td>ভ্যাট</td> <td>: ৪০৫</td> </tr> <tr> <td>আব্দুর র / উৎসেকর</td> <td>: ৩০০০</td> <td>সর্বমোট</td> <td>: ১২০৫</td> </tr> <tr> <td>বকেয়া ()</td> <td>: ০</td> <td></td> <td></td> </tr> </table> <p style="text-align: center;">অন্ত ট্রেড লাইসেন্স এর মেয়াদ ৩০ মে জুন, ২০২০ পর্যন্ত</p> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 10px;"> <div style="text-align: center;">  <p>লাইসেন্স ও দিজাপন মুপ্রাচাইজার</p> </div> <div style="text-align: center;">  </div> <div style="text-align: center;">  <p>কর কর্মকর্তা</p> </div> </div>	১। বাবসা প্রতিষ্ঠানের নাম	: সেবা টেকনোলজিস লিমিটেড	২। প্রতিষ্ঠানের মালিকের নাম	: জনাব আফজাল হোসেন চৌধুরী (চোরাম্বান)	৩। পিতা / আমীর নাম	: মুহাম্মদ আবুল হোসেন চৌধুরী	৪। স্বাভাব নাম	: বেগম সফুরা হোসেন	৫। বাবসা প্রকৃতি	: লিমিটেড কোম্পানী	৬। বাবসা পরিধি	: আইটি, লাইসেন্স, ইভেন্ট, এজেন্সি, টেলি কমিউনিকেশন, ইঙ্গীনী বাবসা (অফিস), সকল প্রকার আমদানীকারক (কেমিকাল বাহিত)	৭। প্রতিষ্ঠানের টিকানা	: বাটী-৫৫, রোড-৪/এ, ধানমন্ডি, ঢাকা	৮। অফিস / বাজার নামা এলাঙ্কা	: ১	ওয়ার্ড / মার্কেট:	১৫		:			: ৮২২৪১২৮২৭৫	বিআইএন নং:	: ০১১১০৮০৫৪২	ই-বেইলি:	১১। মালিকের বর্তমান টিকানা	: ২০১৯-২০২০ [নবায়নকৃত]	হোল্ডিং নং	: ৫৫	বাবসা শুরুর তারিখ:	রোড নং	: ৮/এ	মালিকের স্বাক্ষর টিকানা	গ্রাম / মহাজা	:	হোল্ডিং নং :	পোস্টকোড	:	রোড নং :	থানা	: ধানমন্ডি	গ্রাম / মহাজা :	জেলা	: ঢাকা	পোস্টকোড :	বিভাগ	: ঢাকা	থানা :	লাইসেন্স/নবায়ন ফি	: ১৫০০	সাইনবোর্ড কর	: ৮০০	সার্বোর্জ	: ০	ভ্যাট	: ৪০৫	আব্দুর র / উৎসেকর	: ৩০০০	সর্বমোট	: ১২০৫	বকেয়া ()	: ০		
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শর্তাবলী

ফরম-“ট”

[The Municipal Corporations (Taxation) Rules, 1986 এর 42-48 বিধিমতে]

(ক) আরে কর্পোরেশন কর্তৃপক্ষ যে কোন কারণে, যে কোন সময় ট্রেড লাইসেন্সটির কার্যক্রম সামঞ্জস্কভাবে হার্ডিং, প্রত্যাহার কিংবা বাতিল করার সর্বৈষ্ণব অভিভাৱ সহজেন করে।

(খ) এ ট্রেড লাইসেন্স লিপিবদ্ধ টিকানার নামকরণ, দখলবৰ্ষ, ভাড়াটিয়া বৃক্ষ, বা ঈ ধৰনের কোন বৃক্ষ প্ৰমাণেৰ জন্য ব্যবহাৰ কৰা যাবে না, কিংবা লাইসেন্স প্ৰাপ্তিৰ ফলে ব্যবহাৰ কৰা যাবে না।

(গ) যে পেশা, ব্যবসা বা বৃক্ষিক জন্ম লাইসেন্স ইন্ট্ৰু কৰা হচ্ছে সে পেশা, ব্যবসা বা বৃক্ষিক বাণিজ্য অন্য কোন উকোশে আৰে লাইসেন্সটি ব্যবহাৰ কৰা যাবে না।

(ঘ) কোন তথ্য গোপন কৰলে বা তত্ত্বকৰা প্ৰক্ৰল পেলে সঙ্গে সঙ্গে ট্রেড লাইসেন্সটি বাতিল কৰা হবে।

(ঙ) ট্রেড লাইসেন্সটি কোনোভাবেই হজার্তে যোগ নয়। তাৰে মালিকানা বদল অথবা একই অঞ্চলে ব্যবসাৰ কুন্ত পৰিবৰ্তন হলে ব্যবসায়ীকে সংশ্লিষ্ট কৰ কৰ্মকৰ্তা ব্যৱাৰ আবেদন কৰে তাৰ অনুমোদনভৰণে লাইসেন্স ধৰি ১০% হাৰে সংশোধনী কৰি জৰু মিলে হৈব।

(খ) ব্যবহাব কৰ্তৃপক্ষের অনুমোদন বাণিজ্যিক ট্রেড লাইসেন্স বইয়েৰ কোন পৰিৱৰ্তন, পৰিবৰ্ধন বা ব্যবসাৰ বৃদ্ধন বদলানো যাবে না।

(ছ) লাইসেন্সধাৰী নিজেৰ বা জন্মাবৃহোৱেৰ বিশেষজ্ঞতা, আপত্তিক, জনপ্ৰেছৰ বা জনগণেৰ জীবন, ধৰ্ম বা সম্পদেৰ জন্য ক্ষতিকৰ কোন প্ৰকাৰ ব্যবসায়ীক কাৰ্যক্রম চালাতে পাৰবে না এবং ব্যবসাৰ ছাড়া প্ৰতিক্রীণ/ পঞ্চায়ী বা অন্য যে কোন ব্যক্তি বা প্ৰতিষ্ঠানেৰ সমস্যা/বাধাৰ সৃষ্টি কৰতে পাৰবে না।

(জ) লাইসেন্সধাৰী রাষ্ট্ৰে জন্য ক্ষতিকৰ কোন ব্যবসায়ীক কাৰ্যক্রম পৰিচালনা কৰতে পাৰবে না।

(ঘ) লাইসেন্সধাৰী লাইসেন্সটি ব্যবসা প্ৰতিষ্ঠানেৰ টিকানাব সংৰক্ষণ কৰবেন, ধৰতে কৰে অৱে কৰ্পোৰেশনেৰ কৰ্মকৰ্তা/ কৰ্মচাৰী যে কোন সময় পৰিদৰ্শনকালে তাৎক্ষণিক দেৱতে পায়।

(ঙ) লাইসেন্সটি হাৰিয়ে গোলে কিংবা নষ্ট হৈয়ে গোলে তাৎক্ষণিকভাৱে নিকটসূত্ৰ ধৰানো ধৰ্মীয় কৰাৰ ধৰ্মীয় পৰিচালনা কৰলে তাৰ ধৰ্মীয় পৰিচালনা কৰতে পাৰবেন।

(ঁ) লাইসেন্সধাৰী লাইসেন্স নবায়নকালে হাল মাসেৰ ভাড়াৰ রশিদেৰ কুটোকপি সংযুক্ত কৰবেন। লাইসেন্স এৰ মেয়দণ শেষ হৰাৰ পৰ হাল সনেৰ ১ জুনাই হতে ৩০ সেপ্টেম্বৰ এৰ মহো চৰতি বছৰেৰ ট্রেড লাইসেন্স সাৰচাৰ্জ ছাড়া নবায়ন কৰা যাবে।

(ঃ) লাইসেন্সধাৰীকে ব্যবসা বৃক্ষ কৰার সাথে সাথে লাইসেন্সটি কৰ কৰ্মকৰ্তা, অঞ্চল/বাজাৰ এৰ দন্তেৰ ভূমা কৰতে হৈব। অন্যথায় লাইসেন্সধাৰী কৰ্পোৰেশনেৰ পাওনা পৰিশোধে বাধা থাকবেন।

(অ) ট্রেড লাইসেন্স নবায়ন বাণিজ্য/প্ৰতিষ্ঠান আৱা সিটি কৰ্পোৰেশন একাকাৰ ব্যবসা পৰিচালনা কৰলে তাৰ বিৰুদ্ধে হৰ্মিয় সৰকাৰ (সিটি কৰ্পোৰেশন) আইন, ২০০৯ এৰ ৯২ ধাৰাৰ অধীন প্ৰকাম কৰভাসিলোৱ ১ ও ৩ কৰিকে বৰ্ণিত অপৰাধে যামলা দায়েৰ কৰা হৈব।

(ই) স্কুলিপূৰ্ণ কাজে শিক্ষদেৰ নিয়োজিতকৰণেৰ প্ৰমাণ পাওন গোলে ট্রেড লাইসেন্স বাতিল কৰা হৈব।

(ঈ) ভোকা সামাজিকে জন্ম ব্যবসা-বাজাৰ ও বাহ্যিক পৰিবেশ বজায় রাখাৰ নিমিত্ত দোকানে একটি ওফেস্টাৰিন রাখতে হৈব। সামাজিকে ময়লা-আবৰ্জনা ওয়েষ্টাৰিনে জৰা রেখে দোকান বৃক্ষ কৰাৰ পূৰ্বে দোকান পৰিকার কৰে ওয়েষ্টাৰিনে রাখা ময়লা-আবৰ্জনাসহ সকল ময়লা-আবৰ্জনা নিকটসূত্ৰ কেন্টেইনাৰ/এসটিৱেস এ ফেন্দতে হৈব।

(ঊ) উপোক্ত যে কোন শৰ্তভৰণেৰ দায়ে ট্রেড লাইসেন্স বাতিল বলে গণ্য হৈব।

ধন্যবাদ

TIN Certificate



Government of the People's Republic of Bangladesh

National Board of Revenue

Taxpayer's Identification Number (TIN) Certificate

TIN : 533821572927

This is to Certify that **Sheba Technologies Limited** is a Registered Taxpayer of National Board of Revenue under the jurisdiction of **Taxes Circle-029 (Company)**, Taxes Zone 02, Dhaka.

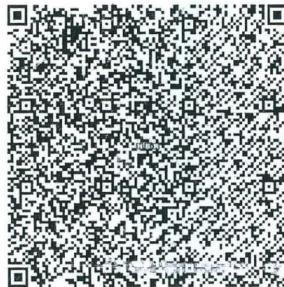
Taxpayer's Particulars :

- 1) Name : **Sheba Technologies Limited**
- 2) Registered Address/Permanent Address : **House No. 55, Road No. 4A,, Dhanmondi, Dhaka-1209, Dhanmondi, Dhaka, PO : 1209**
- 3) Current Address : **House No. 55, Road No. 4A,, Dhanmondi, Dhaka-1209, Dhanmondi, Dhaka, PO : 1209**
- 4) Previous TIN : **Not Applicable**
- 5) Status : **Company**

Date : February 11, 2015

Please Note:

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



Deputy Commissioner of Taxes
Taxes Circle-029 (Company)
Taxes Zone 02, Dhaka
Address : HBFC Bhaban, 22 Purana Paltan, Dhaka Phone :
7169865

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

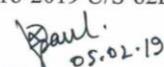
**Income Tax
certificate**

Government of the People's Republic of Bangladesh
National Board of Revenue
Income Tax Wing
Dhaka .

INCOME TAX CERTIFICATE**Description of assessee**

- a) Name of Assessee : **Sheba Technologies Limited**
- b) Father's Name /Husband Name : Not Applicable.
(For Individual)
- c) Permanent Address/ Registered office : House # 55, Road # 4/A,
Dhanmondi R/A, Dhaka-1209 .
- d) Present Address : House # 55, Road # 4/A,
Dhanmondi R/A, Dhaka-1209 .
- e) Status Individual/ Firm /AOP/Local/
Authority/ **Company** : Company.
- f) Tax payers Identification
Number (TIN) : 533821572927/Circle-311 (Companies)
- g) Business Identification (BIN) : Not Applicable.

This is to certify that **Sheba Technologies Limited** is a registered assessee of Taxes Circle-311 (Companies), Taxes Zone-15, Dhaka. Assessment of the assessee has been completed for the assessment year 2018-2019 U/S-82BB .


05.01.19

(Dipak Kumar paul)
Deputy Commissioner of Taxes
Circle -311 (Companies)
Taxes Zone-15, Dhaka


<p style="text-align: center;">গণপ্রজাতন্ত্রী বাংলাদেশ সরকার শক্ত, আবগারী ও মূল্য সংযোজন কর কমিশনারেট, ঢাকা (দস্তাবেজ): বিভাগ : DHANMONDI DIVISION</p>	<p>মুসক-চ</p>
<p>মূল্য সংযোজন কর নিবন্ধন পত্র/টার্ণওভার কর তালিকাভুক্তি পত্র/কৃটির শিল্প তালিকাভুক্তি পত্র [বিধি ১১ দ্রষ্টব্য/বিধি ৪(২) দ্রষ্টব্য]</p>	
<p>নাম :</p>	<p>SHEBA TECHNOLOGIS LIMITED</p>
<p>ঠিকানা :</p>	<p>HOUSE # 55 ROAD # 4/A DHANMONDI DHAKA-1209</p>
<p>TIN (যদি থাকে) : 533821572927 ফোন নম্বর :</p> <p>পূর্ববর্তী BIN (যদি থাকে) : ফ্যাক্স নম্বর :</p>	
<p>আপনাকে মূল্য সংযোজন কর আইন, ১৯৯১ (১৯৯১ সনের ২২ নং আইন) এর অধীনে করদাতা হিসাবে ০৩/০৩/২০১৫ তারিখ হইতে নির্বাচিত/টার্ণওভার কর/কৃটির শিল্প তালিকাভুক্তি করা হইয়াছে।</p> <p>আপনার ব্যবসার প্রকৃতি : Supplier(Trade), Service Renderer, Importer & Exporter ব্যবসার কার্যক্রম : S099.10 :: Information Technology Enabled Services</p>	
<p>কাজেই আপনাকে - সকল করযোগ্য পদ্ধা সরবরাহ বা সেবা প্রদানের ক্ষেত্রে মূল্য সংযোজন কর বা, ক্ষেত্রমত, মূল্য সংযোজন কর ও সম্পূর্ণ শুল্ক প্রদান করিতে হইবে; চলতি হিসাবে সমস্য অথবা ট্রেজারী চালানের মাধ্যমে ট্রেজারী বা অনুমোদিত ব্যাংকে অর্ধ জমা প্রদানের মাধ্যমে মূল্য সংযোজন কর/সম্পূর্ণ শুল্ক/টার্ণওভার কর পরিশোধ করিতে হইবে; এবং যে কোন মাস সম্পর্কিত মূল্য সংযোজন কর দাখিলপত্র/টার্ণওভার কর দাখিলপত্র আইন ও বিধিমালা অনুযায়ী নির্ধারিত কর দেয়াল সমান্তর পর বিধি ৪ এর উপ-বিধি (৫) এবং বিধি ২৪ এর উপ-বিধি (১) এ উলিপ্তিষ্ঠিত সময়ের মধ্যে পেশ করিতে হইবে আপনার নিবন্ধন/তালিকাভুক্তি সংখ্যা ও এলাকা কোড নিম্নে উল্লেখ করা হইল:</p> <p>নিবন্ধন/তালিকাভুক্তি সংখ্যা : 19141083189 এলাকা কোড : 190402</p>	
<p>এই সংখ্যাসমূহ আপনার দ্বারা প্রদত্ত সকল চালানপত্রে এবং মূল্য সংযোজন কর কার্যালয়ের সহিত আপনার সকল যোগাযোগের ক্ষেত্রে উল্লেখ করিতে হইবেআপনি মূল্য সংযোজন কর আইন, ১৯৯১ এবং মূল্য সংযোজন কর বিধিমালা, ১৯৯১ এর সকল বিধানসমূহ যথাযথভাবে প্রতিপালন করিতে বাধ্য থাকিবেন। এতদ্বিষয়ে কোন ব্যাখ্যা বা তথ্যের প্রয়োজন হইলে আপনি স্থানীয় মূল্য সংযোজন কর কার্যালয়ের সহিত অফিস চলাকালে যে কোন সময়ে যোগাযোগ করিতে পারিবেন। আপনার নিবন্ধন/তালিকাভুক্তির আবেদন পত্রে প্রদত্ত তথ্যে কোন পরিবর্তন হইলে তাহা বিধি ১২ এর উপ-বিধি (১) এ উলিপ্তিষ্ঠিত সময়ের মধ্যে সংশ্লিষ্ট মূসক অফিসকে যথাযথভাবে জানাইতে হইবে।</p>	
<p>তারিখ : ২৮/০২/২৯</p>	
<p>বিভাগীয় কর্মকর্তা/কর্মকর্তা প্রাপ্ত কর্মকর্তা " <i>M. H. 02/14</i> "</p>	
<p>আবস্তুর আল মামুন সহকর্তা কমিশনার কান্টিস্ট এক্সাইজ ও ভ্যাট ধারণাত্ত বিভাগ, ঢাকা।</p>	

Note: We are yet to receive our BASIS 2020 certification hardcopy due to the current close down.



Date: April 26, 2020

TO WHOM IT MAY CONCERN

This is to certify that Sheba Technologies Limited located at 8th Floor, Khaja Tower, 95 Mohakhali C/A, Dhaka-1212; is a member of Bangladesh Association of Software and Information Services (BASIS) in the General Member category since January 2016. Their Membership Number is G737.



Hashim Ahmed
Secretary
BASIS

Bangladesh Association of
Software & Information Services
BASIS, Bhatia Jheel-9, Ward-9
12 Kawran Bazar, Dhaka-1212, (Bangladesh)

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+88 02 92322329, Fax: +88 02 92322329



CMMI Level 3 Certification	<p>CMMI Level 3 certification assessment is ongoing. STL will receive formal certification by August 2020.</p>
ISO 27001:2013 Certification	 <p>The image shows a physical ISO/IEC 27001:2013 certification certificate. The certificate is white with a faint background watermark of a globe. At the top, it says "Certificate of Registration". In the center, it reads "SHEBA TECHNOLOGIES LTD" and "House # 55, Road # 4/A, Dhanmondi R/A, Dhaka 1209, Bangladesh". To the right, there are logos for "UNIVERSAL REGISTRARS" (with a lion emblem) and "EA-JAS". Below the company name, it states: "has been assessed and found to conform to the requirements of ISO/IEC 27001:2013". Underneath, it specifies the scope: "Software development, cloud services, IT Infrastructure, data centre and cyber securities". The certificate number is 26952, and it is valid from 21-Jan-2019 until 20-Jan-2022. A signature of David Wilmer, Certification Manager, is present. The bottom of the certificate includes the "UNIVERSAL REGISTRARS" logo and the website "www.universalregistrars.com". A note at the bottom right states: "This certificate can be verified at the above URL. The certificate remains the property of Universal Registrars, to whom it must be returned on request. Lack of fulfillment of certification terms and conditions at all times, may render this certificate invalid." There is also a small circular seal with a stylized letter "R" on the right side.</p>



**Tax Clearance
Certificate for
last 3 years**

 <p>Government of the People's Republic of Bangladesh National Board of Revenue Income Tax Wing Dhaka .</p> <p>INCOME TAX CERTIFICATE No/No-Income Tax Certificate/Cir-311(Com)/Taxes Zone-15/2019-2020 Date-26/02/2020</p> <p><u>Description of assessee</u></p> <p>a) Name of Assessee : Sheba Technologies Limited b) Father's Name /Husband Name : Not Applicable. (For Individual) c) Permanent Address/ Registered office : House # 55, Road # 4/A, Dhanmondi R/A, Dhaka-1209 . d) Present Address : House # 55, Road # 4/A, Dhanmondi R/A, Dhaka-1209 . e) Status Individual/ Firm /AOP/Local/ Authority/ Company : Company. f) Tax payers Identification Number (TIN) : 533821572927/Circle-311 (Companies) g) Business Identification (BIN) : Not Applicable.</p> <p>This is to certify that Sheba Technologies Limited is a registered assessee of Taxes Circle-311(Companies), Taxes Zone-15, Dhaka. Assessment of the assessee has been completed for the assessment year 2019-2020 U/S 82BB.</p> <p style="text-align: right;">(Sarder Md. Abu Helal) Deputy Commissioner of Taxes Circle -311 (Companies) Taxes Zone-15, Dhaka Phone: 48318573.</p> <p style="text-align: right;">26/02/2020 26/02/2020</p>



Government of the People's Republic of Bangladesh
National Board of Revenue
Income Tax Wing
Dhaka .

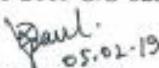
INCOME TAX CERTIFICATE

Description of assessee

- a) Name of Assessee : **Sheba Technologies Limited**
b) Father's Name /Husband Name : Not Applicable.
(For Individual)
c) Permanent Address/ Registered office : House # 55, Road # 4/A,
Dhanmondi R/A, Dhaka-1209 .
d) Present Address : House # 55, Road # 4/A,
Dhanmondi R/A, Dhaka-1209 .
e) Status Individual/ Firm /AOP/Local/
Authority/ **Company** : Company.
f) Tax payers Identification
Number (TIN) : 533821572927/Circle-311 (Companies)
g) Business Identification (BIN) : Not Applicable.

This is to certify that **Sheba Technologies Limited** is a registered assessee of
Taxes Circle-311 (Companies), Taxes Zone-15, Dhaka. Assessment of the
assessee has been completed for the assessment year 2018-2019 U/S-82BB .




05.02.19
(Dipak Kumar Paul)
Deputy Commissioner of Taxes
Circle -311 (Companies)
Taxes Zone-15, Dhaka




Government of the People's Republic of Bangladesh
National Board of Revenue
Income Tax Wing
Dhaka .

INCOME TAX CERTIFICATE

Description of assessee

- a) Name of Assessee : Sheba Technologies Limited
b) Father's Name /Husband Name : Not Applicable.
(For Individual)
c) Permanent Address/ Registered office : House # 55, Road # 4/A,
Dhanmondi R/A, Dhaka-1209 .
d) Present Address : House # 55, Road # 4/A,
Dhanmondi R/A, Dhaka-1209 .
e) Status Individual/ Firm /AOP/Local/
Authority/ Company : Company.
f) Tax payers Identification
Number (TIN) : 533821572927/Circle-311 (Companies)
g) Business Identification (BIN) : Not Applicable.

This is to certify that **Sheba Technologies Limited** is a registered assessee of Taxes Circle-311(Companies), Taxes Zone-15, Dhaka. Assessment of the assessee has been completed for the assessment year 2017-2018 U/S 82BB & tax paid in full.



Dipak Kumar Paul
15.03.18
(Dipak Kumar Paul)
Deputy Commissioner of Taxes
Circle -311 (Companies)
Taxes Zone-15, Dhaka
Phone: 48318573. 

Financial Statements

2016-2017



Mahfel Huq & Co.
Chartered Accountants
An independent member firm of AGN International



Sheba Technologies Limited

Statement of Cash Flows

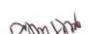
For the year ended 30 June 2017

Figure in BDT

Sl	Particulars	30 June 2017	30 June 2016
A. Cash flows from operating activities			
	Net profit/(loss) before tax	(9,039,731)	(11,495,912)
	Add: Depreciation on property, plant and equipment	705,493	104,259
	Amortization on Deferred Expenses	-	333,838
		<u>(8,334,238)</u>	<u>(11,057,815)</u>
Changes in working capital:			
	Decrease/(Increase) in Accounts Receivables	(10,881,319)	(2,207,950)
	Decrease/(Increase) in Advance, Deposit & Prepayments	193,843	(1,319,733)
	Decrease/(Increase) in Advance Income Tax	(18,049)	(1,229,339)
	Increase/(Decrease) in Liabilities for Expenses	2,483,620	760,994
	Increase/(Decrease) in Account Payable	11,509,120	862,400
	Net cash from /(used) in operating activities	(5,047,023)	(14,191,444)
B. Cash flows from investing activities			
	Decrease/(Increase) in License Acquisition	(110,250)	(325,000)
	Acquisition of property, plant and equipment	(6,012,343)	(989,090)
	Net cash used in investing activities	(6,122,593)	(1,314,090)
C. Cash flows from financing activities			
	Inter-company Payables	11,385,758	15,640,264
	Net cash flows (used)/from financing activities	11,385,758	15,640,264
	Net increase in cash and cash equivalents (A+B+C)	216,141	134,730
	Cash and cash equivalents at the beginning of the year	201,797	67,066
	Cash and cash equivalents at the end of the year	417,938	201,797

The annexed notes form an integral part of these financial statements.

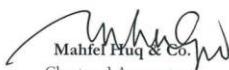

Director


Managing Director

Signed in terms of our separate report of even date annexed.

Dhaka,
27 December 2017




Mahfel Huq & Co.
Chartered Accountants

Page 6


Mahfel Huq & Co.

Chartered Accountants

An independent member firm of AGN International

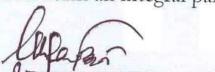

Sheba Technologies Limited
Statement of Changes in Equity

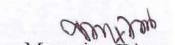
For the year ended 30 June 2017

Figure in BDT

Particulars	Share Capital	Retained Earnings	Total
Balance as at 01 July 2015	100,000	-	405,000
Net profit/(Loss) for the year	-	(11,495,912)	(11,495,912)
Balance as at 30 June 2016	100,000	(11,495,912)	(11,395,912)
Balance as at 01 July 2016	100,000	(11,495,912)	(11,090,912)
Net profit/(Loss) for the year	-	(9,102,903)	(9,102,903)
Adjustment during the year	-	(837,924)	(1,142,924)
Balance as at 30 June 2017	100,000	(21,436,739)	(21,336,739)

The annexed notes form an integral part of these financial statements.


 Director


 Managing Director

Signed in terms of our separate report of even date annexed.

Dhaka,
27 December 2017


 Mahfel Huq & Co.
 Chartered Accountants



Mahfel Huq & Co.

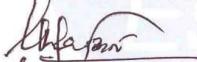
Chartered Accountants

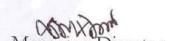
An independent member firm of AGN International


Sheba Technologies Limited
Statement of Profit or Loss & Other Comprehensive Income
For the year ended 30 June 2017

Sl	Particulars	Notes	30 June 2017	30 June 2016	Figure in BDT
A.	Revenue from Operations	13	48,305,583	12,356,946	
B.	Direct Cost of Revenue	14	21,851,393	4,715,900	
C.	Gross Profit (A-B)		<u>26,454,190</u>	<u>7,641,046</u>	
D.	Operating Expenses:				
	General & Administrative Expenses	15	34,968,918	18,724,258	
	Depreciation & Amortization		705,493	438,097	
			<u>35,674,412</u>	<u>19,162,355</u>	
E.	Profit/(Loss) from operations (C-D)		(9,220,222)	(11,521,308)	
F.	Non operating Income		180,491	25,396	
G.	Net Profit/(Loss) before Tax (E+F)		(9,039,731)	(11,495,911)	
H.	Income Tax Expenses		63,172	-	
I.	Net Profit/(Loss) for the year (G+H)		<u>(9,102,903)</u>	<u>(11,495,912)</u>	

The annexed notes form an integral part of these financial statements.


 Director


 Managing Director

Signed in terms of our separate report of even date annexed.

Dhaka,
27 December 2017


 Mahfel Huq & Co.
 Chartered Accountants


Sheba Technologies Limited

Notes to the Financial Statements for the year ended 30 June 2017

	Figure in BDT	
	30 June 2017	30 June 2016
BASIS SoftExpo Fair Expenses	297,488	-
Business Planning Expenses	57,080	117,915
Motor Vehicle Running Expenses	432,568	363,632
AGM & Meeting Expenses	42,031	-
Car Rent	634,263	525,182
Digital World & Trade Fair Expenses	286,548	-
Clearing & Forwarding Charges	40,040	-
Design Charges	27,594	15,000
Electricity Bill	289,788	258,413
Entertainment Expenses	-	283,596
Annual Picnic	-	256,871
Fuel & Lubricants	294,748	236,950
Market Survey & Research Cost	1,840,097	-
Promotional Expenses	153,429	31,195
IRC & ERC Registration	-	115,200
IRC, Trade License Renewal	38,755	-
Legal & Professional Fees	872,722	405,375
Books, Newspaper & Periodicals	32,772	-
Miscellaneous Expenses	93,480	193,652
Staff Welfare & Medical Expenses	37,949	-
Membership fee of DCCI, BASIS & APNIC	92,455	39,850
Office Rent	353,610	-
Office Renovation Expenses	232,857	220,628
Overtime Expenses	153,861	144,253
Liveries & Uniforms	21,800	-
Postage & Courier Expenses	10,937	5,490
Stationery Expenses	203,249	217,810
Repair & Maintenance of AC	32,339	-
Security Certificate	10,973	-
Software Development Expenses	636,850	701,682
Human Resources Development	8,100	40,465
Travelling & Conveyance (Local)	130,589	285,298
Travelling & Conveyance (Foreign)	140,500	703,288
	<u>34,968,918</u>	<u>18,724,258</u>



Director




Managing Director

Sheba Technologies Limited

Notes to the Financial Statements for the year ended 30 June 2017

Figure in BDT

30 June 2017	30 June 2016
---------------------	---------------------

Note-12: Liabilities for Expenses

The break-up of the liabilities for expenses is as follows:

Salary & Allowances Payable	2,002,111	-
Outstanding Expenses	64,480	69,000
Income Tax Payable	63,172	-
Audit Fee Payable	46,000	40,250
Withholding Tax & VAT Payable	1,236,086	755,807
	<u>3,411,849</u>	<u>865,057</u>

Note-13: Revenue from Operations

The break-up of the revenue from operations is as follows:

GP NID Project	47,555,583	12,266,391
Web Development & System Solution	750,000	55,555
Cyber Security	-	35,000
	<u>48,305,583</u>	<u>12,356,946</u>

Note-14: Direct Cost of Revenue

The break-up of the direct cost of revenue is as follows:

Software Solution for NID Verification-GP Project	20,531,062	4,415,900
Web Development & System Solution	625,742	300,000
VAS Solution Development	406,639	-
Surveillance Solution Development	178,425	-
Cyber Security Development Cost	109,525	-
	<u>21,851,393</u>	<u>4,715,900</u>

Note-15: General & Administrative Expenses

The break-up of the general & administrative expenses is as follows:

Salary & Allowances	25,560,852	12,572,443
Internet Bill	734,450	-
Telephone & Mobile Bill	569,545	556,269
IT Accessories Purchase & Maintenance	319,919	283,612
Audit Fee	46,000	40,250
Anti Virus	142,932	-
Application money for Call Centre	-	5,750
Recruitment Expenses	73,673	84,898
Bank Charges & Commission	22,075	19,291



Sheba Technologies Limited

Notes to the Financial Statements for the year ended 30 June 2017

Figure in BDT

30 June 2017	30 June 2016
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Note-9: Share Capital

	<u>10,000,000</u>	<u>10,000,000</u>
(1,000,000 Ordinary shares @ Tk. 10 each)		
Paid up capital:		
Integrated Services Ltd.	80,000	80,000
(8,000 Ordinary shares @ Tk. 10 each)		
Teleport Bangladesh Ltd.	20,000	20,000
(2,000 Ordinary shares @ Tk. 10 each)		
	100,000	100,000

Note-10: Accounts Payable

The accounts payable consists of:

One Stop Service & Solution	49,253	-
United Continental Ltd.	32,339	-
99D. ARC	70,000	-
Zakir Traders	4,313	-
Bengal Mobile QA Solution	11,249,462	915,900
Arrow3 Live	255,605	-
Earth Telecommunication	35,650	-
HRC Technologies	20,000	-
Metronet Bangladesh Ltd	28,700	-
Advance from Uttara Motors Ltd.	292,600	-
Office Rent	232,598	-
Amica Veritas	138,000	-
Race Online Ltd	16,500	-
	12,425,020	915,900

Note-11: Inter-company Payable

Integrated Services Ltd.	27,276,022	15,890,264
Teleport Bangladesh Ltd.	55,000	55,000
	27,331,022	15,945,264

The above amount has taken from inter-companies as advance to meet up the operational expenses without bearing any interest.



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Sheba Technologies Limited
Notes to the Financial Statements for the year ended 30 June 2017

Figure in BDT

30 June 2017	30 June 2016
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Note-5: Accounts Receivables

Grameenphone Limited	13,089,269	2,207,950
	13,089,269	2,207,950

The above amount represents receivable from Grameenphone Limited against rendering of NID verification and Biometric MDM services.

Note-6: Advance, Deposit & Prepayments

The break-up of the advance, deposit & prepayments is as follows:

Advance against Expenses	351,992	273,109
Advance against Project	462,057	-
Advance against Work Order	-	734,783
Bank Guarantee to BTRC	420,000	420,000
	1,234,049	1,427,892

Note-7: Advance Income Tax

Opening Balance	1,229,339	-
Less: Adjusted during the year	837,924	-
	391,415	-
Add: Paid during the year	18,049	1,229,339
Closing Balance	409,464	1,229,339

Note-8: Cash & Cash Equivalent

The break-up of the cash & cash equivalent is as follows:

The City Bank Ltd.-SND	281,796	86,798
The City Bank Ltd.-CD	6,954	35,604
Janata Bank Ltd.-CD	44,557	45,857
Cash in Hand	84,631	33,538
	417,938	201,797



Sheba Technologies Limited
Schedule of Property, Plant & Equipment
As at 30 June 2017

Notes 4

Sl	Name of Assets	Cost		Depreciation				WDV as 30/06/2017
		As on 01.07.2016	Addition d/y	As on 30.06.2017	Depreciation Rate	As on 01.07.2016	Addition d/y	
1	Computer Equipment	813,460	774,139	1,587,599	10%	81,346	158,760	240,106
2	Electronics Equipment	109,200	18,240	127,440	10%	10,920	12,744	23,664
3	Office Equipment	119,930	832,733	952,663	10%	11,993	95,266	107,259
4	Servers & Routers	-	1,687,864	1,687,864	10%	-	168,786	1,519,078
5	Cyber Security Lab	-	336,115	336,115	10%	-	33,612	302,504
6	IT Equipment	-	1,013,896	1,013,896	10%	-	101,390	912,506
7	ISP Equipment	-	1,036,087	1,036,087	10%	-	103,609	932,478
8	VAS Equipment	-	313,269	313,269	10%	-	31,327	281,942
	Total	1,042,590	6,012,343	7,054,933	-	104,259	705,493	809,752
	30 June 2016	53,500	989,090	1,042,590	-	-	104,259	104,259
								938,331



2017-2018


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Sheba Technologies Limited

Notes to the Financial Statements for the year ended 30 June 2018

Figure in BDT

30 June 2018

30 June 2017

Note-15: General & Administrative Expenses

The break-up of the general & administrative expenses is as follows:

Salary & Allowances	21,501,014	25,560,852
Internet Bill	911,922	734,450
Telephone & Mobile Bill	250,144	569,545
IT Accessories Purchase & Maintenance	71,975	319,919
Audit Fee	46,000	46,000
Anti Virus	21,946	142,932
Office Running Expenses	25,000	-
Recruitment Expenses	24,287	73,673
Bank Charges & Commission	21,900	22,075
BASIS SoftExpo Fair Expenses	260,457	297,488
Business Planning Expenses	5,575	57,080
Motor Vehicle Running Expenses	280,419	432,568
AGM & Meeting Expenses	34,543	42,031
Car Rent & Tax Token	336,330	634,263
Digital World & Trade Fair Expenses	-	286,548
Clearing & Forwarding Charges	9,500	40,040
Design Charges	7,000	27,594
Electricity Bill	285,120	289,788
Valuer Fee	23,000	-
Fuel & Lubricants	115,339	294,748
Market Survey & Research Cost	-	1,840,097
Promotional Expenses	39,107	153,429
IRC, Trade Licence Renewal	58,845	38,755
Retainer	690,000	872,722
Books, Newspaper & Periodicals	15,000	32,772
Miscellaneous Expenses	65,000	93,480
Staff Welfare & Medical Expenses	-	37,949
Membership fee of DCCI, BASIS & APNIC	77,852	92,455
Office Rent	5,734,284	353,610
Office Renovation Expenses	26,380	232,857
Overtime Expenses	35,752	153,861
Liveries & Uniforms	4,200	21,800
Postage & Courier Expenses	-	10,937
Stationery Expenses	164,770	203,249



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Sheba Technologies Limited
Notes to the Financial Statements for the year ended 30 June 2018

Figure in BDT	
30 June 2018	30 June 2017

Note-11: Inter-company Payable

Integrated Services Ltd.	51,209,797	27,276,022
Teleport Bangladesh Ltd.	55,000	55,000
	<u>51,264,797</u>	<u>27,331,022</u>

The above amount has taken from inter-companies as advance to meet up the operational expenses without bearing any interest.

Note-12: Liabilities for Expenses

The break-up of the liabilities for expenses is as follows:

Salary & Allowances Payable	1,669,781	2,002,111
Outstanding Expenses	97,209	64,480
Income Tax Payable	8,608	63,172
Audit Fee Payable	46,000	46,000
Withholding Tax & VAT Payable	<u>1,103,323</u>	<u>1,236,086</u>
	<u>2,924,921</u>	<u>3,411,849</u>

Note-13: Revenue from Operations

The break-up of the revenue from operations is as follows:

GP NID Project	10,245,353	47,555,583
Web Development & System Solution	1,790,000	750,000
Cyber Security Solution	339,445	-
Surveillance Solution	392,720	-
	<u>12,767,517</u>	<u>48,305,583</u>

Note-14: Direct Cost of Revenue

The break-up of the direct cost of revenue is as follows:

Software Solution for NID Verification-GP Project	11,027,312	20,531,062
Web Development & System Solution	878,906	625,742
VAS Solution Development	10,085	406,639
Surveillance Solution Development	21,025	178,425
Cyber Security Development Cost	111,605	109,525
	<u>12,048,933</u>	<u>21,851,393</u>



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Sheba Technologies Limited
Notes to the Financial Statements for the year ended 30 June 2018

	Figure in BDT	
	30 June 2018	30 June 2017

Note-8: Cash & Cash Equivalent

The break-up of the cash & cash equivalent is as follows:

The City Bank Ltd.-SND	48,613	281,796
The City Bank Ltd.-CD	6,255	6,954
Janata Bank Ltd.-CD	63,407	44,557
Cash in Hand	56,812	84,631
	<u>175,087</u>	<u>417,938</u>

Note-9: Share Capital

Authorised capital:	<u>10,000,000</u>	<u>10,000,000</u>
(1,000,000 Ordinary shares @ Tk. 10 each)		
Paid up capital:		
Integrated Services Ltd.	80,000	80,000
(8,000 Ordinary shares @ Tk. 10 each)		
Teleport Bangladesh Ltd.	20,000	20,000
(2,000 Ordinary shares @ Tk. 10 each)		
	<u>100,000</u>	<u>100,000</u>

Note-10: Accounts Payable

The accounts payable consists of:

One Stop Service & Solution	-	49,253
United Continental Ltd.	-	32,339
99D. ARC	70,000	70,000
Zakir Traders	-	4,313
Bengal Mobile QA Solution	7,940,624	11,249,462
Arrow3 Live	150,000	255,605
Earth Telecommunication	35,650	35,650
Innovative Minds	694,444	-
M.I.H Enterprise	5,556	-
Techcity Bangladesh Ltd.	34,800	-
HRC Technologies	62,500	20,000
Locationguru	5,855	-
Metronet Bangladesh Ltd	6,900	28,700
Advance from Uttara Motors Ltd.	-	292,600
Office Rent	232,598	232,598
Amica Veritas	276,000	138,000
Race Online Ltd	10,250	16,500
	<u>9,525,177</u>	<u>12,425,020</u>





Mahfel Huq & Co.
 Chartered Accountants
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Sheba Technologies Limited
 Notes to the Financial Statements for the year ended 30 June 2018

	Figure in BDT	
	30 June 2018	30 June 2017

Note-5: Accounts Receivables

Grameenphone Limited	2,061,263	13,089,269
ASHIC Foundation	(40,762)	-
Aspire Garments	19,300	-
Bangladesh Youth Leadership Center	27,000	-
Bengal Brands Management Bangladesh Limited	918,390	-
Kazi Traders Ltd.	36,575	-
Sheba Hospitality Management Ltd.	3,519	-
Robi Axiata Limited	173,329	-
	<hr/> <hr/> 3,198,614	<hr/> <hr/> 13,089,269

The above amount represents receivables from above customers against rendering of Bio-metric MDM solution, cyber security services and software development & solutions.

Note-6: Advance, Deposit & Prepayments

The break-up of the advance, deposit & prepayments are as follows:

Advance against Expenses	123,051	351,992
Advance against Project	89,476	462,057
Security Deposit-Jashore IT Park	104,400	-
Bank Guarantee to BTRC	420,000	420,000
	<hr/> <hr/> 736,927	<hr/> <hr/> 1,234,049

Note-7: Advance Income Tax

Opening Balance	409,464	1,229,339
Less: Adjusted during the year	18,049	837,924
	<hr/> 391,415	<hr/> 391,415
Add: Paid during the year	2,459	18,049
Closing Balance	<hr/> 393,874	<hr/> 409,464



10

Sheba Technologies Limited
Schedule of Property, Plant & Equipment
As at 30 June 2018

Note-4

Sl	Name of Assets	Cost			Depreciation			WDV as 30.06.2018
		As on 01.07.2017	Addition d/y 30.06.2018	As on 30.06.2018	Depreciation Rate	As on 01.07.2017	Addition d/y 30.06.2018	
1	Computer Equipment	1,587,599	45,920	1,633,519	10%	240,106	163,352	403,458
2	Electronics Equipment	127,440	-	127,440	10%	23,664	12,744	36,408
3	Office Equipment	952,663	-	952,663	10%	107,259	95,266	202,526
4	Servers & Routers	1,687,864	173,025	1,860,889	10%	168,786	186,089	354,875
5	Cyber Security Lab	336,115	-	336,115	10%	33,612	33,612	67,223
6	IT Equipments	1,013,896	-	1,013,896	10%	101,390	101,390	202,779
7	ISP Equipments	1,036,087	-	1,036,087	10%	103,609	103,609	207,217
8	VAS Equipments	313,269	-	313,269	10%	31,327	31,327	62,654
9	POS Equipment	-	106,961	106,961	10%	-	-	250,615
Total	7,054,033	325,906	7,380,839			809,752	738,084	1,547,836
30 June 2017	1,042,590	6,012,343	7,054,933			104,259	705,493	809,752
								6,245,181




Mahfel Huq & Co.

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An independent member firm of AGN International


Sheba Technologies Limited
Statement of Cash Flows
For the year ended 30 June 2018

Sl	Particulars	30 June 2018	30 June 2017	Figure in BDT
A. Cash flows from operating activities				
Net profit/(loss) before tax		(31,596,793)	(9,039,731)	
Add: Depreciation on property, plant and equipment		738,084	705,493	
		<u>(30,858,710)</u>	<u>(8,334,238)</u>	
Changes in working capital:				
Decrease/(Increase) in Accounts Receivables		9,890,656	(10,881,319)	
Decrease/(Increase) in Advance, Deposit & Prepayments		497,122	193,843	
Decrease/(Increase) in Advance Income Tax		6,983	(18,049)	
Increase/(Decrease) in Liabilities for Expenses		(486,928)	2,483,620	
Increase/(Decrease) in Account Payable		(2,899,843)	11,509,120	
Net cash from / (used) in operating activities		<u>(23,850,720)</u>	<u>(5,047,023)</u>	
B. Cash flows from investing activities				
Decrease/(Increase) in License Acquisition		-	(110,250)	
Acquisition of property, plant and equipment		<u>(325,906)</u>	<u>(6,012,343)</u>	
Net cash used in investing activities		<u>(325,906)</u>	<u>(6,122,593)</u>	
C. Cash flows from financing activities				
Inter-company Payables		23,933,775	11,385,758	
Net cash flows (used)/from financing activities		<u>23,933,775</u>	<u>11,385,758</u>	
Net increase in cash and cash equivalents (A+B+C)		<u>(242,852)</u>	<u>216,141</u>	
Cash and cash equivalents at the beginning of the year		417,938	201,797	
Cash and cash equivalents at the end of the year		<u>175,087</u>	<u>417,938</u>	

The annexed notes form an integral part of these financial statements.

Director

Managing Director

Signed in terms of our separate report of even date annexed.

Dhaka,
26 December 2018




Mahfel Huq & Co.
Chartered Accountants


Mahfel Huq & Co.

Chartered Accountants

An independent member firm of AGN International


Sheba Technologies Limited

Statement of Changes in Equity

For the year ended 30 June 2018

Figure in BDT

Particulars	Share Capital	Share Money Deposits	Retained Earnings	Total
Balance as at 01 July 2016	100,000	-	(11,495,912)	(11,395,912)
Net profit/(Loss) for the year	-	-	(9,102,903)	(9,102,903)
Adjustment during the year	-	-	(837,924)	(837,924)
Balance as at 30 June 2017	100,000	-	(21,436,739)	(21,336,739)
Balance as at 01 July 2017	100,000	-	(21,436,739)	(21,336,739)
Net profit/(Loss) for the year	-	-	(31,605,401)	(31,605,401)
Balance as at 30 June 2018	100,000	-	(53,042,140)	(52,942,140)

The annexed notes form an integral part of these financial statements.

Director

Managing Director

Signed in terms of our separate report of even date annexed.

Dhaka,
26 December 2018


Mahfel Huq & Co.
Chartered Accountants



Mahfel Huq & Co.

Chartered Accountants

An independent member firm of AGN International


Sheba Technologies Limited
Statement of Profit or Loss & Other Comprehensive Income
For the year ended 30 June 2018

Figure in BDT

Sl	Particulars	Notes	30 June 2018	30 June 2017
A.	Revenue from Operations	13	12,767,517	48,305,583
B.	Direct Cost of Revenue	14	12,048,933	21,851,393
C.	Gross Profit (A-B)		718,585	26,454,190
D.	Operating Expenses:			
	General & Administrative Expenses	15	31,601,889	34,968,918
	Depreciation & Amortization		738,084	705,493
			32,339,973	35,674,412
E.	Profit/(Loss) from operations (C-D)		(31,621,388)	(9,220,221)
F.	Non operating Income		24,594	180,491
G.	Net Profit/(Loss) before Tax (E+F)		(31,596,793)	(9,039,730)
H.	Income Tax Expense		8,608	63,172
I.	Net Profit/(Loss) for the year (G+H)		(31,605,401)	(9,102,903)

The annexed notes form an integral part of these financial statements.

Director

Managing Director

Signed in terms of our separate report of even date annexed.

 Dhaka,
 26 December 2018


 Mahfel Huq & Co.
 Chartered Accountants




Mahfel Huq & Co.
 Chartered Accountants
 An independent member firm of AGN International



Sheba Technologies Limited

Statement of Financial Position

As at 30 June 2018

	Notes	30 June 2018	30 June 2017	Figure in BDT
ASSETS:				
Non Current Assets:				
Property, Plant & Equipment	4	5,833,003	6,245,181	
License & Short Code Acquisition		435,250	435,250	
		6,268,253	6,680,431	
Current Assets:				
Accounts Receivable	5	3,198,614	13,089,269	
Advance, Deposit & Prepayments	6	736,927	1,234,049	
Advance Income Tax	7	393,874	409,464	
Cash & Cash Equivalents	8	175,087	417,938	
		4,504,502	15,150,720	
Total Assets		10,772,755	21,831,151	
EQUITY & LIABILITIES:				
Shareholders' Equity				
Share Capital	9	100,000	100,000	
Retained Earnings/(Loss)		(53,042,140)	(21,436,739)	
		(52,942,140)	(21,336,739)	
Current Liabilities				
Accounts Payable	10	9,525,177	12,425,020	
Inter-company Payables	11	51,264,797	27,331,022	
Liabilities for Expenses	12	2,924,921	3,411,849	
		63,714,895	43,167,891	
Total Equity & Liabilities		10,772,755	21,831,151	

The annexed notes form an integral part of these financial statements.

Director

Managing Director

Signed in terms of our separate report of even date annexed.

Dhaka,
 26 December 2018


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Sheba Technologies Limited

Notes to the Financial Statements for the year ended 30 June 2018

	Figure in BDT	
	30 June 2018	30 June 2017
Tender Documents	5,900	-
Repair & Maintenance of AC	30,098	32,339
Security Certificate	-	10,973
Security Guard Hire Expenses	300,240	-
Software Development Expenses	-	636,850
Human Resources Development	-	8,100
Travelling & Conveyance (Local)	122,990	130,589
Travelling & Conveyance (Foreign)	-	140,500
	31,601,889	34,968,918



2018-2019

Sheba Technologies Limited

Notes to the Financial Statements for the year ended 30 June 2019

Figure in BDT

30 June 2019	30 June 2018
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Note-12: Liabilities for Expenses

The break-up of the liabilities for expenses is as follows:

Salary & Allowances Payable	934,584	1,669,781
Outstanding Expenses	406,312	97,209
Income Tax Payable	5,341	8,608
Audit Fee Payable	46,000	46,000
Withholding Tax & VAT Payable	293,818	1,103,323
	<hr/> <u>1,686,055</u>	<hr/> <u>2,924,921</u>

Note-13: Revenue from Operations

The break-up of the revenue from operations is as follows:

Revenue from Grameenphone Ltd.	10,962,886	10,245,353
Revenue from Robi Axita Ltd.	223,286	-
Web Development & System Solution	1,213,311	1,790,000
Cyber Security Solution	-	339,445
Surveillance Solution	15,733	392,720
	<hr/> <u>12,415,216</u>	<hr/> <u>12,767,517</u>

Note-14: Direct Cost of Revenue

The break-up of the direct cost of revenue is as follows:

Software Solution for NID Verification-GP Project	2,317,276	11,027,312
Web Development & System Solution	51,770	878,906
VAS Solution Development	-	10,085
Surveillance Solution Development	-	21,025
Cyber Security Development Cost	-	111,605
	<hr/> <u>2,369,046</u>	<hr/> <u>12,048,933</u>

Note-15: General & Administrative Expenses

The break-up of the general & administrative expenses is as follows:

Salary & Allowances	23,200,837	21,501,014
Bandwidth & Internet Costs	644,862	911,922
Telephone & Mobile Bill	228,320	250,144
IT Accessories Purchase & Maintenance	135,790	71,975
Audit Fee	46,000	46,000
Anti Virus	60,000	21,946
Office Running Expenses	80,580	25,000
Recruitment Expenses	27,405	24,287
Bank Charges & Commission	201,753	21,900
BASIS SoftExpo Fair Expenses	297,308	260,457
Business Planning Expenses	34,785	5,575

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Sheba Technologies Limited

Notes to the Financial Statements for the year ended 30 June 2019

	Figure in BD'T	
	30 June 2019	30 June 2018

Note-8: Cash & Cash Equivalent

The break-up of the cash & cash equivalent is as follows:

The City Bank Ltd.-SND	1,602,867	48,613
The City Bank Ltd.-CD	4,760	6,255
Janata Bank Ltd.-CD	27,257	63,407
FDR with Phoenix Finance	1,300,000	-
Cash in Hand	37,457	56,812
	<u>2,972,341</u>	<u>175,087</u>

Note-9: Share Capital

Authorised capital:	<u>10,000,000</u>	<u>10,000,000</u>
(1,000,000 Ordinary shares @ Tk. 10 each)		
Paid up capital:		
Integrated Services Ltd.	80,000	80,000
(8,000 Ordinary shares @ Tk. 10 each)		
Teleport Bangladesh Ltd.	20,000	20,000
(2,000 Ordinary shares @ Tk. 10 each)		
	<u>100,000</u>	<u>100,000</u>

Note-10: Share Money Deposit

The amount has received as share money deposit from:

Integrated Services Limited	79,895,522	51,209,797
	<u>79,895,522</u>	<u>51,209,797</u>

Note-11: Accounts Payable

The accounts payable consists of:

99ID. ARC	60,500	70,000
Bengal Mobile QA Solution	6,984,300	7,940,624
Arrow3 Live	42,187	150,000
Earth Telecommunication	35,650	35,650
Nikkon Refrigerators	34,000	-
Innovative Minds	569,444	694,444
MLII Enterprise	5,556	5,556
Techcity Bangladesh Ltd.	313,200	34,800
ROWA Souvenir	30,000	-
Integrated Security Services Limited	52,164	-
HRC Technologies	153,812	62,500
Locationguru	5,855	5,855
Metronet Bangladesh Ltd	12,600	6,900
Toron Ltd.	78,000	-
Office Rent	632,948	232,598
Amica Veritas	345,000	276,000
Race Online Ltd	30,750	10,250
	<u>9,385,966</u>	<u>9,525,177</u>

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Sheba Technologies Limited
Schedule of Property, Plant & Equipment
As at 30 June 2019

Note-4

Sl	Name of Assets	Cost		Depreciation		WDV as 30.06.2019
		As on 01.07.2018	Addition d/y	As on 30.06.2019	Depreciation Rate	
1	Computer Equipment	1,633,519	77,357	1,710,876	10%	403,458
2	Electronics Equipment	127,440	-	127,440	10%	36,408
3	Office Equipment	952,663	65,260	1,017,923	10%	202,526
4	Servers & Routers	1,860,889	-	1,860,889	10%	354,875
5	Cyber Security Lab	336,115	60,077	396,192	10%	67,223
6	IT Equipments	1,013,896	-	1,013,896	10%	202,779
7	ISP Equipments	1,036,087	-	1,036,087	10%	207,217
8	VAS Equipments	313,269	-	313,269	10%	62,654
9	POS Equipment	106,961	-	106,961	10%	10,696
	Total	7,380,839	202,694	7,583,533		1,547,836
	30 June 2018	7,054,933	325,906	7,380,839	-	738,084





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Sheba Technologies Limited

Statement of Cash Flows

For the year ended 30 June 2019

Figure in BDT

Sl	Particulars	30 June 2019	30 June 2018
A. Cash flows from operating activities			
Net profit/(loss) before tax	(25,611,395)	(31,596,793)	
Add: Depreciation on property, plant and equipment	758,353	738,084	
	<u>(24,853,042)</u>	<u>(30,858,710)</u>	
Changes in working capital:			
Decrease/(Increase) in Accounts Receivables	603,161	9,890,656	
Decrease/(Increase) in Advance, Deposit & Prepayments	(50,665)	497,122	
Decrease/(Increase) in Advance Income Tax	(7,153)	6,983	
Increase/(Decrease) in Liabilities for Expenses	(1,238,866)	(486,928)	
Increase/(Decrease) in Account Payable	(139,211)	(2,899,843)	
Net cash from /used) in operating activities	<u>(25,685,776)</u>	<u>(23,850,720)</u>	
B. Cash flows from investing activities			
Decrease/(Increase) in License Acquisition	-	-	
Acquisition of property, plant and equipment	(202,694)	(325,906)	
Net cash used in investing activities	<u>(202,694)</u>	<u>(325,906)</u>	
C. Cash flows from financing activities			
Share Money Deposit	28,685,725	23,933,775	
Net cash flows (used)/from financing activities	<u>28,685,725</u>	<u>23,933,775</u>	
Net increase in cash and cash equivalents (A+B+C)	2,797,255	(242,852)	
Cash and cash equivalents at the beginning of the year	175,087	417,938	
Cash and cash equivalents at the end of the year	<u>2,972,341</u>	<u>175,087</u>	

The annexed notes form an integral part of these financial statements.

Director

Managing Director

Dhaka,
 22 December 2019





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Sheba Technologies Limited

Statement of Changes in Equity
For the year ended 30 June 2019

Figure in BDT

Particulars	Share Capital	Share Money Deposits	Retained Earnings	Total
Balance as at 01 July 2017	100,000	27,276,022	(21,436,739)	5,939,283
Received during the year	-	23,933,775	-	23,933,775
Net profit/(Loss) for the year	-	-	(31,605,401)	(31,605,401)
Balance as at 30 June 2018	100,000	51,209,797	(53,042,140)	(1,732,343)
Balance as at 01 July 2018	100,000	51,209,797	(53,042,140)	(1,732,343)
Received during the year	-	28,685,725	-	28,685,725
Net profit/(Loss) for the year	-	-	(25,618,872)	(25,618,872)
Balance as at 30 June 2019	100,000	79,895,522	(78,661,012)	1,334,510

The annexed notes form an integral part of these financial statements.

Director

Managing Director

Dhaka,
22 December 2019

Estd. 1974





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Sheba Technologies Limited

Statement of Profit or Loss & Other Comprehensive Income For the year ended 30 June 2019

Sl	Particulars	Notes	30 June 2019	30 June 2018	Figure in BDT
A.	Revenue from Operations	13	12,415,216	12,767,517	
B.	Direct Cost of Revenue	14	2,369,046	12,048,933	
C.	Gross Profit (A-B)		<u>10,046,170</u>	<u>718,585</u>	
D.	Operating Expenses:				
	General & Administrative Expenses	15	34,920,574	31,601,889	
	Depreciation & Amortization		758,353	738,084	
			<u>35,678,927</u>	<u>32,339,973</u>	
E.	Profit/(Loss) from operations (C-D)		(25,632,758)	(31,621,388)	
F.	Non operating Income		21,362	24,594	
G.	Net Profit/(Loss) before Tax (E+F)		(25,611,395)	(31,596,793)	
H.	Income Tax Expense		7,477	8,608	
I.	Net Profit/(Loss) for the year (G+H)		<u>(25,618,872)</u>	<u>(31,605,401)</u>	

The annexed notes form an integral part of these financial statements.

Director

Estd. 1974

Managing Director

Signed in terms of our separate report of even date annexed.

Dhaka,
 22 December 2019


Mahfel Huq & Co.
 Chartered Accountants





Mahfel Huq & Co.
Chartered Accountants
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Sheba Technologies Limited
Statement of Financial Position
As at 30 June 2019

ASSETS:	Figure in BDT		
	Notes	30 June 2019	30 June 2018
Non Current Assets:			
Property, Plant & Equipment	4	5,277,344	5,833,003
License & Short Code Acquisition		435,250	435,250
		5,712,594	6,268,253
Current Assets:			
Accounts Receivable	5	2,595,453	3,198,614
Advance, Deposit & Prepayments	6	732,592	681,927
Advance Income Tax	7	393,551	393,874
Cash & Cash Equivalents	8	2,972,341	175,087
		6,693,937	4,449,502
Total Assets		12,406,530	10,717,755
EQUITY & LIABILITIES:			
Shareholders Equity			
Share Capital	9	100,000	100,000
Share Money Deposit	10	79,895,522	51,209,797
Retained Earnings/(Loss)		(78,661,012)	(53,042,140)
		1,334,510	(1,732,343)
Current Liabilities			
Accounts Payables	11	9,385,966	9,525,177
Liabilities for Expenses	12	1,686,055	2,924,921
		11,072,020	12,450,098
Total Equity & Liabilities		12,406,530	10,717,755

The annexed notes form an integral part of these financial statements.

Director

Managing Director

Signed in terms of our separate report of even date annexed.

Dhaka,
22 December 2019


Mahfel Huq & Co.
Chartered Accountants



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Sheba Technologies Limited

Notes to the Financial Statements for the year ended 30 June 2019

	Figure in BDT	
	30 June 2019	30 June 2018
Motor Vehicle Running Expenses	273,128	280,419
AGM & Meeting Expenses	32,765	34,543
PoP Shifting	52,374	-
Car Rent & Tax Token	57,000	336,330
Clearing & Forwarding Charges	-	9,500
Optical Fiber Cable	51,399	-
Design Charges	18,902	7,000
Electricity Bill	296,827	285,120
Valuer Fee	-	23,000
ISO Registration (9001 & 27001)	300,000	-
Fuel & Lubricants	287,594	115,339
Advertisement (Bdjobs)	95,958	-
TVAS Registration	64,190	-
Promotional Expenses	45,208	39,107
IRC, ISP & Trade Licence Renewal	356,632	58,845
Professional Fees	414,000	690,000
Books, Newspaper & Periodicals	22,024	15,000
Miscellaneous Expenses	69,011	65,000
Membership fee of DCCI, BASIS & APNIC	82,198	77,852
Office Rent	6,395,376	5,734,284
Office Renovation Expenses	39,077	26,380
Overtime Expenses	54,547	35,752
Liveries & Uniforms	4,400	4,200
Purchase of Surveillance Device	55,640	-
Stationery Expenses	117,056	164,770
Enlistment & Tender Documents	62,115	5,900
Repair & Maintenance of AC	123,688	30,098
Security Guard Hire Expenses	311,742	300,240
Travelling & Conveyance (Local)	177,445	122,990
Travelling & Conveyance (Foreign)	102,638	-
	34,920,574	31,601,889



20.0 Annexure-II: Personnel Profiles

Name	Somael Kabir
Designation	CTO
Years of experience	16 years +
Technology	IT Systems, Security, Architecture, Telecom Infrastructure, Datacom, Project Management
Certification	CEH,CCISO,RHCVA,RHCEv5
Degree	B.Sc. in CSE, East West University
Short Description	16+ years of experience in managing telecom billing operations, ICT network, systems and databases. In-depth knowledge and experience in infrastructure planning, capacity analysis, system implementation. Handle regulatory and corporate affairs. Vendor management and business plan analysis.

Name	Farhan Islam
Designation	Senior Manager, Business Operations
Years of experience	16 years +
Technology	IT Systems, Security, Architecture, Telecom Infrastructure, Datacom, Project Management, Product Management
Degree	B.Sc. (Hons) in Computer Science, University of Portsmouth, United Kingdom
Short Description	Farhan Islam is working as a Senior Manager, Business Operations for Sheba Technologies Limited. He has completed his B.Sc. (Hons) Computer Science from University of Portsmouth, United Kingdom. He has gathered extensive experience of over 16 + years in diversified fields of ICT as Software Developer, Technical Writer, Systems Analyst and Project Manager both in United Kingdom & in Bangladesh. Developed in-depth knowledge on Software development life cycle, help documentations & white papers for software developers. Recognized for translating technical information into easy to understand English. Committed to collaborate with Clients & Software development team in order to maintain smooth communication & also to provide defect free solutions.

Name	Mujahidul Islam
Designation	System Analyst
Years of experience	10 years +
Database	Microsoft SQL Server 2000 to 2016, MSSQL DB Clustering, Oracle 10g, MySQL, Project
Reporting Tools	Microsoft BI (SSRS, SSIS), QlikView, Crystal Reports.
Language	PL/SQL, Database Programming
Degree	B.Sc. in CSE
Short Description	Worked on System Analysis and Design, Requirements analysis as well as ensure the synchronization of business process and system development in Renowned Groups, IT Enabled Firms. Developed interactive dashboards and reports in different Business Intelligence tools. Also worked in several RDBMS including DB programming and Administration.

Name	Md. Shafiqur Rahman
Designation	Senior Software Developer
Years of experience	10 years +
Language	PhP, ASP .NET
Scripting language	node js, Vue js, JavaScript, jquery
Database	Sql Server 2008, 2014, Oracle 10g, 12c, MySQL
Version control tool	TortoiseSVN, Git, TFS
Degree	M.Sc. in IT
Short Description	10+ years of software development experience. Currently working as a Senior software engineer. Have more than 7 years of diversified experience in the field of ICT. Worked for Renowned ICT industry in Bangladesh. Extensive knowledge on Enterprise Applications, ERP, CRM System, Telecom Billing Solution.

Name	Tayab Khan
Designation	Head of Infrastructure
Years of experience	12 years +
Technology	IT Systems, Security, Architecture, Telecom Infrastructure, Datacom.
Degree	B.Sc. in CSE
Training	Cyber Security Concepts & Principles RHCSA and RHCE CCNA
Short Description	12+ years of core IT, infrastructure and cyber security systems experience.

Name	Tahsin Muhsin
Designation	Assistant Manager, Business Operations (Documentation Specialist)
Years of experience	6 years +
Technology	SRS, BRS & Technical documentation specialist.
Degree	BA Hons in Marketing, Cardiff Metropolitan University, Wales.
Short Description	6 years of experience in technical documentation.

Name	MD. Saiful Islam
Designation	Sr. Executive, IT Services
Years of experience	7 years +
Technology	IT Systems, Security, Architecture, Telecom Infrastructure, Datacom.
Degree	B.Sc. in CSE
Short Description	7+ years of core IT, infrastructure and cyber security systems experience.

Name	A.K.M Ariful Islam Shimul
Designation	Lead Application Developer
Years of experience	8 years +
Technology	IT Systems, Security, Architecture, BLL.
Degree	B.Sc. in CSE, MSC in CSE
Short Description	8+ years of application development experience.

Name	Rafid Mehedi Bhuiyan
Designation	UI/UX Expert
Years of experience	6 years +
Technology	UI, UX, Mock-up and prototype development.
Degree	MSC in ICT
Short Description	6+ years of application UI/UX development experience.

Name	Moktar Hossain
Designation	Senior Mobile Developer
Years of experience	7 years +
Language	PhP, ASP .NET, SWIFT, JAVA.
Scripting language	node js, Vue js, JavaScript, jquery
Database	Sql Server 2008, 2014, Oracle 10g, 12c, MySQL
Version control tool	TortoiseSVN, Git, TFS
Degree	M.Sc. in IT
Short Description	7+ years of Android & IOS development experience.

Name	Saiful Islam Shojib
Designation	Mobile App Developer
Years of experience	7 years +
Language	PhP, ASP .NET, SWIFT, JAVA
Scripting language	node js, Vue js, JavaScript, jquery
Database	Sql Server 2008, 2014, Oracle 10g, 12c, MySQL
Version control tool	TortoiseSVN, Git, TFS
Degree	BSc. in CSE
Short Description	7+ years of Android & IOS development experience.

Name	Rakib Hasan
Designation	Mobile App Developer
Years of experience	3 years +
Language	SWIFT, JAVA
Degree	BSc. in CSE
Short Description	3+ years of Android & IOS development experience.

Name	Rezwanul Reaz
Designation	Software Developer Developer
Years of experience	7 years +
Language	PhP, ASP .NET
Scripting language	node js, Vue js, JavaScript, jquery
Database	Sql Server 2008, 2014, Oracle 10g, 12c, MySQL
Version control tool	TortoiseSVN, Git, TFS
Degree	BSC. in CSE
Short Description	7+ years of software development experience.

Name	Fahima Chowdhury
Designation	Software Developer Developer

Years of experience	4 years +
Language	PhP, ASP .NET
Scripting language	node js, Vue js, JavaScript, jquery
Database	Sql Server 2008, 2014, Oracle 10g, 12c, MySQL
Version control tool	TortoiseSVN, Git, TFS
Degree	BSC. in CSE
Short Description	4+ years of software development experience.

Name	Nipun Ferdous
Designation	Tester & QA
Years of experience	2 years +
Degree	BSC. in CSE
Short Description	2 years of software application testing experience and QA experience.

Name	Salman Kabir Shuvo
Designation	UI/UX Expert
Years of experience	3 years +
Technology	UI, UX, Mock-up and prototype development.
Degree	BSc in CSE
Short Description	3+ years of application UI/UX development experience.

Name	MD Jeshad
Designation	Tester & QA
Years of experience	3 years +
Technology	Testing, QA & documentation
Degree	BSc in CSE
Short Description	3+ years of application UI/UX development experience.

Name	Tajid Hasan
Designation	Senior ICT Engineer
Years of experience	10 years +
Technology	IT Systems, Security, Architecture, Telecom Infrastructure, Datacom.
Degree	B.Sc. in CSE
Training	Cyber Security Concepts & Principles RHCSA and RHCE CCNA
Short Description	10+ years of core IT, infrastructure and cyber security systems experience.

Name	SNA Nilim
Designation	Software Developer
Years of experience	4 years +
Technology	Machine Learning, AI & R&D
Degree	BBA, MBA
Short Description	4+ years of in machine learning, AI and R&D
Functional Area Expertise	Machine Learning, AI & R&D

Name	Iqbal Khan
Designation	Mobile App Developer
Years of experience	4 years +
Language	SWIFT, JAVA
Degree	BSc. in CSE
Short Description	4+ years of Android development experience.

21.0 Annexure-III: Full Company Profile & Experience



About - Sheba Technologies Ltd.

- Sheba Technologies Limited (STL) is part of the Sheba Group conglomerate which has been in Tech business for almost quarter of a century. We are always keen on listening to our customers and are constantly learning from their experiences while rendering Telecom and IT services. This has made us recognize the importance of evolving into the new 'normal' which is 'Data is everything'.
- With this aspiration, STL is fully committed to bring world class technologically advanced Business Process Automation by delivering architecturally superior Software solution, Off-the-Shelf customizable Software, Digital Identity platform for Citizens, Smart City initiatives, Artificial Intelligence and Machine Learning to our esteemed clients who are also our long-term strategic partners.

Our Services - Includes

- Software Development
- Mobile Application Development
- IT Infrastructure & Services



BACKGROUND

Our Core Strength



Design & Development - Tools



- UI / UX Design Tools:**
- Adobe Photoshop
 - Adobe Illustrator
 - Adobe InDesign
 - Adobe Creative Cloud
 - InVision
 - Just In Mind
 - Framer



- Programming Languages :**
- .NET & .NET Core
 - PHP & JavaScript
 - Android Native
 - iOS Native - Swift
 - NodeJs
 - Python
 - Java

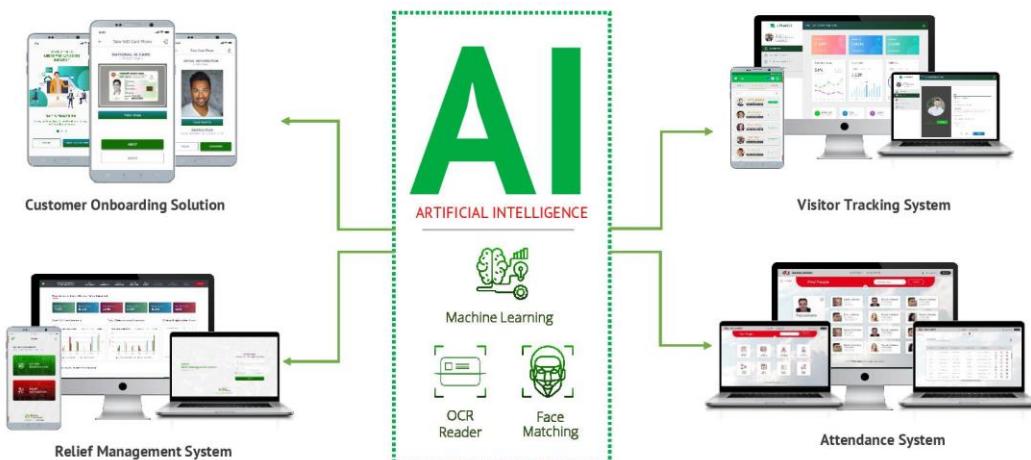


- Database:**
- Oracle
 - My SQL
 - MS SQL
 - Mongo DB

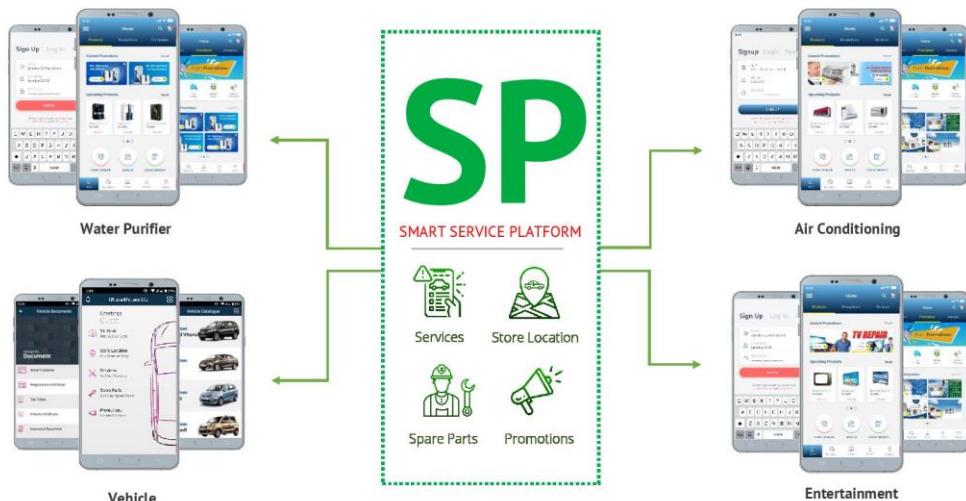
STRENGTH

STRENGTH

Service Platform



Service Platform (Contd.)



STRENGTH

Analytical Dashboard – Products



Customer Onboarding



Visitor Tracker



Bikroy Sheba POS



Relief Management System

Analytical Dashboard - Projects



Real-time Monitoring Panel



Sim Verification System



Retailer Management System



Customer Onboarding Solution



SME Solution



Lab Monitoring System

Analytical Dashboard – Proposed



Air Lounge Management



Loan Management Solution



Employee Monitoring System



Priority Banking Solution



Bank MFS Platform



SaaS Cloud Market Place

Industries We Serve



Financial Institutions



Telecommunication



Software & Services



Government

STRENGTH



Financial Institutions

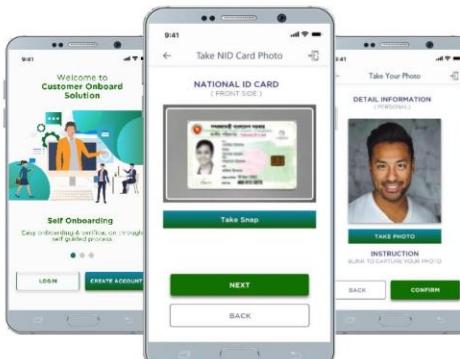
Customer Onboarding Solution - via Face Verification

 **Features**
 **Data Analytics**
 **Sales Model**

- Face Verification
- Optical Character Recognition (OCR)
- NID Image Capture
- Nominee Onboarding
- Digital Signature Capture / Upload
- Sanction & Screening
- Customer Risk Grading
- Nearest Branch Locator
- Appointments Scheduler

- Monitoring Dashboard Panel

Sales Model
Perpetual & Subscription



Android iOS Web

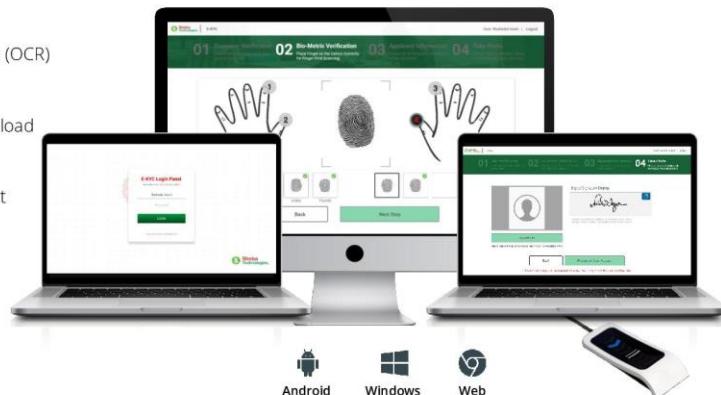
Customer Onboarding (Face Verification)
A customer on-boarding solution which uses AI, Python for OCR, facial recognition & face matching technology to on-board customers after successfully verifying their facial features via comparing & matching with Election Commission / Porichoy Database.

PRODUCT

Customer Onboarding Solution - via Fingerprint Verification


Features

- Fingerprint Verification
- Optical Character Recognition (OCR)
- NID Image Capture
- Nominee Onboarding
- Digital Signature Capture / Upload
- Sanction & Screening
- Customer Risk Grading
- Maker & Checker Environment
- Customer Profiling
- Digital Record Keeping


Data Analytics

- Monitoring Dashboard Panel


Sales Model

Perpetual & Subscription


Customer Onboarding (Finger print Verification)

A customer on-boarding solution which uses biometric finger print technology to on-board customers after successfully verifying their finger prints from Election Commission / Porichoy Database.

BRAC Bank – SME Loan Collection Platform


Solution

- Linux Platform


Data Analytics

- KPI Monitoring Dashboard


Sales Model

Perpetual


SME Dashboard

A highly interactive data visualization & monitoring dashboard for Small and Medium Enterprises (SME) division of BRAC Bank to seamlessly perform its country-wide operations.

PRODUCT

SOLUTION

PROPOSED

BRAC Bank - Priority Customer Solution


Solution

- Linux Platform


Features

- Account Information
- Card Information
- Product & Services
- Value Added Services
- Premium Banking Offers
- Premium Banking Centers
- Location Tracking
- 24/7 RM Response


Data Analytics

- Priority Customer Admin Panel


Sales Model

- Perpetual & Subscription



The Priority Banking mobile application is envisaged as a one-stop banking solution for High Net Worth clients that will provide them all the bank's services within a dedicated prioritized mobile application.

IPDC – Digital Credit Line Issuance Platform


Solution

- Linux Platform


Features

- E-commerce
- E-Wallet
- E-KYC
- Digital Credit Line Issuance
- Loan Management
- Product Management
- Merchant Management
- Collection Management
- Work Flow


Data Analytics

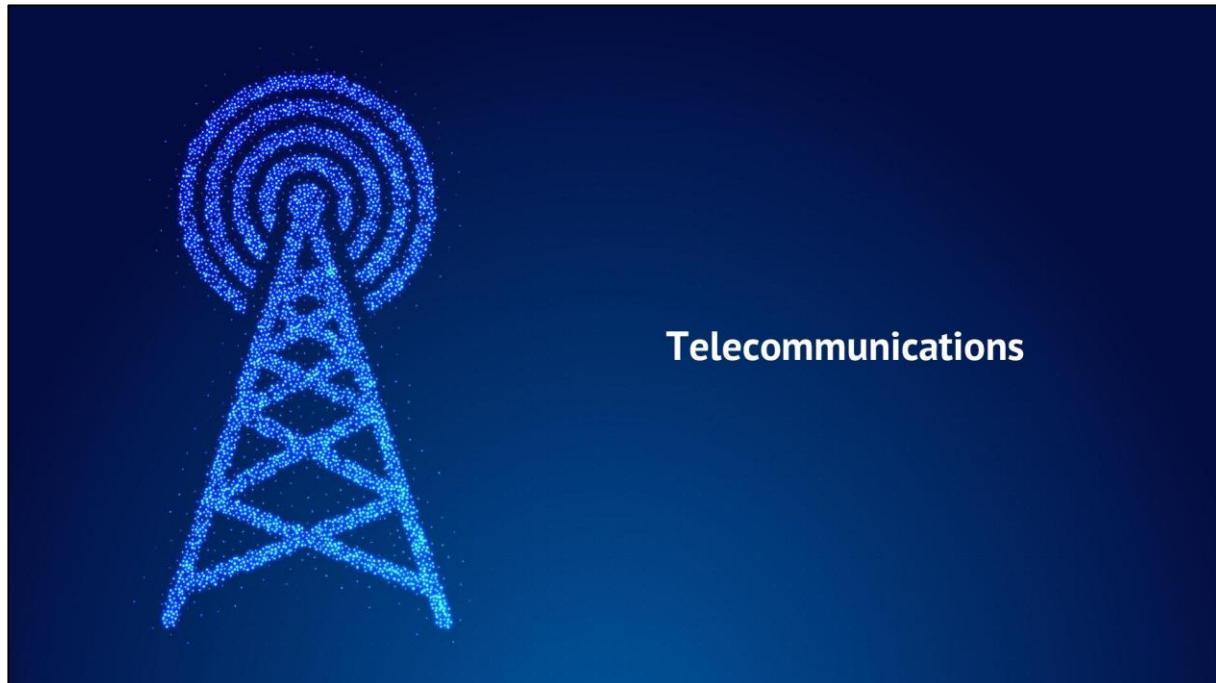
- Monitoring Dashboard Panel


Sales Model

- Perpetual & Subscription



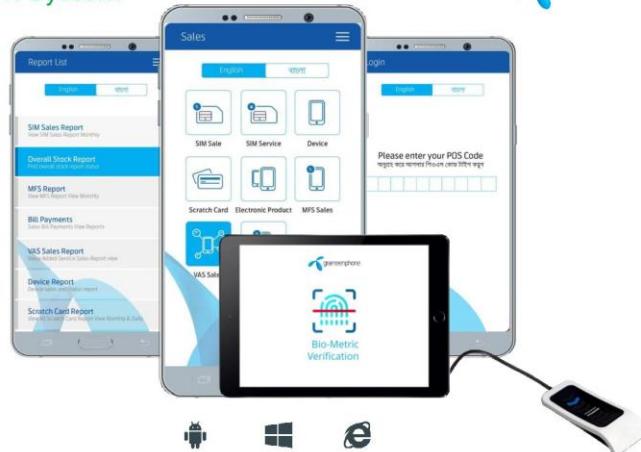
EZ Platform is an envisaged Consumer White Goods (CWG) line of business implementation solution for IPDC which will enable it to provide easy loan to customers on consumer goods through mobile & web channels.



GP Bio-Metric - Sim Verification System


Solution

- Linux & Windows Platform


Application Layer

- N-Tier Architecture


Data Analytics

- Real time end-to-end monitoring


Retailer & Subscription

- 80,000 Retailer
- 72 Million Subscriber

A flexible, economical & scalable solution with an open architecture. Seamless connectivity with Election Commission's (EC) National Identification (NID) Database for faster identification & verification process.

SOLUTION

Bio-Metric - Sim Verification System


Solution

- Linux & Windows Platform



Robi Subscriber Verification System (Redshift)

Biometric Verification System to activate, re-enlist, supplant & deactivate ROBI SIMs utilizing biometric confirmation with the National Identification database from Election Commission.

Robi - Retailer Application


Solution

- Linux & Windows Platform



Retailer Single Application (Red Cube)

An all-in-one application for ROBI's retailers. All retailer functions such as SIM sales, retailer commission monitoring, product requisition, app installation, etc. can be performed through the Red Cube mobile application.

SOLUTION

PROPOSED SOLUTION

Robi - Enterprise Service Bus (ESB)


Solution

- Linux & Windows Platform


Architecture

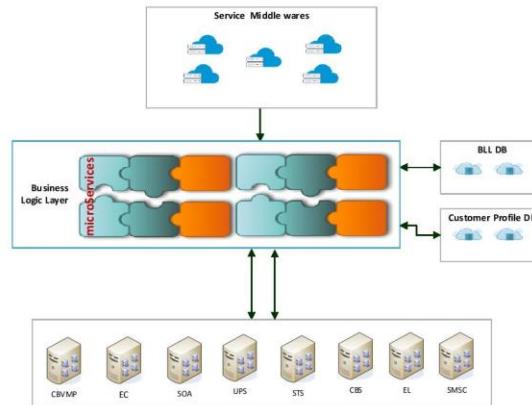
- Micro service Architecture


Inter Communication

- Kafka (Message Broker)


Sales Model

- Perpetual



Enterprise Service Bus (ESB)

Developed Business Logic Layer (BLL) focusing on these major features: a) BLL connected with all service nodes; b) Any application connected with the Hub can avail any services from any nodes; c) Allowing reduction of redundant Data and Hardware requirements; d) Deploy Business Logic from a Single point.

Grameenphone - SaaS Cloud Market Place


Solution

- Linux & Windows Platform


Features

- Product Management
- Shopping Cart
- Payment Gateway
- Tax Configuration
- Wish list Management
- Billing Package Management
- Order-Subscription Management
- Order Tracking
- Ticketing System


Data Analytics

- Monitoring Dashboard Panel


Sales Model

- Perpetual & Subscription



Software As A Service (SaaS) Market Place

Virtual Cloud Service Environment for GPs solution partners & registered customers to buy and sell Software as a Service (SaaS). This environment will work as a market place platform for any registered user to subscribe/purchase a wide range of application/software.

PROPOSED

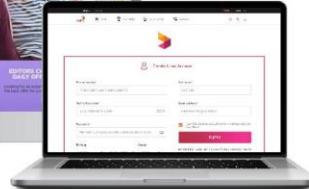
Robi - SaaS Cloud Market Place


Solution

- Linux & Windows Platform


Features

- Product Management
- Shopping Cart
- Payment Gateway
- Tax Configuration
- Wish list Management
- Billing Package Management
- Subscription Management
- Order Tracking
- Ticketing System


Data Analytics

- Monitoring Dashboard Panel


Sales Model

- Perpetual & Subscription

Software As A Service (SaaS) Market Place

Virtual Cloud Service Environment for ROBI's solution partners & registered customers to buy and sell Software as a Service (SaaS). This environment will work as a market place platform for any registered user to subscribe/purchase a wide range of application/software.

Software & Services



PRODUCT

Visitor Tracker


Solution

- Linux Platform


Features

- Visitor Management
- Visitor Recognition
- Pre-Booking Functionality
- Image Capture
- Print Badge
- Push Notification
- In-depth Reporting


Data Analytics

- System Administration Panel


Sales Model

- Perpetual & Subscription



Visitor Management System (VMS) is a solution designed to keep detailed visitor records of an organization by registering details of each entity visitation over time.

Bikroy Sheba - Point of Sale (POS)


Solution

- Windows Platform


Features

- Inventory Management with Central Warehouse
- Procurement Management
- Sales Management
- Table & Waiter Management
- Kitchen Order Tracking
- Recipe Management
- Food Menu Management
- Multiple Branch Management
- 360 degree Reporting
- Many More...


Data Analytics

- Management Reporting Dashboard


Sales Model

- Perpetual & Subscription



A point of sale (POS) solution which offers a highly competitive feature-rich back office management system among other functionalities.

Visit Us : pos.shebattech.com.bd

Uttara Motors – Smart Service Center


Solution

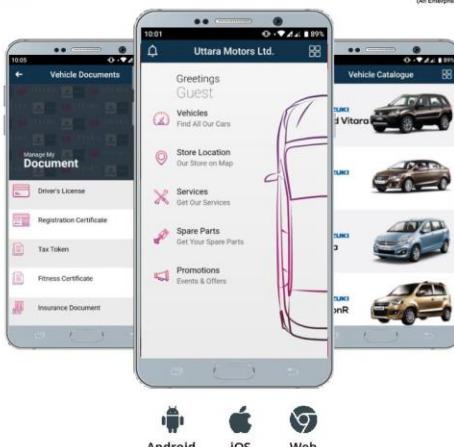
- Linux Platform


Features

- Vehicle Management
- Store Location Management
- Service Management
- Spare Parts Management
- Promotional Management
- Vehicle Paper Management
- Service Center Management
- Push Notification


Sales Model

Perpetual & Subscription


Smart Service Solution

Smart Service is a mobile application which enables customer's request for service appointments, maintain vehicle historical service history, SOS calls, manage vehicle paper works & perform many other relevant tasks.

Wings Learning Center - Course Management System


Solution

- Linux Platform


Features

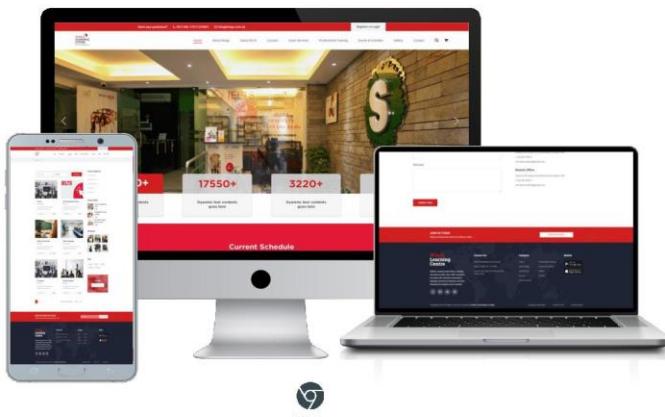
- Student Registration
- Course Registration
- Quiz Registration
- Student Account Management
- Enroll Program Management
- Course Content Gallery
- Payment Gateway Integration
- Alert Notification
- SMS & Email Integration


Data Analytics

- Monitoring Dashboard Panel


Sales Model

Perpetual & Subscription


Student Course Management System

A complete student enrollment platform for WLC that provides student registration, mock test enrollment, course & appointment management among other services.

Bangladesh Youth Leader Center (NGO) - Graduate Portal

BYLC the children's
right learning
center



Solution

- Linux Platform



Features

- Graduate Portal
- Employer Portal
- Graduate Profile Management
- CV Management
- Job Portal
- News Feed
- Real-time Chat



Data Analytics

- System Monitoring Dashboard



Sales Model

- Perpetual & Subscription



ConnectEd

ConnectEd is a blend of a Social Media Platform with a Job Portal where students can interact with one another by sending friend request and messages while scanning for jobs at all the registered employers in the platform.

BRAC Bank - Board Meeting Management Application



Solution

- Linux Platform



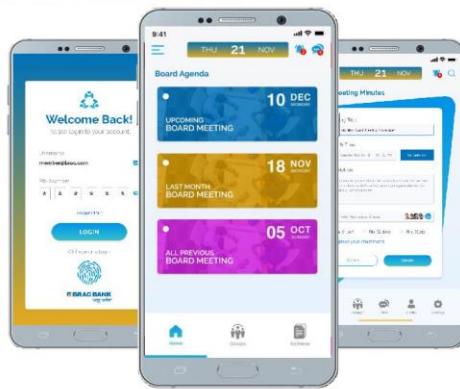
Features

- Board Meeting Agenda
- Post Meeting Document Management
- Share Documents
- Document Editor
- Manage Document Archive
- Messaging Service
- Group Chat
- Push Notification



Sales Model

- Perpetual & Subscription



Android iOS Web

Board Pack Mobile Application

An effective way for Board Directors to access the Board & Committee Papers and supplementary information directly on their devices. The platform facilitates quick decision making through a collaborative approach. All comments and feedbacks are available for view by the recipient stakeholders

PROPOSED
SOLUTION

PROPOSED

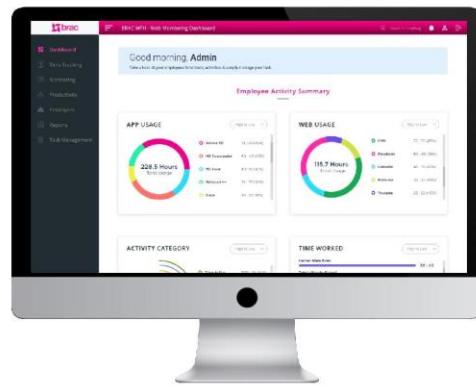
BRAC (NGO) – Employee Monitoring System


Solution

- Linux Platform


Features

- Project wise Task Management
- Time Management
- Application Usage Monitoring
- Access Privilege
- Employee Performance Monitoring
- Productivity Monitoring
- KPI Reporting
- Project Status Reporting


Data Analytics

- KPI & Project Status Monitoring Dashboard


Sales Model

- Perpetual & Subscription

Work From Home (WFH)

A complete WFH solution envisaged for BRAC to effectively monitor/manage all aspects relevant to an employee's tasks so that they can seamlessly work from home.

Mutual Trust Bank - Premium Customer Solution


Solution

- Linux Platform


Features

- Prebook Lounge Access
- Mobile Number Verification
- Promotion Management
- Value Added Services
- Food Order Management
- Food Menu Management
- Customer Feedback Management
- External Service Management


AIR Lounge Customer Solution

A convenience application for customers to pre-book lounge seats & order food.

Bikroy Sheba – Retail Point of Sale (POS)



Features

- Store Inventory Management
- Order Management
- Sales Module
- Accounts Module
- Vendor Management
- Customer Management
- Custom Reports



Android Web



Hardware Integration

- Bar-code Scanner
- Cash Drawer
- Magnetic Card Swipe
- Customer Display
- Thermal Printer



Sales Model

Perpetual & Subscription

Retail Point of Sale (POS)

Bikroy Sheba Retail POS, provides detailed financial reporting, enables inventory tracking in real-time, allows capture of all customer information for improved services and also permits flexible product pricing configuration.

FUTURE



Government

PRODUCT

SOLUTION

Sheba - Relief Management System


Solution

- Linux Platform


Features

- Citizen Data Management
- Benefit Management
- Relief Distribution Management
- NID Image Capture
- Face Verification with ID
- Optical Character Recognition
- Relief Validity Timer
- Inventory Management


Data Analytics

- System Monitoring Dashboard


Sales Model

- Perpetual & Subscription


Relief Management System

An effective relief management system to monitor relief activities & ensure delivery of relief to the intended target group.

DolCT - Lab Monitoring & Management System


Solution

- Linux & Windows Platform


Features

- Device Agent
- Device Live Status Reporting
- Asset Management
- Lab Booking Management
- Event Management
- Ticketing System
- Live Messaging
- Push Notification


Data Analytics

- System Monitoring Dashboard


Sales Model

- Perpetual & Subscription


Asset Tracking & Management System

A solution designed to track/monitor computer & mobile device assets in real time.

Dhaka City Corporation - Smart City


Solution

- Linux Platform


Features

- LED Lamp
- Air Quality Sensor
- Wi-Fi
- Surveillance Camera
- LED Monitor
- Panic Button
- IoT Unit
- Smart Bin


Data Analytics

- System Monitoring Dashboard


Sales Model

Perpetual


Smart City Dashboard

Installation & commissioning of air quality sensors, LED lamps, Wi-Fi, surveillance cameras, digital display, panic button & IoT unit. The backend of the system is facilitated with an interactive dashboard to monitor & manage all devices.

SOLUTION

22.0 Annexure IV - Similar Work Experience Certificate



Vendor Performance Certificate

We are pleased to issue this Vendor Performance Certificate to **Sheba Technologies Limited** (www.shebatech.com.bd) for the timely delivery of BYLC Graduate Portal (ConnectEd) application on 15th of April, 2018. ConnectEd is a job portal developed for BYLC with an option for the graduates to interact within themselves and to apply to jobs created by the employers through their profiles.

Sheba Technologies Limited has provided the solution as per the scope of work. The solution has been developed and deployed in due time frame as per the agreement. The solution is fully functional and BYLC has been using it satisfactorily since then.

Sheba Technologies Limited has also provided 24x7 customer support service as per the agreement and has performed the annual maintenance of the solution in compliance with the agreement. We are satisfied with their performance and would be delighted to recommend Sheba Technologies Limited for not only their professionalism, but also for their outstanding service they have provided. We look forward to be working with them in the long term.



(Authorized Signature)

Name: Arnob Kumar Saha

Designation: Deputy Manager, Office of Professional Development,

Bangladesh Youth Leadership Center (BYLC)

Date: October 8, 2020

Bangladesh Youth Leadership Center (BYLC)
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