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| --- |
| **TECHNICAL PROPOSAL** |
| ***Mass Communication Information Management System***  ***Watan II Information Management System*** |
|  |
| **Workplains Private Limited.** |
|  |
| **May 26, 2011** |
|  |
|  |

WP/HO/052611-1

Dated: May 26, 2011

**To,**

**Humanitarian Organization,**

**House No 1, Street 83, Main Embassy Road G-6/4**

**Islamabad, Pakistan**

**Subject:** **Proposal for Mass Communication and Watan II Information System**

Dear Sir/Madam,

This is in reference to your RFP dated published on 22nd May 2011 in national newspaper regarding to develop the information system to store project related data.

Workplains Pvt. Limited is pleased to offer its Technical Services for the implementation of the required IT systems. Technical and Financial proposal of the subject are enclosed with this letter in separate envelops. The offered package will include the requirement gathering, development, deployment, training, and 1 year support.

Workplains Pvt. Limited has been in the IT Business since 2000. We are one of the few IT companies in Pakistan which are capable of providing total e-solutions to medium and large organizations in public and private sectors as well as in the humanitarian sector.

Workplains Pvt. Limited will dedicate qualified consultants and trainers who have domain knowledge and experience to perform this task.

We look forward to work with you closely to make this project a success.

Yours Sincerely,

**Ahsan Rashid**

Chief Executive

Workplains (PVT.) Limited

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# 1. Introduction to Technical Proposal

## Tender for Management Information System

This tender to provide services for Humanitarian Organization is submitted by Workplains (Pvt) Ltd, in response to the RFP dated 22nd May 2011.

## Structure of the technical proposal

The proposal is divided into chapters; **chapter 1** gives an introduction of the proposal, **chapter 2** gives detail about Workplains, **chapter 3** provides detail of Workplainsprojects and its clients**, chapter 4** gives a case study of a Workplains project running in Humanitarian Sector**, chapter 5** provides an insight into the technical approach of the project and methodology, **chapter 6** outlines the components of the Information Systems, **chapter 7**  provides team and contract experience for the project **chapter 8** provides timeframe of the project, **chapter 9** provides the methodology for post implementation support, **chapter 10** mentions the requirement of Hardware and Licensed Software for the proposed systems and lastly **chapter 11** provides general terms and condition of the proposal.

## Workplains (Pvt) Ltd credentials for this project

As a leading IT service provider for the Humanitarian Sector and specializing in Business Process Management, Workplains (Pvt) Ltd is able to meet the skill requirements of the RFP in full from its own in-house professional resources and capabilities.

Workplains Pvt. Limited has been in the IT Business since 2000. We are one of the few IT companies in Pakistan which are capable of providing total e-solutions to medium and large size organizations in public as well as in the private sectors.

Workplains has the experience working with the Humanitarian organizations predominantly for the data handling through databases, workflows/processes, online assessments and dynamic live online reports. We understand your project needs and make our best effort to fulfill your requirements. Our resources are trained to handle surveys, data entry forms, databases and have made enormous headways in bringing latest IT practices to the Humanitarian platform.

# 2. About Workplains

Established since 2000, Workplains has become one of the most successful and fastest growing BPM (Business Process Management) Company in Pakistan. Workplains’ success is based on its ability to meet the customers’ requirements.

Workplains Private Limited specialize in Business Process Management & Project Consultancy, Workplains is able to meet the skill requirements in full from its own in-house professional resources, which includes experts highly qualified by their background

Workplains has proven track record of large scale Business Process Management assignments both for the public as well as in the private sector. We succeed where others struggle to survive.

Workplains has experience working in all sectors from private, public, defence and social sector. We understand your project needs and make our best effort to fulfill your requirements.

## Core Business

### Business Process & Information Management Consulting

Business Process, Information Management, and Project Management consultants at Workplains are highly exposed to industry “Best Practices” prevalent globally, as well as locally.

### Business Application Solutions

Our expertise in the core business application space provides customer unmatched value from a single source. Our solutions for Enterprise Resource Planning, Procurement Management, Human Resource and Information Life Cycle Management provides customer benefits in the shape of increased revenue, reduced cost and improved efficiencies.

We have also completed number of projects focusing humanitarian assessments and its analysis in collaboration with the government and United Nations.

### System Integration

Workplains is an information technology services company that enables software technologies for its clients to gain the highest strategic, financial, operational, and organizational benefits. It's our goal to enable companies to be more responsive, productive, and resilient through cross application and multi-vendor Infrastructure Integration.

### Enterprise System Management

The dependency of Business on IT Systems is ever increasing. The consultants at Workplains help their customers to manage the Enterprise System Management.

## Company Details

Workplains (Pvt.) Limited.

Suite # 7, Second Floor, Ahmed Centre, I-8 Markaz, Islamabad,

Tel: 051 4101288

Fax: 051 4101388

Workplains (Pvt.) Limited would be responsible for the project management & delivery of the Management Information System.

## Company Profile

Operating in Pakistan since 2000

Annual Turnover: PKR 95 Million

Global Presence:

United Kingdom

Pakistan

UAE

Local Presence: Islamabad

As of March 2011, Workplains Limited has over 120 employees working at its registered offices.

Workplains offers Business Process Management Software Suite along with high-level consultancy services offering state of the art solutions & support services for the same. Product and solutions which are offered are either from our international pool of alliances or are developed in-house depending upon the nature of the project and customer requirements.

# 3. Clients in Pakistan

List of major projects in value, size and nature are mentioned below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sr. No. | Client | Project | Sector | Value of Project in PKR (Million) |
| 1 | DGDP – Ministry of Defense Production | DGDP e-office and IT Consultancy | Government | 2.7 |
| 2 | Ministry of Defense Production | e-office and IT Consultancy | Government | 6.4 |
| 3 | DEPO | BPM Consultancy | Government | 12.1 |
| 4 | Air Head Quarters | BPMS based e-procurement solution | Government | 9.7 |
| 5 | NesPak | BPM/Project Management | Government | 8.5 |
| 6 | Earthquake Rehabilitation and Reconstruction Authority (ERRA) | IT Consultancy | Government | 2.5 |
| 7 | IASCI | BPM/Project Management | Government | 1.8 |
| 8 | China Mobile (Zong) | BPM System (more than 50 processes) | Private | 15.5 |
| 9 | Paktel | BPMS System | Private | 4.2 |
| 10 | Instaphone | BPM System | Private | 3.2 |
| 11 | OMV | BPM System (more than 50 processes) | Private | 7.0 |
| 12 | Al Bahar Associates | Debt Collection | Private | 2.3 |
| 13 | International Rescue Committee (IRC), UNICEF and UN OCHA | IDP’s Vulnerability Assessment and Profiling Project  [www.ivap.org.pk](http://www.ivap.org.pk) | UN/INGO | 12.7 |
| 14 | PDMA, UNHCR, NCHD | CCCM  [www.cccm.com.pk](http://www.cccm.com.pk) | Humanitarian | 14.0 |

# 4. Case study – Humanitarian Sector IT Project

## IDP’s Vulnerability Assessment and Profiling (IVAP) Project

**Province:** Khyber Pakhtunkhwa (KPK)  
**Funding:** USAID/OFDA  
**Implementing Agency:** UNICEF  
**Coordinating Agency:** International Rescue Committee (IRC)  
**Partners:** WFP, UN OCHA, UNHCR, IOM, NGOs and INGOs   
**Technical Partners:** Workplains

****Over the course of the last couple of years, Pakistan experienced the worst internal displacement crisis of its history when more than three million people were forced to flee their homes in the country’s north west were forced to flee their homes in the country’s north west.

While nearly two million people have now voluntarily returned to their areas of origin (mainly the settled parts of KPK including Swat, Buner, Lower Dir and Upper Dir districts), more than one million internally displaced people (IDPs) remain in camps, rented accommodation or with host families due to insecurity in their areas of origin.

Humanitarian actors continue to provide emergency assistance (including food, water, shelter and non food items) to those who remain displaced. However, ongoing spontaneous population movement (both fresh displacement and returns to areas of origin) have made it difficult for major humanitarian actors to assess the overall number of affected people, and provide assistance to them on the basis of their specific needs.

Following the United Nations Humanitarian Country Team’s (UNHCT) adoption of the ‘Criteria and Procedures for provision of assistance based on vulnerability’ in February 2010, humanitarian agencies launched an inter-agency pilot exercise to explore new models for the provision of needs-based assistance.

## IVAP Pilot Project:

The proposed project builds on a successful pilot conducted by 14 humanitarian agencies (7 UN technical agencies, 7 international and national NGOs) to profile families affected by displacement (both registered and unregistered IDPs, as well as those families who are hosting IDPs at no cost) at the household level.

At the end of the one-month pilot exercise teams had profiled 14,000 IDP families or 77,000 individuals in 58 Union Councils of Peshawar district. A live, online database designed with the help of custom-made process-based software was created to manage and analyze all data collected

## Project Strategy:

The project strategy consisted of an assessment methodology, an assessment management strategy, and a strategy for data access management. The main steps are as follows:

1. Identifying IDPs: IDPs are identified using the existing Social Welfare registration database and IDP mapping carried out by other members of the protection cluster. As a secondary mechanism, a call centre will enable IDPs (95% of IDPs assessed in the pilot phase have access to a mobile phone) to identify themselves for profiling through toll-free call-in numbers and free SMS services. The launch of the call centre will be accompanied by a mass communications campaign.

2. Assessing and profiling IDPs using Multi-cluster Rapid Assessment Mechanism (McRAM) tools: enumerators using PDAs programmed with McRAM software will assess all IDPs in their displacement area of residence, capturing individual family level information. Data collected includes a range of objectively verifiable indicators, including enumerators’ direct observation. Enumerators are trained to cross-check information supplied by beneficiaries.   
  
3. Managing and analyzing data: data is uploaded overnight to a secure database. After going through data cleaning process, call centre attendants and data managers will again verify the data through phone calls, and the data analysis is made possible using an online interface.   
  
4. Applying vulnerability criteria: using vulnerability criteria approved by the UNHCT, an algorithm will weigh up to 115 indicators to verify each family’s vulnerability, and specific needs for assistance. Borderline cases will undergo an additional human review.   
  
5. Providing IDPs with identification that enables tracking: IDPs are issued with photo identification cards with magnetic strips. These strips contain information that can be used for purposes of tracking assistance. For example, the strip may communicate that the IDP is from Mohmand, is vulnerable, and is entitled to receive assistance in the form of food and enrolment in the Benazir Income Support Program.

6. Cluster referrals and end-user access: where protection or assistance needs are identified, limited information beneficiary lists may be provided to the appropriate cluster or government agency. Certain agencies will be given access to different levels of information. For example, linkages with databases will allow agencies to target only vulnerable IDPs identified through the assessment, rather than providing blanket coverage to all IDPs. Rigorous data protection mechanisms will be put in place to ensure that data is secure from abuse, and that IDPs’ private data is protected. UNHCT will be the custodian of data and therefore will assess and approve/disapprove any external requests to access the database.

***“One improvement in registration is the move towards vulnerability-based registration for assistance. A group of 14 NGOs and UN agencies have been working on a Vulnerability Assessment pilot for some months and this provides a much better model for identifying those in need of assistance in the future. The team considered that this was a very positive example of partnership”***

**Inter-Agency Standing Committee – Real Time Evaluation of 2009 IDP Response KPK**

## IVAP Project Update:

To date, the IVAP has surveyed over 80,000 conflict IDP families containing around 430,000 individuals. The survey is ongoing with an expected completion date of June 30, 2011.

### Data Analysis:

One of the key findings of the IVAP so far is that 71% of all conflict IDP families earn an income below the standard of poverty for Pakistan (5000 Rs per month). This is to say, that on the whole, IDP families can be expected to be more vulnerable in terms of income than families who have not been displaced by the conflict. It should be noted that while IDP families living off camp have higher incomes than those living in Jalozai (on average), 84% of all families living off camp are also paying rent at an average 2300 Rs per month- going a long way towards balancing incomes with those of families living in Jalozai.

### Advance Reporting and Analysis:

The IVAP website ([www.ivap.org.pk](http://www.ivap.org.pk)) is operational, and reports and data analysis are available on the site. Interested parties may view the live Data Analysis Snapshot or request a log-in to view more tailored information.

# 5. Technical approach of the MC-IMS and Watan IMS project

## Project Context

A humanitarian organization is seeking proposal from qualified Information Technology consultant to develop an Information Management System for storing all project related data. The consultant would be responsible for:

* Develop the software and reporting component for Mass Communications information management system.
* Develop the software and reporting component for Watan II information management system

## Project Needs

Based on the Request for Proposal (RFP), a firm is to develop, implement and deliver the following:

1. Develop the software and reporting component for Mass Communications information management system.
2. Develop the software and reporting component for Watan II information management system
3. Specify and document the technology architecture and technical requirements required for implementing the Information Systems

Based on our initial review of the information available we identified the processes and modules for the systems (mentioned in detail in chapter 6) – any change will be taken as a change in scope of work and will affect the timeline and terms & conditions of this proposal.

## Structure of the project

We have divided the project into 6 different phases, these are:

**Phase I –** Requirement Gathering and development and approval of prototype.

**Phase II –** Development of system and Infrastructure building.

**Phase III –** Deployment and Testing of the system

**Phase IV –** Training

**Phase V –** Technical Documentation

**Phase VI –** System Maintenance and Support

## Starting the assignment

On first day a project kick-off meeting will be held at the premises of Humanitarian Organization, which shall be attended by all stakeholders.

The kick-off meeting will aim to elaborate the role of each stakeholder and ownership of the system.

### Phase - I

This phase contains following major items:

* Requirement Gathering
* Process mapping and documenting business rules
* Development of prototype
* Approval of system prototype

### Phase – II

On completion of prototype Phase-I development of Information System will be started based on approved prototype and functional requirements.

The beneficiary Humanitarian Organization will arrange the necessary infrastructure (Like server, computers) at their end (if needed) where developed systems will be deployed on completion.

### Phase – III

On completion of development phase-II, deployment and testing of live system will be started. Complete testing of the system will be performed based on functional requirements. Bug fixing if any will be performed in parallel.

### Phase – IV

In phase IV training will be performed. Three types of trainings will be provided:

* System Training – For System and Network Administrators
* Administrator Training – For Administrator of Information System
* End-User Training – For End Users Data Entry Operators, Managers etc

Detail training plan will be submitted before the trainings and required skill level of each type of training will be mentioned in that plan.

### Phase – V

All the Technical Documentation and Manuals will be prepared in this phase. Following documentation will be done:

* End User Manual
* Administrator Manual
* System Technical Documentation including UML diagrams, ERD diagrams and Process Maps.

### Phase – VI

Support and Maintenance of one year will be started after completion of phase IV (Training).

# 6. Components of Proposed Information System

Based on information available in the RFP following two are the main Information Systems:

## Mass Communication Information Management System (MC-MIS)

Mass Communication Information System (MCIS) will be used for communication campaigns and it will be based on running programs or projects i.e. separate campaigns for Mass Communications can be started for the project or program running in the Humanitarian Organization.

Following are the identified modules for the Mass Communication Information Management System:

1. **Project Management:** This module will allow the management of information of all the projects running within the organization to keep the basic information and documents.
2. **Users and Roles**: This module will allow defining the system users and assigning system privileges as per the requirement.
3. **Contacts Management:** This module will allow managing the contacts including basic details, cell no., address, email etc.
4. **Mass SMS:** This module will allow sending the bulk SMS using predefined templates and schedules.
5. **Mass Email:** This module will allow sending the bulk Email using predefined templates and schedules.
6. **Call Center Module:** This module will allow keeping the log of incoming and outgoing calls by the call center attendant. These logs will be used later for the reports. Call Center module will also be integrated with Watan Information System (WIS) to get the latest information of any case.
7. **Campaign / Field Sessions / Events:** This module will allow keeping the records of Events, Field Sessions and Campaigns (Media) conducted within any project or program.
8. **Reports:** Reports module will provide the dynamic reports to see the periodic progress based on Projects, Users on different parameters.

Mass Communication Information System (MC-IMS) will be integrated with Watan II Information system (WIS) to handle Mass Communication campaigns for Watan project.

## Watan II Information System (WIS)

This system will be developed to process Watan Card cases and reports. Following are the main components for WIS:

1. **Watan Data Management process**

Watan Data Management process will allow entering new data/complaint including verification and approval of this data. Different roles will be assigned to enter the fresh data, to verify the data and for the approval of the data.

After approval case will be assigned to the relevant department for the necessary actions

Call Center can use Data Entry form to enter complaint or caller’s feedback in this system for further processing.

1. **Watan Tracking System**

Watan Tracking System will allow tracking of the cases and complaints using system generated ticket numbers or CNIC numbers. This module will be integrated with Call Center module to provide Tracking services via call center. Online tracking will also be provided.

1. **Watan Reports and Analysis tool**

Watan Reports and Analysis tool will provide dynamic reports based on the type of the complaints, departments etc using different parameters. Following other features will be provided with the report tool:

* Search and reporting tool will be developed to sort and view reports
* Charts and Graphs will be available for analysis.
* Drill down of the information in reports up to three levels will be provided.
* Role based drill down of information will be handled
* Export option will be provided to export data in spreadsheets.
* Thematic Maps and GIS mapping of information will be provided

## MC-IMS and WIS Process Map



## Components of Information System

# 7. Staff Assigned to the Project

**1. Bilal Manzoor**

**Designation in the company** Sr. Project Manager

**Role assigned in this project** Project Manager, Business Analyst

**Email**  [bilal.manzoor@workplains.com](mailto:bilal.manzoor@workplains.com)

**Mobile**  +92-300-5349404

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**Degree** M.Sc.

**Year** 1998

**Institution Name** Quaid-i-Azam University Islamabad

**Major/Minor** Computer Sciences

**Division/GPA** First Division

Goal Driven Senior Project Manager with Broad IT 12 years experience in Fast-Paced, High Tech environment, expertise in Research, Product Development, Product Analysis, Design Architectures, Project Scheduling, Quality Management, Team Building, Support and Trouble Shooting. Effective in utilizing resources, increase quality and reduce cost.

**Experience:**

**Total IT Experience (Yrs): 12+**

**Company Name Workplains *(August 2010 – Present)***

**Designation** **/ Position** ManagerProjects

**Job Description:**

He is responsible for the successful planning, execution, monitoring, and control till the closure of the IT projects.

**Current Assignments: (as Project Manager)**

* IVAP – IDPs Vulnerability Assessment and Profiling
* CCCM – Camps Coordination & Camps Management
* CARD System
* Assessment Libya (www.assessmentlibya.org):
* Procurement Management System and Automation of DP Navy:

**Company Name Electronic Government Directorate, Islamabad *(December 2006 – August 2010)***

**Designation** **/ Position** BPR Specialist

**Job Description:**

His primary duties at EGD included the study and analyze the Business Processes of different departments of Federal Government and carried out the researches regarding the execution of efficient and effective Business Processes similar to Processes of Government of Pakistan.

**Major Assignments:**

* Consultancy for Business Process Reengineering of Government of Pakistan’s Business Processes:
* Research on Business Process Modeling Tools:
* Consultancy for Welfare Services (Zakat):
* Consultancy of E-Procurement:
* E-Enablement of Establishment Division:
* Provision of e-Services at CDA, Islamabad:
* E-Enablement of Majlis-e-Shoora (National Assembly & Senate) for Facilitation of Parliamentarians: Consultancy for Formulating Projects for Online Services:
* Research and Analysis on implementation of “Tejari System” in Government of Pakistan:
* Development of PC-I for “E-Enablement of FIA”:
* Development of PC-I for “E-Office (Basic Common Applications) Replication at all Divisions of the Federal Government”:
* E-Office Replication at Finance Division (Pilot Stage):
* Research on E-Office/ERP implementation in Other Countries:
* Process Study - Sui Southern Gas Company and Hinopak Motors Limited, Karachi: Miscellaneous Assignments:
* Developed TORs & SOW for Consultancy for Welfare Services (Zakat)
* Developed Concept Paper for Pakistan Engineering Council (PEC)
* Developed TORs for Health Welfare Services
* Reviewed PC-I “Computerization of Counters” for Ministry of Postal Services
* Developed IT Operation Model for National Coordination Committee (NCC)
* Developed IT Operation Model for National Aligns Registration Authority (NARA)
* Developed IT Operation Model for Pakistan Institute of Parliamentary Services (PIPS)
* Research Paper on “Solution for Online Payments in Pakistan

**Company Name Workplains Pvt Ltd**

**(November 2002 – December 2006)**

**Designation** **/ Position** Development Manager

**Job Description** His main responsibility containing Management of BPM Product Development, Product Analysis, Architectural Design, Project Scheduling, Quality Management, Team Building, Support and Trouble Shooting. He developed a BPM product using Microsoft Latest Development Technologies including .NET. He worked on many other projects including Fatima Jinnah Examination System, Procurement system for Astra CMG Jakarta Indonesia, DGDP E-Office for Directorate General Defense Purchase, System Analysis for Ministry of Defense Production, System Analysis of Procurement system of Paktel and many more.

**Company Name Neonet Solutions**

**(November 2000 – November 2002)**

**Designation** **/ Position** Team Lead

**Job Description** He was involved in Initial Research, Analysis and Architectural Design of Biznetflow Suite. Responsible for Road maps, team building and time scheduling. Using Microsoft COM/COM+ technology he successfully managed and developed a comprehensive Workflow product within two years.

**Company Name Ultimus Pakistan**

**(October 1998 – November 2000)**

**Designation** **/ Position** Software Engineer

**Job Description** Started from Quality Control and Customer Support department. Then promoted to Software Development department as Software Engineer. Here worked on many projects including Ultimus FloPro Examination System, Ultimus Reports and Localization of Ultimus Workflow Suite.

**2. Muhammad Asghar**

**Designation in the company** Sr. Software Engineer

**Role assigned in this project** Team Lead

**Email**  [muhammad.asghar@workplains.com](mailto:muhammad.asghar@workplains.com)

**Mobile**  +92 312 5091760

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**Degree** BS (CS)

**Year**  2002 - 2006

**Institution Name** Allama Iqbal Open University H-8 Islamabad

**Major/Minor** Computer Sciences

**Division/GPA** 1st Division

**Total IT Experience (Yrs):** 5 Years

**Company Name Workplains (May 2006 – Present)**

**Designation** **/ Position** Sr. Software Engineer

**Responsibilities include**

* Research on new technologies for new projects
* Proposing a better technology for the project
* Ensuring compliance with the established procedures
* Involvement in the Full Project Life Cycle
* Meeting the deadlines over deliverables
* Software Development and Database Design
* Involvement with Customer; sorting out issues and problems
* Communication and coordinating with team leader and development team members

**Major Assignments as Software Engineer**

* Business Process Management
* Business Process Reengineering System
* Organization Unit System
* [ERRA](http://www.erra.pk/) Reconstruction System 2006
* [ERRA](http://www.erra.pk/) House Hold System 2006
* NESPAK Construction and Rehabilitation System 2007 - 2008
* OMV Rest House Booking System 2009
* CMPak (Zong) Purchase Requisition System 2009
* OMV Leave Application System 2009
* CMPak (Zong) Leave Application System 2009
* CMPak (Zong) New Employee Setup System 2009
* PAKTEL Work Order System 2008
* Pakistan Air Force Posting System 2008
* Pakistan Army, Navy, Air Procurement System 2008 - 2010
* UNHCR, PDMA Internally Displaced Persons Vulnerability Assessment & Profiling System (<http://ivap.org.pk/>) 2010 - 2011
* UNHCR, PDMA Sindh Camp Coordination & Camp Management System (<http://cccm.com.pk/>) 2010 - 2011
* UNHCR, PDMA Sindh Village Coordination & Village Management System (<http://cccm.com.pk/>) 2010 - 2011
* Pakistan Air Force E-Procurement System
* Pakistan Army, Navy Budget System
* Pakistan Ministry of defense production E-office System
* Pakistan Ministry of defense production Budget System
* Pakistan Ministry of defense production Website (<http://www.dgdp.gov.pk>)
* Pakistan Ministry Of Defense Production Company Registration System
* Pakistan Ministry Of Defense Production Internal Office Note System
* Pakistan Ministry Of Defense Production File Tracking System
* OMV Equipment Failure System

**3. Imran Khan**

**Designation in the company** Software Developer

**Role assigned in this project** Software Developer

**Email**  [imran.khan@workplains.com](mailto:imran.khan@workplains.com)

**Mobile**  0092-321-5824405

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**Degree**  BCS

**Year**  2007

**Institution Name** COMSATS

**Major/Minor** Computer Sciences

**Division/GPA**  3.85

**Experience**

**Total IT Experience (Yrs): 4 years**

**Company Name Workplains**

***(June 2010 – Present)***

***(September 2008 – May 2009)***

**Designation** **/ Position Software Engineer**

**Job Description** Main responsibility has been the development of the company’s flagship BPM product in .net technology and also time to time involvement in large project and several smaller projects also was involved with the support and services and development of the solutions.

**Major Assignments: (as Software Engineer)**

* IVAP – IDPs Vulnerability Assessment and Profiling
* CCCM – Camps Coordination & Camps Management
* CARD System
* Assessment Libya (www.assessmentlibya.org)
* Procurement Management System and Automation of DP Navy
* e-Office System for DGDP
* OMV BPM Processes

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**Company Name Advance Computing & Engineering Solutions**

***(May 2009 – May 2010)***

**Designation** **/ Position Web Engineer**

**Major Assignments:**

* PAF MES System
  + Contract Monitoring
  + Projects Monitoring Taken Over by MES over all Pakistan
  + Works Accounts Management system
  + User Management System

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**Company Name *360-Technologies***

***(March 2008 – September 2008)***

**Designation** **/ Position Programmer**

**Major Assignments:**

* Ultimate Schools Management System
* Students Management System (Rasull College Mandi Bahauddin)
* Travel and Tours Management System
* Medical Laboratory Management System

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**4. Aqeel Ahmed**

**Designation in the company** Software Developer

**Role assigned in this project** Software Developer

**Email**  [aqeel.ahmed@workplains.com](mailto:aqeel.ahmed@workplains.com)

**Mobile**  +92 300 5317195

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**Degree** M.Sc.

**Year**  2010

**Institution Name** Quaid-i-Azam University

**Major/Minor** Computer Sciences

**Division/GPA** 1st Division

**Total IT Experience (Yrs):** 1 Years

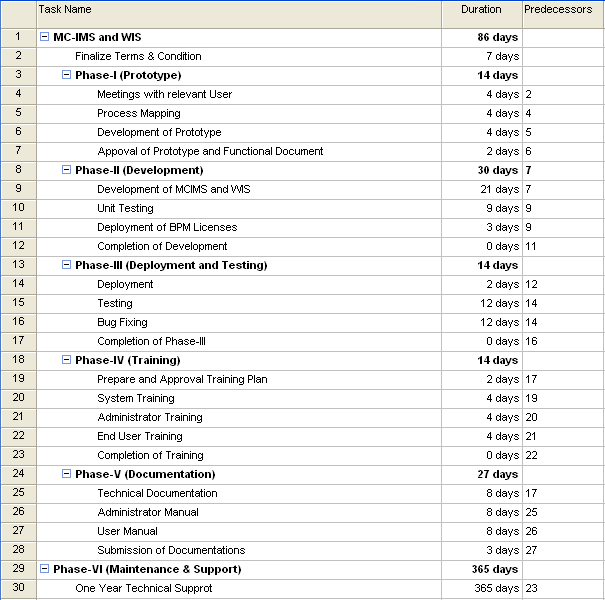
**Company Name Workplains (June 2010 – Present)**

**Designation** **/ Position** Software Engineer

**Major Assignments**

* IVAP – IDPs Vulnerability Assessment and Profiling
* CCCM – Camps Coordination & Camps Management
* CARD System
* CSPro PDA Applications
* Assessment Libya (www.assessmentlibya.org)
* Procurement Management System and Automation of DP Navy

# 8. Project Implementation/Management Plan



# 9. Support Capabilities

Workplains Pvt. Ltd first line Support Engineers are backed up by our global team of support specialists and developers.

##### Technical and User Support Services

Workplains specialists are at your service whether the problem is related to the use of solutions or to the project in hand. Workplains Clients want their projects to proceed smoothly and to be sure that any possible problems are solved without delay.

Users may call the local help-desk service at Workplains Pvt. Ltd whenever they have any Solution related questions. All the questions are logged, categorized and prioritized into the help-desk system guaranteeing that the question will be answered as soon as possible.

**On Site Support (Islamabad) (25 Visits)/Year**

**Phone Support (150 Calls)/Year**

For all Support call for Pakistan please call

**Workplains (Private) Limited Islamabad**

**+92-51-4101288**

**Email Support (500 Emails)/Year**

User may send email questions / comments to our Help-Desk email address. Questions through email are treated in the same way as telephone support.

##### [support@workplains.com](mailto:support@workplains.com)

##### Maintenance Support Agreement

Maintenance Support agreement will start after the completion of Phase-IV (Training) and it will remain valid for the whole one year. This maintenance agreement will applicable for all the developed and purchased components. Minor enhancements (if agreed) within the scope will cover within the maintenance agreement.

# 10. Hardware and Software Requirement

The detail requirement of Hardware and Software will be assessed in the Phase-I of the project.

Following items should be required for the execution of proposed IT system:

* Server Machine (For both database and application)
* Server Operating System
* Online Hosting platform
* Licensed Database Software
* Anti Virus / Security Tool
* Workstation Computers
* Internet Services

# 11. General Terms and Conditions

The following basic principles would govern this assignment:

WORKPLAINS and the Humanitarian Organization would have access to confidential information made available by the other; each shall protect such confidential information in the same manner as it would protect its own confidential information of like kind.

CONFIDENTIAL INFORMATION

(A) DEFINITION. "Confidential Information" means all information related to the business of the disclosing party that may be obtained by the receiving party from any source as a result of this Agreement, provided that if written, the information is marked as proprietary or confidential, and if oral, shall be followed by a written summary of such oral communication within fifteen (15) days of the date of disclosure. Confidential Information includes (but is not limited to) source code, algorithms, concepts, pricing information, business methods, business and technical plans, research and test results, including the results of any performance or benchmark tests or demonstration of the Software.

(B) EXCEPTIONS. Confidential Information does not include information that the receiving party can demonstrate (i) is or becomes publicly available through no act or omission of the receiving party; (ii) the disclosing party discloses to a third party without restriction on further disclosure; (iii) is rightfully disclosed to the receiving party by a third party without restriction on disclosure; (iv) is independently developed by the receiving party without access to the disclosing party's Confidential Information; (v) is previously known to the receiving party without nondisclosure obligations; and (vi) is required to be disclosed pursuant to any court order provided that the receiving party shall advise the disclosing party of such request in time for the disclosing party to apply for legal protection.

(C) NONDISCLOSURE OBLIGATION. Each party agrees that it will not disclose to any third party any Confidential Information belonging to the other party without the other party's prior written consent. Each party agrees that it will not use the Confidential Information of the other party except as authorized in the Agreement. Each party further agrees that it will maintain the confidentiality of all Confidential Information of the other party and prevent the unauthorized disclosure or use of any Confidential Information by its clients, customers, employees, subcontractors or representatives. Each party further agrees to notify the other in writing of any misuse or misappropriation of the other party's Confidential Information that may come to its attention.

Upon final payment, Humanitarian Organization shall have a perpetual, non-transferable license to use, copy, and prepare derivative works for purposes of your internal business the deliverable items developed in the course of this engagement, whether jointly or individually. All other rights in the deliverable items and related intellectual property rights remain in and/or are assigned to us. Subject to our obligations of confidentiality, each of us shall be free to use the concepts, techniques, and know-how used and developed in the project. In any event, we shall continue to be free to perform similar services for our other clients using our general knowledge, skills, and experience. We warrant that our services will be performed in a professional and workman like manner in accordance with applicable professional standards, and we will re-perform any work not in compliance with this warranty brought to our attention within thirty days after the work is performed. However, we do not warrant, nor will we be responsible for, the performance of any third-party products or services. Your sole and exclusive rights and remedies with respect to any third-party products and services, including rights and remedies in the event a third-party product or   
service gives rise to an infringement claim, will be against the third-party vendor or service provider and not against us. We do agree, however, to assign to you any assignable warranties we may receive from any such third-party vendor. In the event we are asked to re-perform any work and it is determined that we have already met our obligations under this paragraph, you agree to pay us on a time and materials basis at our standard rates for time spent on such additional work.

THE PRECEDING IS OUR ONLY WARRANTY CONCERNING THE SERVICES AND ANY WORK PRODUCT, AND IS MADE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES AND REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, OR OTHERWISE.

To allow us to be able to manage our participation in the project most effectively, we reserve the right to determine the personnel to perform the work although we will attempt to honor your requests for specific individuals. For the duration of this agreement and for a period of two years after the services are completed, you agree not to employ or solicit the employment of any WORKPLAINS personnel who performed services under this arrangement.

WORKPLAINS’s maximum liability relating to services rendered under this proposal (regardless of form of action, whether in contract, negligence, or otherwise) shall be limited to the charges paid to WORKPLAINS for the portion of its services or work products giving rise to liability. Neither of us will be liable for consequential or punitive damages (including lost profits or savings) even if are aware of their possible existence.

We will indemnify you against any damage or expense relating to bodily injury or death of any person or damage to real and/or tangible personal property incurred while we are performing our services and to the extent caused by the negligent or willful acts or omissions of our personnel or agents in performing the services under this arrangement.

You will indemnify us against any damage or expense that may result from any third-party claim relating to our services or any use by you of any work product, and you will reimburse us for all expenses (including counsel fees) as incurred by us in connection with any such claim, except to the extent such claim, (i) is finally determined to have resulted from our gross negligence or willful misconduct or (ii) is covered by any of the preceding indemnities.

To receive any of the foregoing indemnities, the party seeking indemnification must notify the other promptly that a suit has been brought, must provide reasonable cooperation (at the indemnifying party's expense) and full authority to defend or settle the claim or suit. Neither party will be required to indemnify the other under any settlement made without its consent. This Section shall survive termination of this arrangement.

Either party may, upon giving thirty (30) days written notice identifying specifically the basis for such notice, terminate this arrangement for breach of a material term or condition of this arrangement, provided the breaching party shall not have cured such breach within the thirty (30) day period. In the event of such termination, you shall pay us for all services rendered and expenses incurred by us prior to the date of termination.

Neither of us shall be liable for any delays or failures to perform due to causes beyond our control.

This proposal sets forth terms of agreement between WORKPLAINS and the Humanitarian Organization and supersedes all previous discussions and communications leading to the proposed arrangement.

The Agreement shall be governed by and construed in accordance with Pakistani law and the parties irrevocably submit to the exclusive jurisdiction of the Pakistani courts to settle any disputes that may arise out of or in connection with this arrangement.

# 12. Conclusion

In conclusion, we very much appreciate the opportunity to be of service to the Humanitarian Organization and look forward to working with you. You can be assured that this assignment would receive our best attention.