FINAL REPORT

## IT Consultan :

Felisberto Emilio Goncalves

# DEVELOPMENT OF INTEGRATED HUMAN RESOURCES INFORMATION SYSTEM

**CLIENT**



CRUZ VERMELHA TIMOR LESTE

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## EXECUTIVE SUMMARY

The Integrated Human Resources Information System (IHRIS) developed for Cruz Vermelha de Timor-Leste (CVTL) is a comprehensive solution designed to optimize and modernize the organization's human resources management processes. The IHRIS addresses key functional areas essential for effective HR operations, ensuring streamlined workflows and improved overall efficiency.The core modules of the IHRIS include:

#### Personal Information and Staff Records:

This module serves as a centralized repository for comprehensive staff records, encompassing personal information, employment history, and benefits details. The system ensures data accuracy and accessibility while supporting informed decision-making by HR professionals.

#### Performance Evaluation:

The Performance Evaluation module facilitates the systematic assessment of employee performance, providing a structured framework for goal setting, feedback, and performance reviews. This contributes to the continuous improvement of individual and organizational effectiveness.

#### Staff Leave Management:

Covering various types of leave, including annual leave, sick leave, and more, this module automates the leave request and approval process. It ensures accurate tracking of employee absences and promotes transparency in leave management.

#### Purchase Request:

The Purchase Request module streamlines the procurement process by providing a standardized system for submitting and approving purchase requests. This enhances transparency, controls costs, and ensures efficient procurement procedures.

#### Medical Module:

Focused on managing medical-related information, this module tracks employee health records, medical appointments, and other health-related data. It aids in ensuring the well-being of the workforce and supports occupational health and safety initiatives.

#### Online Recruitment:

The Online Recruitment module revolutionizes CVTL's hiring process by providing a platform for managing the entire recruitment lifecycle. From job postings to applicant tracking, the system enhances the efficiency and effectiveness of the recruitment process.

#### Travel Authorization:

Simplifying and automating travel-related processes, the Travel Authorization module facilitates the request and approval of travel plans.

The successful implementation of the IHRIS is anticipated to bring numerous benefits, including streamlined HR processes, improved data accuracy, and enhanced decision-making capabilities. The system not only addresses current HR challenges at CVTL but also provides a

scalable and adaptable framework to accommodate the organization's evolving needs in the future.

In conclusion, the IHRIS stands as a pivotal tool in CVTL's journey toward modern and efficient human resources management, fostering a more connected, informed, and productive workforce.

### System Development Technology Resume : IHRIS for CVTL

The Integrated Human Resources Information System (IHRIS) for Cruz Vermelha de Timor- Leste (CVTL) is a sophisticated solution crafted using modern technologies to optimize HR processes and enhance organizational efficiency.

#### Backend Development:

|  |  |
| --- | --- |
| * **Python 3.12.1** : Utilized Python as the primary programming language, leveraging its robustness and versatility. | Python (programming language) - Wikipedia |
| * **Django Frameworkn 5.0**: Employed the Django web framework to ensure rapid development, scalability, and maintainability of the IHRIS backend. |  |

* + 1. **Database Management:**

|  |  |
| --- | --- |
| * **MySQL 8**: Implemented MySQL as the relational database management system to store and manage structured HR data efficiently. | C:\Users\Windows10\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\E3DFE7DA.tmp |

* + 1. **Web Development:**

|  |  |
| --- | --- |
| * **HTML** (Hypertext Markup Language): Developed the frontend using HTML for creating structured documents. | C:\Users\Windows10\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\33EBCCF8.tmp |
| * **CSS** (Cascading Style Sheets): Implemented CSS to enhance the visual presentation and user experience of the IHRIS. | C:\Users\Windows10\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\22ACD5C6.tmp |
| * **Bootstrap 5**: Utilized Bootstrap 5 for responsive and aesthetically pleasing user interface design. | C:\Users\Windows10\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\8E55ADC4.tmp |

### Theme Layout and Compatibility

The system theme layout has the header, logo, drop-down navigation, content, footer, banner and responsive with desktop, tablet and mobile devices screen.

Everyone can access this System with any latest internet browser (Internet Explorer and above, Chrome, Firefox, and Safari).

### Project Organization and Timeline

This project isoriented by organizational structure and timeline.

* Konsultan ; Mr. Felisberto Emilio Gonçalves as Full Stact Software Developer
* Crusz Vermelha de Timor -leste (CVTL); Sr Secretary General Luis Pedro Pinto , Ms.Vidiana Xareal and Sr. Nelson do Santos

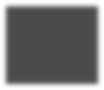
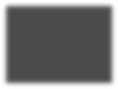
### Project Cost and Payment Schedule

The project payment is structured into two phases: Phase 1 and Phase 2. The total development cost is $10,000.00 USD, with Phase 1 accounting for 25 % and Phase 2 covering the remaining 75%.

### Training and Ongoing Support

The user training was including in the activity of User Acceptance Testing during two days from 22 to 23 of January 2021 at Crusz Vermelha de Timor -leste (CVTL), Farmoza . It was participated by the Administration & Human Resource staff of CVTL.

The user training has been delivered during one week from 30 December in CVTL Office, Dili. The training was attended by 3 CVTL staffs.



## BACKGROUND

In response to the evolving needs of effective Human Resource Management, I, Felisberto Emilio Goncalves, a full-stack software developer, have undertaken a pivotal project to enhance CVTL's capabilities. The primary objective is to design, develop, and implement an integrated Human Resource Management System (HRIS) to streamline and digitize the HR department at CVTL.

Recognizing the critical importance of this initiative, CVTL has entrusted me, Felisberto Emilio Goncalves, a full-stack software developer with expertise in software development, to lead the design and implementation of the Integrated HRIS.

Design a comprehensive Human Resource Management System (HRIS) encompassing various modules.

Modules include:

#### 1.Personal Information or Employee Records (including benefits). 2.Performance Evaluation.

**3.Employee Leave Management (Annual Leave, Sick Leave, etc.). 4.Purchase Requests.**

#### 5.Medical Records. 6.Online Recruitment. 7.Travel Authorization.

This project is crucial for CVTL as it aims to revolutionize processes, offering a centralized and efficient approach to the digitalization of the Human Resource department. The successful implementation of the Integrated HRIS is expected to enhance data accuracy, improve operational efficiency, and digitize processes within the HR department at CVTL. As a full-stack software developer, I bring technical expertise and relevant industry knowledge to ensure the success of this project. I am fully committed to achieving these goals and making this project a success overall.

## ABOUT CONSULTAN

**FELISBERTO EMILIO GONCALVES**

#### Personal Information:



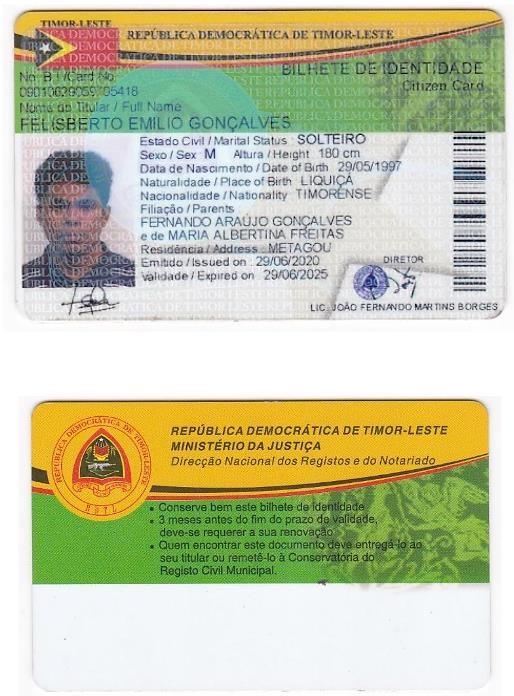
Full Name : Felisberto Emilio Goncalves Contact Number : + 67078059946

Gender : Male

Date of Birth : 29 May 1997

Email Address : [felisbertoemiliogoncalves@gmail.com](mailto:felisbertoemiliogoncalves@gmail.com)

#### BI Card :



* 1. **Formal Education**

I hold a Bachelor's degree (Licensatura - S1) in Software Engineering from Universidade Nacional Timor Lorosa'e (UNTL), specifically from the Faculty of Engineering, Department of Informatics.

* 1. **work experience**

**2014** - IT Assistant at Info Timor

**2016** - ICT Logistics at the Tour de Timor event

**2017** - Received Appreciation from SEJD and contributed to developing and creating a Database for the Timor-Leste Youth Profile using PHP and MySQL, and participated in a university-level ICT competition at UNTL.

**2017** - Became a trainer providing training on PHP and MySQL at the ICT Camp

` organized by SEJD.

**2018** - National Observer in the 2018 Parliamentary Election.

**2020** - Developed a thesis to create a Geographic Information System (GIS) for water pipeline networks and areas in each zone for DGAS.

**2020 - 2022** -Worked at KINOS - King of Innovation as a Software Developer for two years.

**2021** - Successfully developed an Android application and Recycle Hub database for UNDP using Java, Python programming languages, and POSTGRESQL Database.

**2021** - Volunteered to develop a human resources database system for the administrative post in Atauro and Dili municipality using PHP Framework Laravel and MYSQL.

**2022** - Successfully developed the Integrated Data Management System for Villages (SIGSA) for the Ministry of State Administration (MAE) using Python programming language and Django Framework.

**2022** - Successfully developed a database and mobile apps for Jornal Diario and Semanario at GMN TV using Python programming language with Django Framework and Framework Flutter.

#### Professional Summary:

Experienced Full-Stack Software Developer and IT Consultant with a proven track record of crafting innovative solutions and proficiently managing server infrastructure. Specialized in designing, developing, and implementing end-to-end applications,

showcasing expertise in database management, web and mobile application development, and data center administration.

#### My consulting Services:

* + 1. **Service Desk:**

Providing a responsive and efficient service desk to address IT issues promptly. Offering personalized support and solutions for a seamless user experience.

#### Managed Service:

Elevating IT operations through comprehensive managed services.

Proactive monitoring, maintenance, and support to optimize performance and minimize disruptions.

#### IT Infrastructure Project Service:

Leading successful IT infrastructure projects from planning to execution.

Tailoring solutions for infrastructure upgrades, migrations, and expansions with a focus on minimizing downtime.

#### Software Development:

Unlocking innovation through bespoke software development services.

Taking projects from concept to deployment, delivering tailored applications to meet unique business needs.

## OBJECTIVE

The primary objective of this project is to develop and implement a modern, dynamic, secure, and transparent IHRIS database system. This system is designed to efficiently manage CVTL employee data, covering personal information or employee records, performance evaluation, employee leave management, purchase requests, medical records, online recruitment, and travel authorization.

#### Key Objectives of the IHRIS System:

* + 1. **High Security:**

Ensuring that employee data is stored and accessed with the highest security standards in accordance with information security protocols.

#### Regular Updates:

Providing mechanisms for periodic system updates to maintain access to the latest features and compliance with evolving technological standards.

#### Swift and Dynamic Reporting:

Possessing the capability to generate reports quickly and dynamically, offering instant insights to support decision-making.

#### Operational Efficiency:

Designed to deliver operational efficiency in human resource management, minimizing time and effort required in day-to-day processes.

#### Transparency:

Incorporating features that promote transparency in data management, ensuring visibility and accountability in the handling of employee information.

#### Data Normalization and Structure:

Implementing processes to normalize and structure data systematically, enhancing data integrity and facilitating efficient retrieval and analysis.

## SCOPE OF WORK

#### IHRIS System Development

The consultant will actively engage in the development of the IHRIS system, emphasizing the creation of a dynamic framework for the efficient recording and management of data in the following key categories:

Personal information or staff records, inclusive of benefits. Performance evaluation.

Staff leave (annual leave, sick leave, etc.). Purchase requests.

Medical records.

Online recruitment.

Travel Authorization.

#### Finalization of the IHRIS System

Upon completion of each module, the consultant will present it to the Secretary-General and Senior Management Team of CVTL. Integrating feedback from the team, the consultant will enhance the product. After securing final consent from the Management team, the consultant will proceed to install the software in the designated location.

#### Training Initiatives

The consultant will conduct comprehensive training sessions for CVTL staff to acquaint them with the new software/system, encompassing all functionalities and fundamental troubleshooting techniques.

#### Other Consultant Responsibilities

In fulfilling the project scope and deliverables (refer to Section V), the consultant is expected to undertake the following steps:

Attend CVTL National Headquarters, facilitating briefing and debriefing conferences with CVTL staff.

Establish communication with the CVTL IT Specialist and Human Resources and Administration Department Coordinator during the project's planning stages. Discuss the nature and extent of functionality under each module and ensure that module data and reports align with CVTL's human resources and compliance obligations.

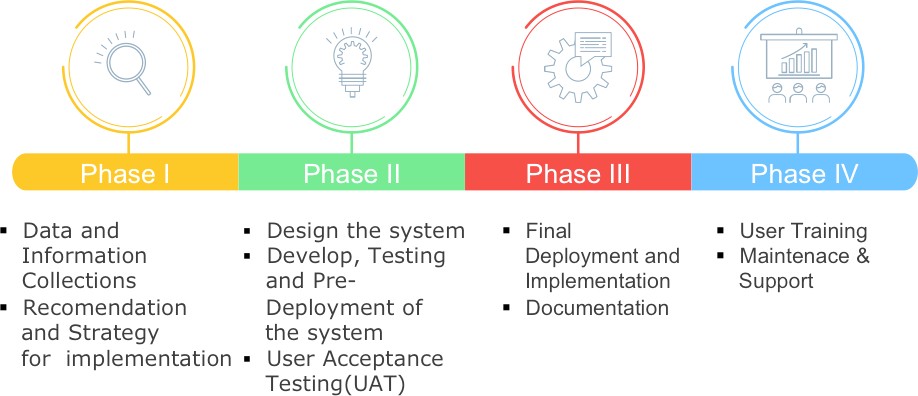
Institute quality control procedures to ensure the ongoing support and applicability of the process.

Demonstrate the functionality of each module to CVTL staff and senior managers before seeking final approval.

* 1. **DELIVERABLES**
     + Develop and update a minimum of 7 IHRIS modules, addressing feedback received during demonstrations to the Secretary-General and CVTL Senior Management Team.
     + Design a web-based human resource information system tailored to meet CVTL's minimum requirements. Install the system on CVTL servers and/or computers as relevant, following acceptance of each module by the CVTL Management Team.
     + Implement a training program for CVTL staff, supported by an operational instruction manual providing clear instructions for each module and functionality for CVTL staff, managers, and IT/HR/Finance administrators, as relevant.

## PROJECT IMPLEMENTATION

### Project Phases



During the occurrence of this project, we adopt a collaborative approach to implement a consulting service that enables CVTL to deploy the system solutions at low risk.

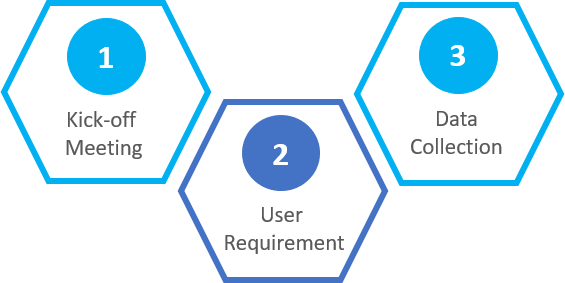
The process from pre-implementation planning to live deployment should take two calendar months, depending on the complexity of the project deployment and customer’s schedule.

### Timeline

Related to the timeline, this project is based on the term of reference (TOR) and scope of work that mention the completion time of the execution project is between 1-2 months starting from the date of contract signed in November 2020. For the detail information about the project timeline and process of activities are shown below:

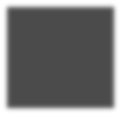
|  |  |  |  |
| --- | --- | --- | --- |
| No | Phase | Activities | Effort  in Days |
| **1** | **PHASE I** | | |
| 1.1 | Gathering information and requirements and develop the SRSD | Kick-off Meeting  Data Information Collections including the interview. | 5 days |
| **2** | **PHASE II** | | |
| 2.1 | System Design & Analist | Design the Initial front-end Layout | 5 days |
| 2.2 | The Design the Database Scheme | 5 days |
| 2.3 | System Development | Review the changes | 3 days |
| 2.4 | Development | 20 days |
| 2.5 | Testing | Testing bugs and functionality of system. | 2 days |
| 2.6 | User Acceptance Testing for final release  approval | 3 days |
| 2.7 | Deployment | Final approval presentation | 1 day |
| 2.8 | Server Installation and Configuration.  Install and configure the system and database | 2 days |
| 2.9 |
| **3** | **PHASE III** | | |
| 3.1 | System Documentation | IHRIS technical documentation such as user  manual, system architecture and user account for domain and system administration. | 3 days |
| 3.2 | UAT Testing & User Traning | 3 days |
| 3.3 | Project Final Report | 5 days |
| 3.4 | User Training | User Training | 3 Days |
| 3.5 |
| **4** | **PHASE IV** | | |
| 4.1 | Ongoing Support and  Maintenance | Ongoing Support and Maintenance | -- -- |
| **TOTAL DAYS** | | | 60 days |

#### PHASE I

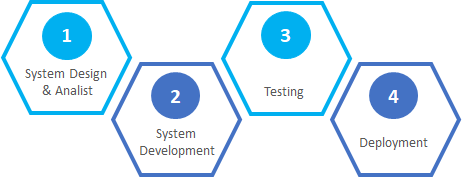


**Gathering information and requirements and develop the SRSD**

The consultant regularly conducts meetings with the CVTL team to discuss and extract information related to the upcoming system. In these interactions, the consultant gathers sample data and document formats from CVTL, ensuring that all aspects related to IHRIS are well-reflected. This collaboration allows CVTL to contribute directly to the system design, fostering deep engagement and a comprehensive understanding.

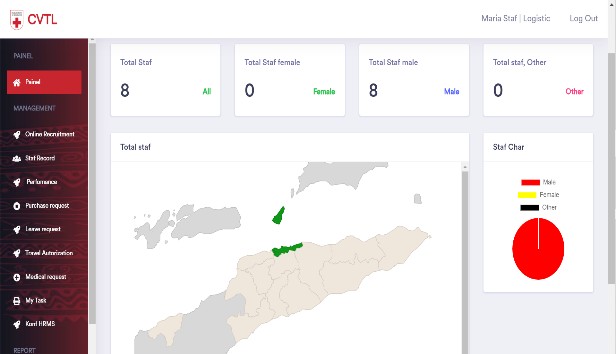
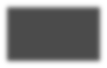
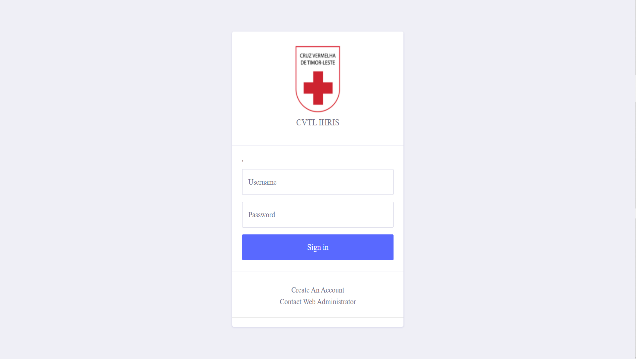
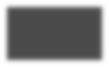
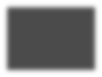


#### PHASE II

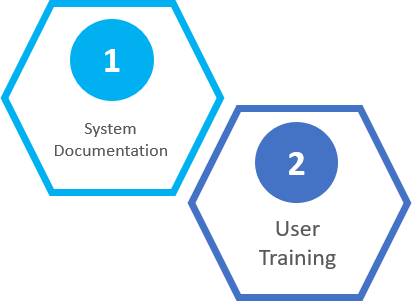


**System Design & Analyst ,System Development , Testing and Deployment**

In the pivotal phase of HRMS development, the consultant will lead a comprehensive approach, initiating routine meetings with the CVTL team. This collaborative effort begins with translating HRMS requirements into a robust system design, aligning with professional development standards. Design sessions will involve the integration of technical elements and optimal user interfaces, and prototypes will be crafted for visual representation. Seeking validation from CVTL professionals, the consultant refines the design's professionalism based on their feedback. This phase encompasses in-depth risk analysis, meticulous documentation creation, and strategic alignment with HRMS goals. The consultant will diligently oversee system development, implement rigorous testing procedures, and execute a methodical deployment process. The aim is to ensure the final product not only meets stringent professional standards but also seamlessly aligns with CVTL's organizational objectives. Continuous collaboration with CVTL will remain integral throughout the entire development journey.



#### PHASE III



**System Documentation and User Training**

In the phase, the consultant and CVTL team will perform testing on the upgraded system in production mode to validate that IHRIS is free from errors. Prior to this phase, the consultant has conducted thorough testing. Furthermore, the consultant will deliver training sessions to instruct CVTL staff on effective data management within the system. Module guides will be provided to aid CVTL staff in navigating and utilizing the IHRIS system seamlessly. Continuous collaboration between the consultant and CVTL is maintained to ensure the smooth implementation of the enhanced IHRIS system.



Official address link: [www.ihris.reedcroos.tl](http://www.ihris.reedcroos.tl/)

#### 6.2.3 PHASE IV

**Ongoing Support And Maintenance**

Based on the proposal, the consultant's commitment is to continuously provide support until the IHRIS is fully implemented at CVTL.

The consultant assures unwavering assistance throughout the implementation process, offering technical aid, maintenance, and operational support necessary until the IHRIS system is fully integrated and functioning optimally at CVTL.

The commitment extends beyond mere troubleshooting during the implementation period. It encompasses proactive resolution of potential issues, guiding users for effective system utilization, and ensuring sustained enhancement of the IHRIS system.

The consultant's dedication to support transcends the implementation phase, guaranteeing the continued smooth operation of the IHRIS. This commitment involves staying updated with the latest technological advancements and aligning with CVTL's evolving human resource management needs.

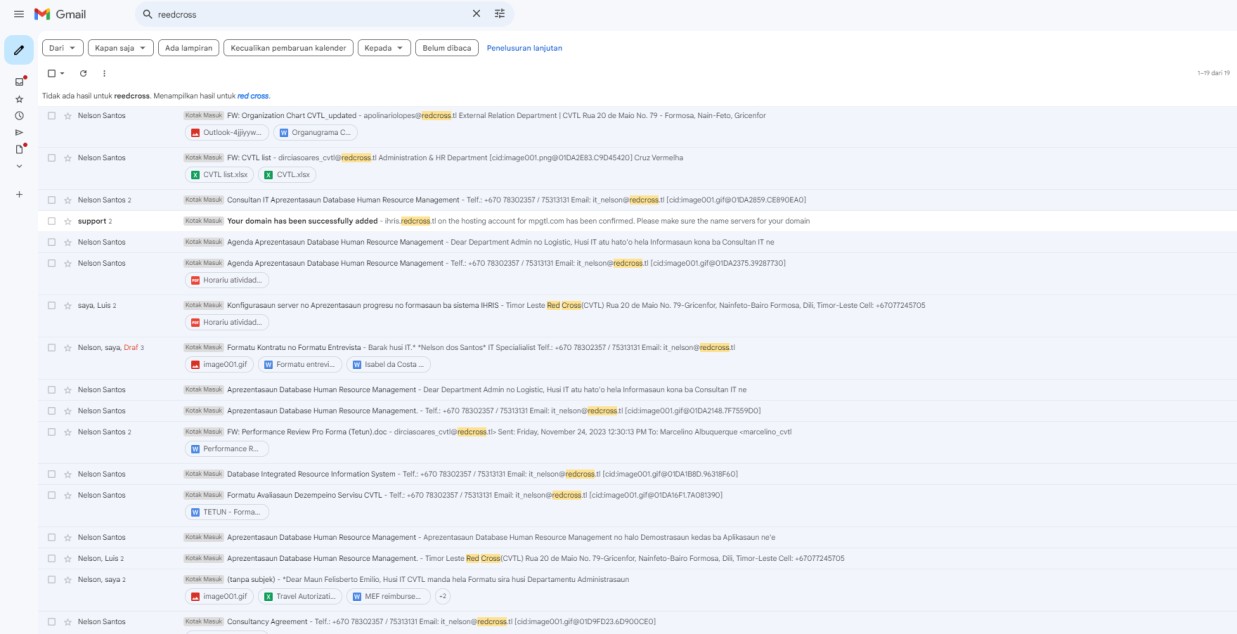
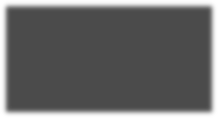
The consultant is ready to collaborate closely with CVTL, ensuring not only the successful implementation of IHRIS but also its continual improvement and support tailored to the evolving business requirements.

|  |  |  |
| --- | --- | --- |
| **Consultant Scope of Support and Maintenance** | | |
|  | |  |
|  | | |
|  | * **Bug Fixes and Issue Resolution** * **Software Updates and Upgrades** * **Security Management** * **Performance Monitoring and Optimization** * **User Support and Training** * **Compliance and Regulatory Updates** * **Documentation and Reporting** * **Continuous Improvement** |  |
|  | |  |

## COMMUNICATION

During the project implementation, the IT consultant frequently communicate with client through project coordinator through email communication, mobile conversation and chat to exchange the information and data required for the IHRIS development. Please see the Annex

C. for email communication.



## MEETINGS

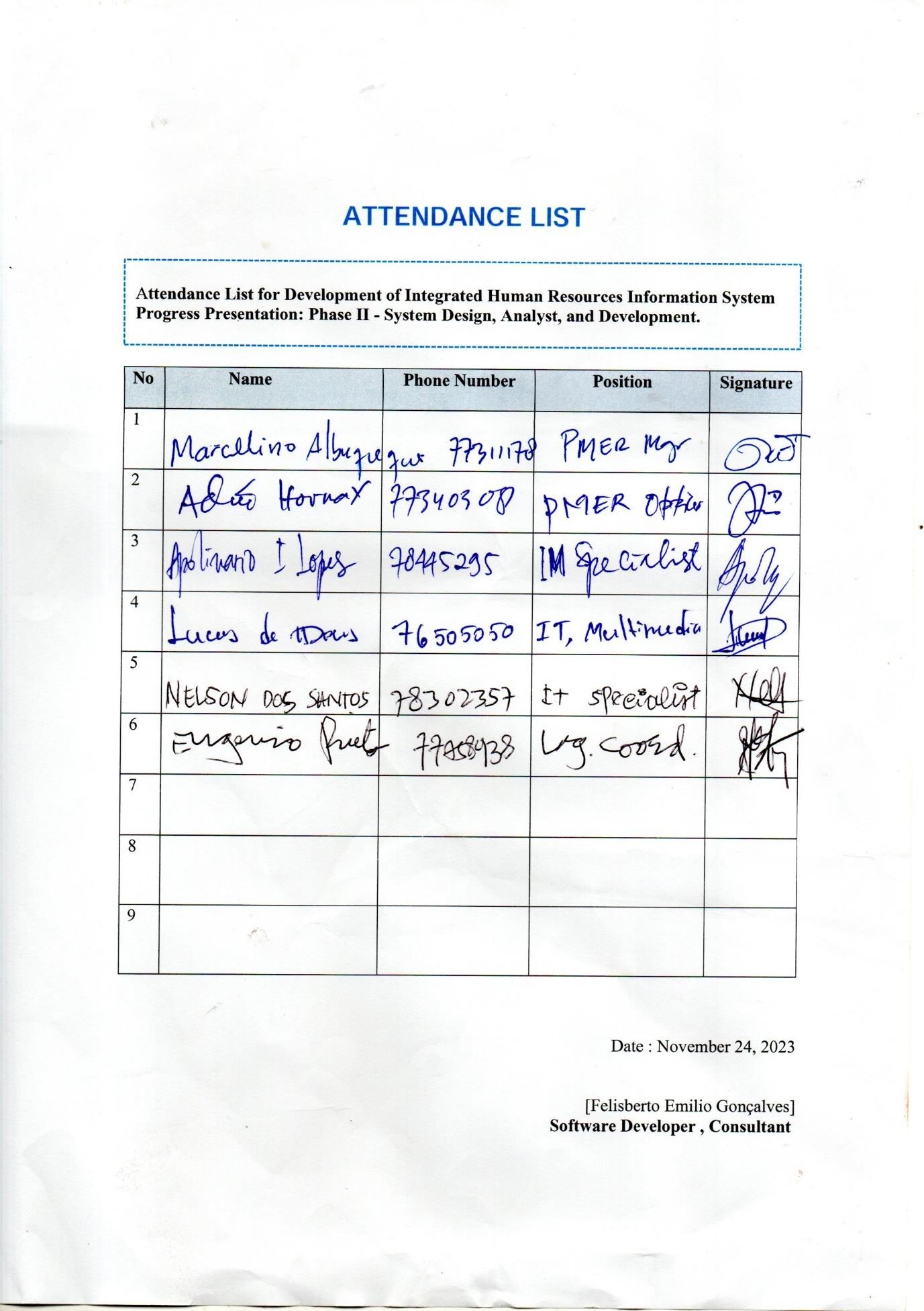
Throughout the project implementation, the consultant conducted several meetings with CVTL to initiate the gathering of initial user requirements and system presentations. For further details, including the attendance list, please refer to the annex document.

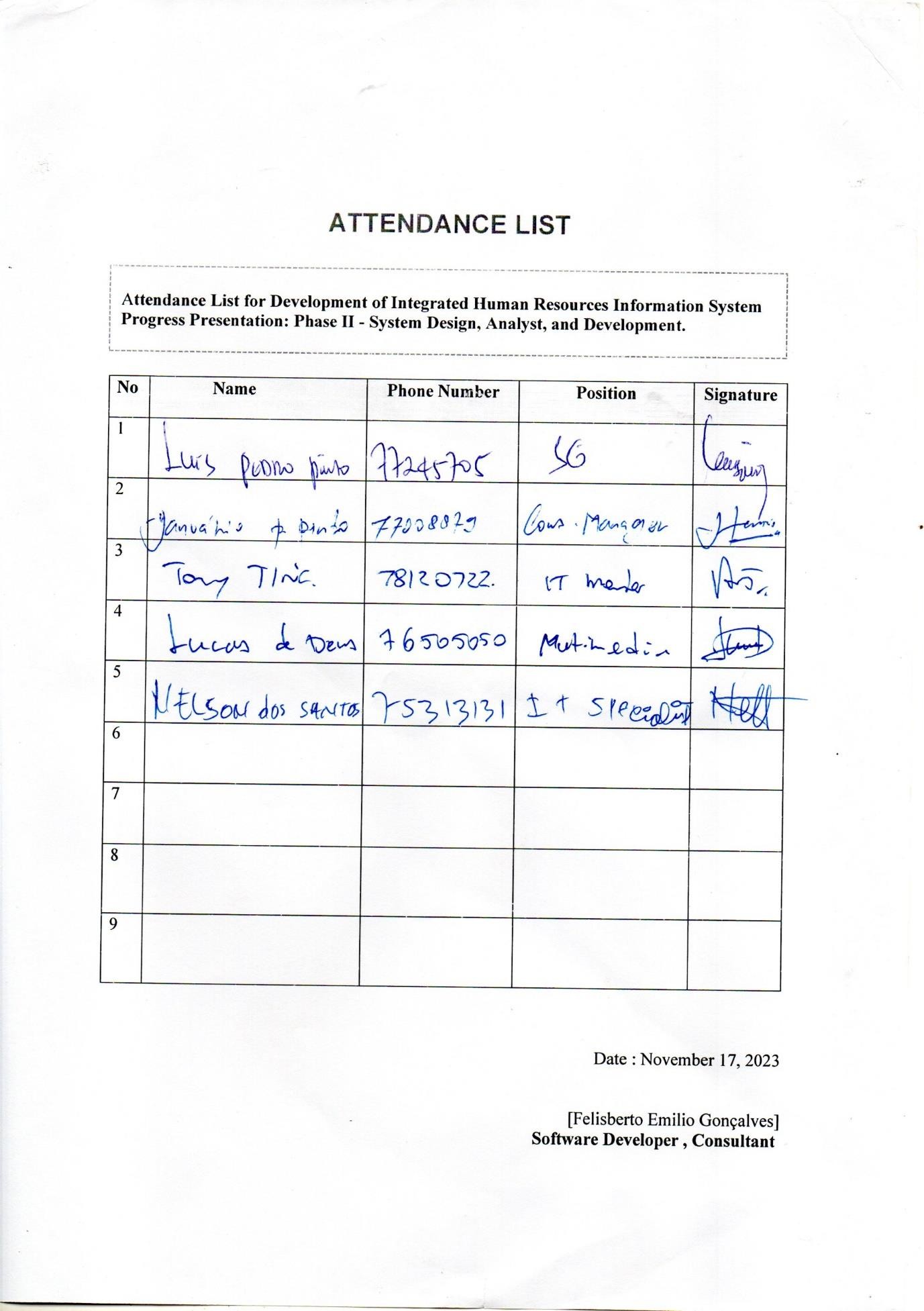
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No Date Meeting Subject Attendance** | | | | **Location** |
| **1** | **19/10/2023** | Kick Off Meeting & gathering Information Database Scheme and System Layout | Mr. Eugenio Pinto Mr. Jaime Da silva Mr. Jaime Dos Sntos | CVTL Nasional |
| **2** | **17/11/2023.** | Progress Work Presentation | Mr. Luis Pedro Pinto Mr. Januariu Pinto Mr. Lucas de Deus Mr. Nelson Dos santos | CVTL Nasional |
| **3** | **23/11/2023.** | Progress Work Presentation | Mr. Nelson Dos santos Mr. Apolinario Marquez Mr. Jaime Da silva  Ms. Vidiana Xarael  Mr Mariun Smith | CVTL Nasional |
| **4** | **24/11/2023.** | Progress Work Presentation | Mr. Nelson Dos santos Mr. Apolinario Marquez Mr. Jaime Da silva  Ms. Vidiana Xarael Mr Mariun Smith Mr. Marcelinu  Mr Adao Hornai  Mr Apolinariu lopes Mr Lucas de deus | CVTL Nasional |
| **5** | **29/11/2023.** | Progress Work Presentation | Mr. Luis Pedro Pinto Mr. Laurindo Seixas Mr. Inacio Guterres Mr. Nelson Dos santos  Mr. Apolinario Marquez Mr. Jaime Da silva  Mr Mariun Smith | CVTL Nasional |
| **6** | 14/12/2023 | Final Presentation | Mr. Nelson Dos santos Mr. Apolinario Marquez Mr. Jaime Da silva  Ms. Vidiana Xarael Mr Mariun Smith Mr. Marcelinu  Mr Adao Hornai  Mr Apolinariu lopes Mr Lucas de deus | CVTL Nasional |

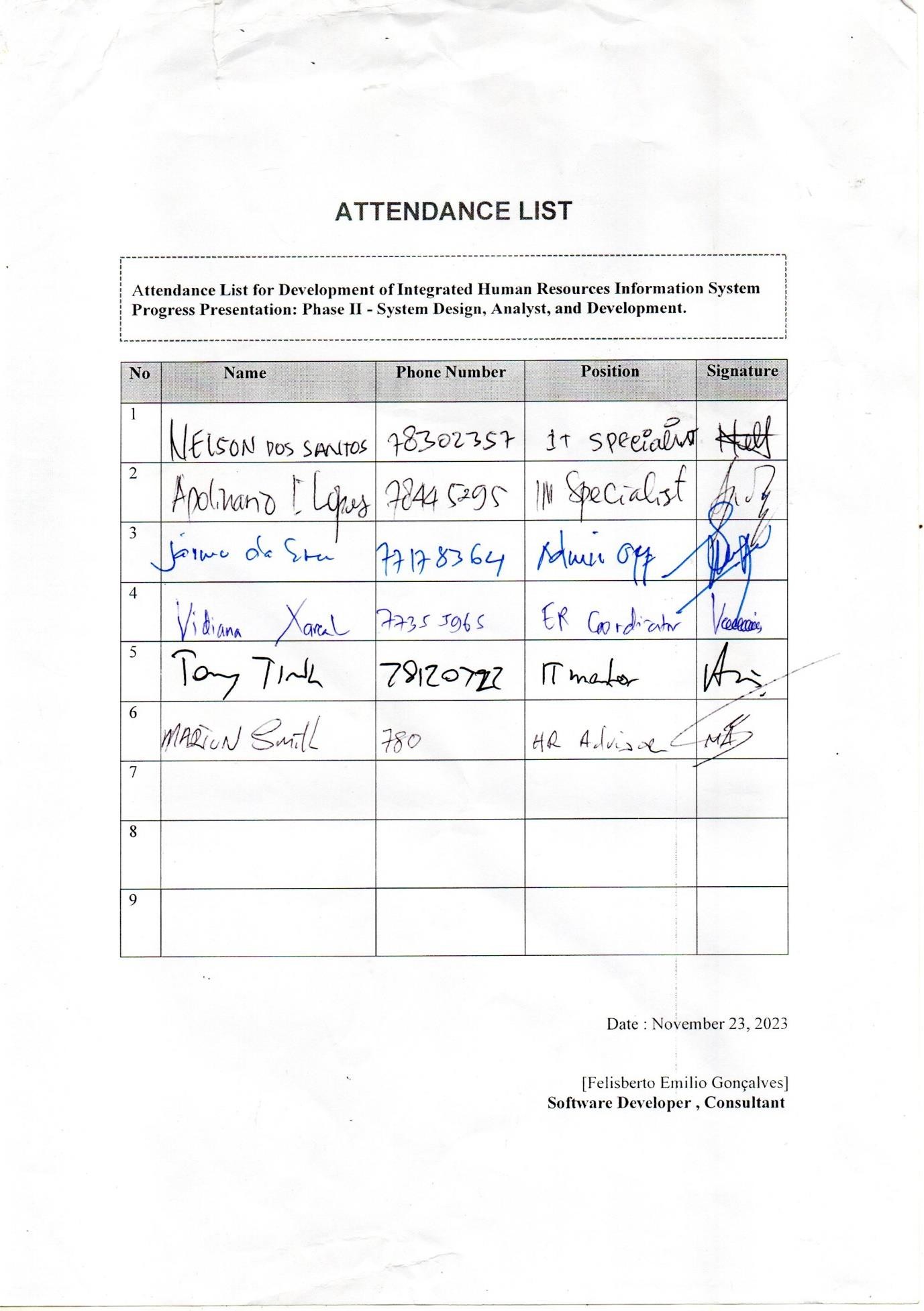
## RECOMMENDATIONS

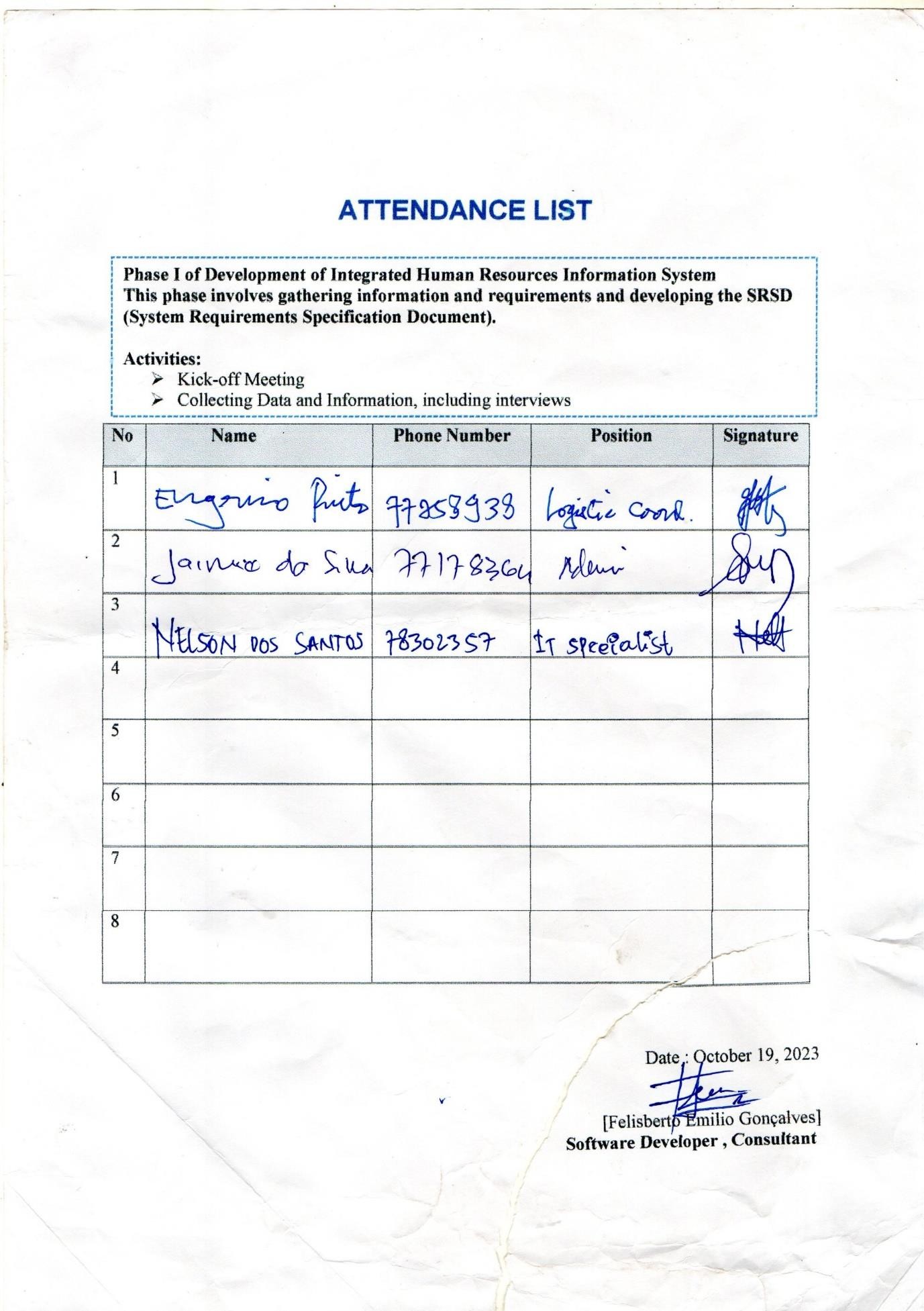
|  |
| --- |
| **Recomendations** |
| * High-Speed Internet Connectivity:   Ensure that the organization has access to a reliable, high-speed internet connection. This is critical for the efficient functioning of the IHRIS system, especially when dealing with large datasets or when multiple users are accessing the system simultaneously.   * Mobile Optimization:   Optimize the IHRIS system for mobile use, considering that users may access the system from various devices and network conditions. Responsive design and efficient data handling for mobile users can enhance overall accessibility.   * User Training and Support:   Provide comprehensive training sessions and ongoing support to users for effective utilization of the IHRIS system. A well-trained user base can optimize system utilization and minimize errors, enhancing overall productivity.   * Scalability:   Design the server infrastructure to be scalable to accommodate potential growth in data and user base. This ensures that the IHRIS system can handle increased demand without compromising performance.   * Backup and Recovery Procedures:   Establish regular backup procedures and a robust disaster recovery plan to prevent data loss in case of unexpected events. Regularly test the backup and recovery processes to ensure their effectiveness.   * System Monitoring:   Implement a system monitoring solution to track the performance and health of the IHRIS system in real-time. This allows for proactive identification and resolution of potential issues before they impact users. |

# ANNEX A ATENDANCE LIST

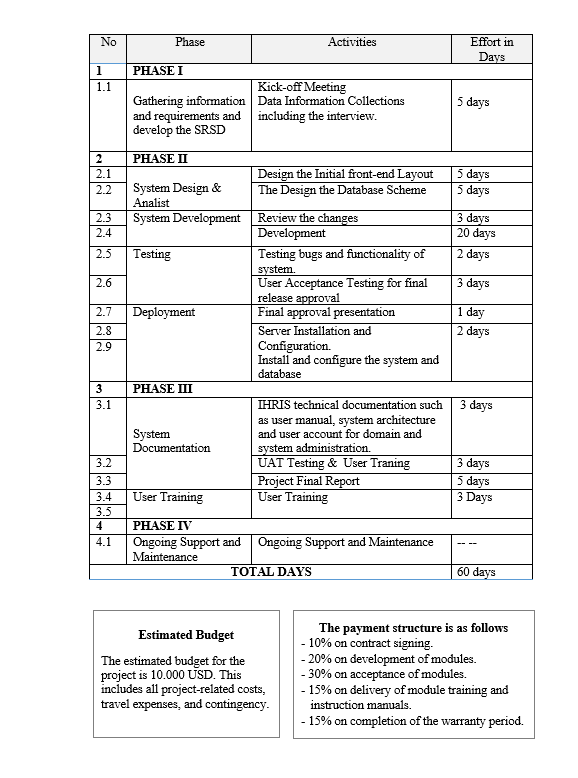
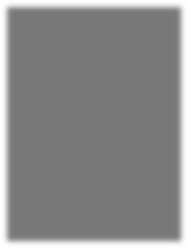
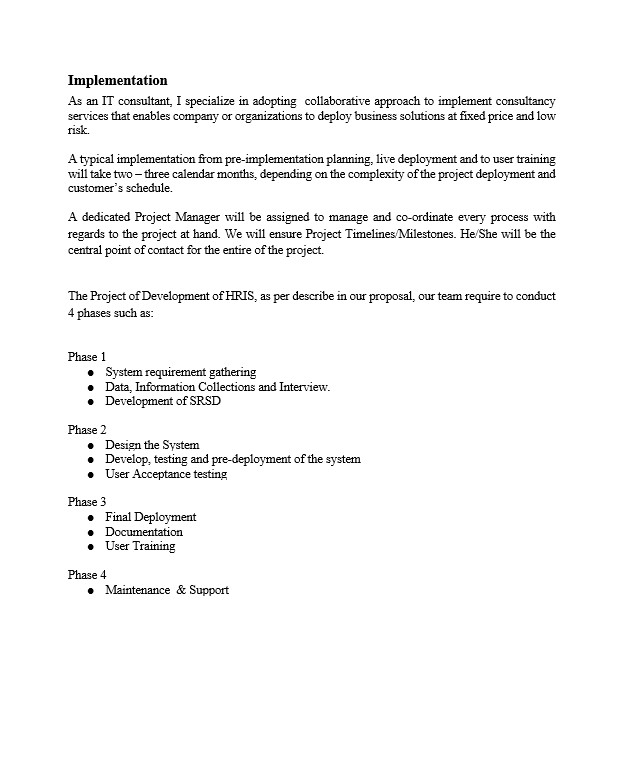
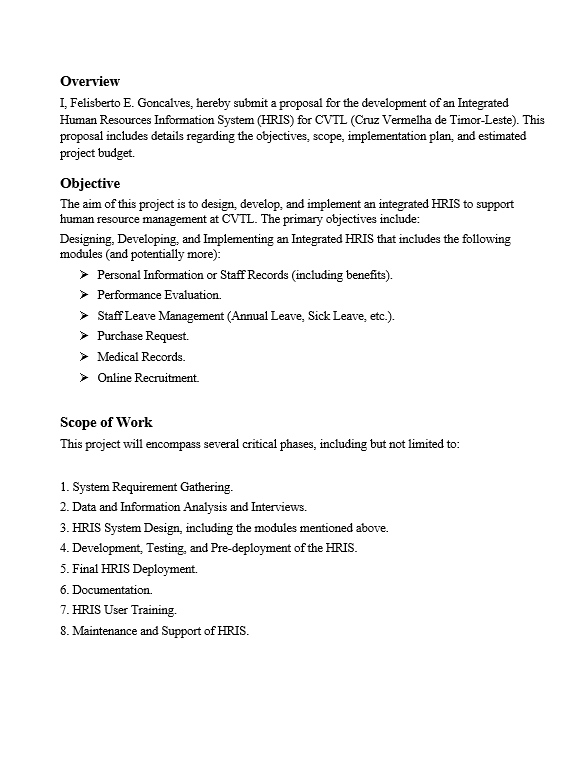






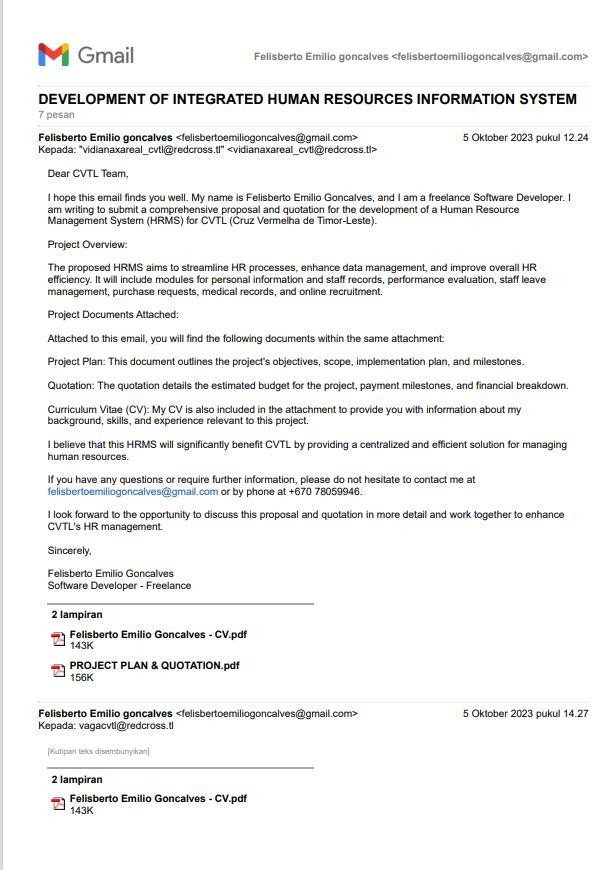


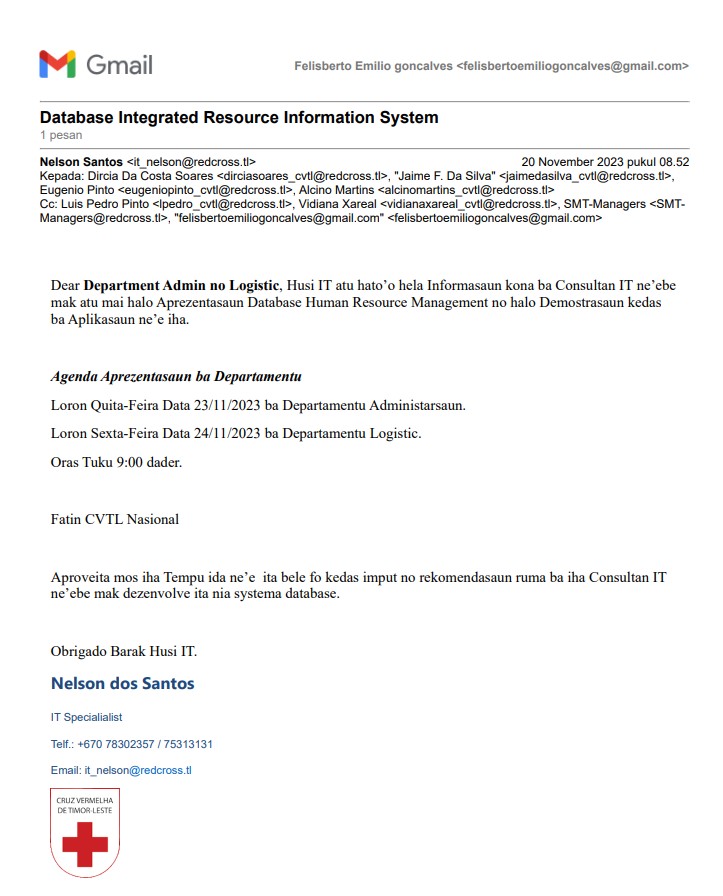
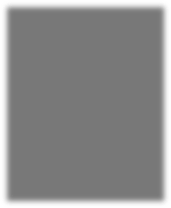
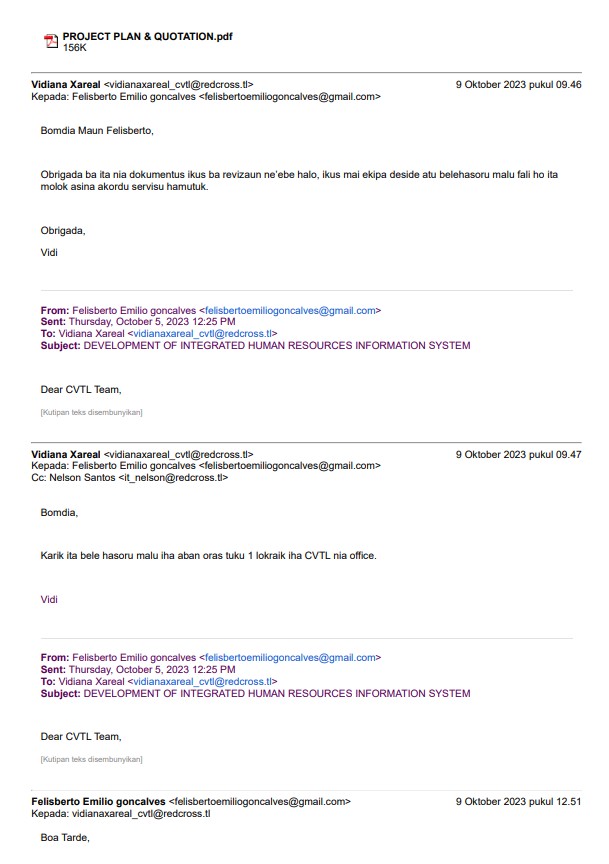
**ANNEX B** **PROJECT PLAN**

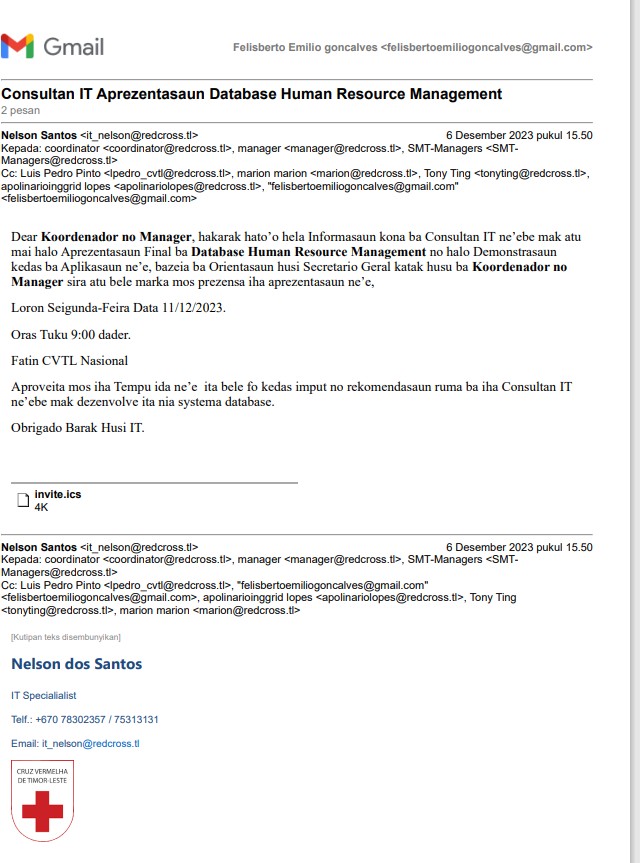


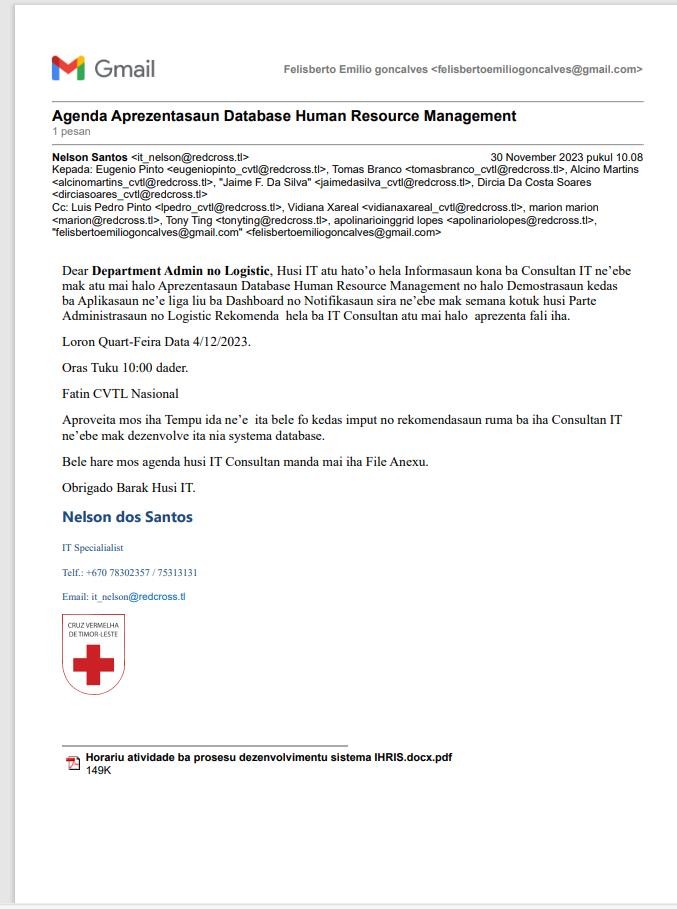
# ANNEX C

**EMAIL COMMUNICATION**

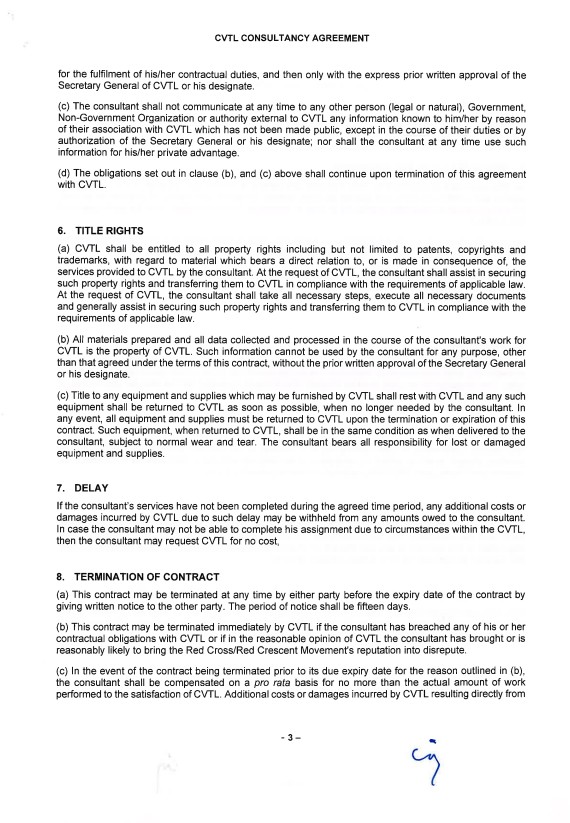
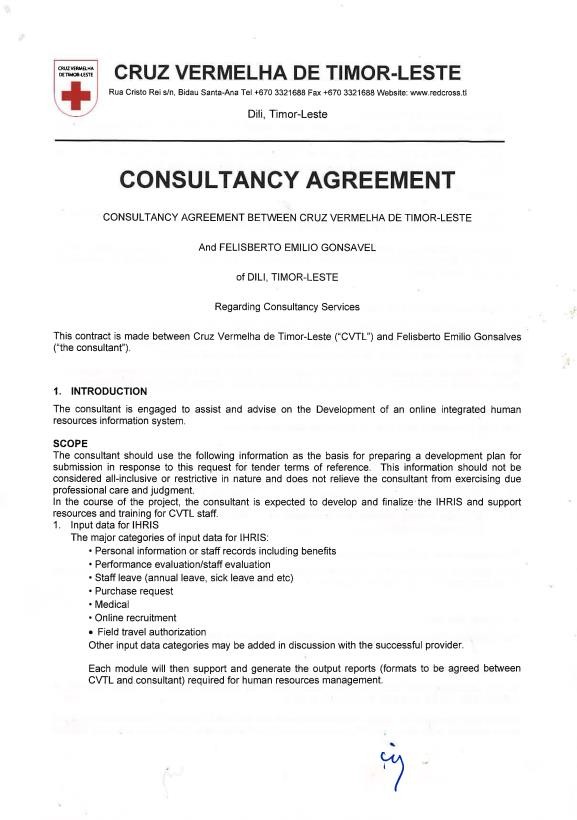
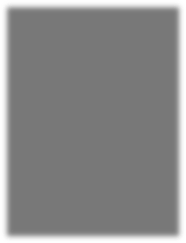




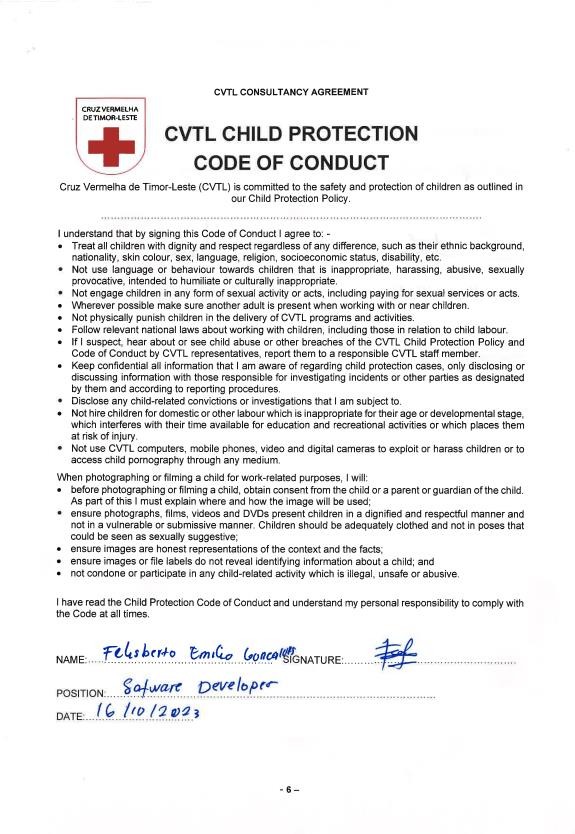
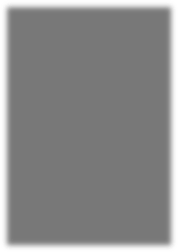




# ANNEX D CONTRACT



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