

Terms of Reference-
for
ICT Operation and Maintenance under ICT Cell of Dhaka South City Corporation
(DSCC)

1. Background

Dhaka South City Corporation (DSCC) is one of the two municipal corporations in Dhaka created when the former Dhaka City Corporation was divided into two. The Corporation was created by the Local Government (City Corporation) Amendment Bill 2011 on 29 November 2011, passed in the Parliament of Bangladesh, following the President's approval.

Dhaka South City Corporation consists of 75 wards comprising the thane's of Maghbazar, Basabo, Azimpur, Moujheel, Malibagh, Jatrabari, Dhaka Kotwali, Sutrapur, Bangsal, Wari, Gendaria, Lalbagh, Hazaribagh, Dhanmondi, Shahbagh, New Market, Khilgaon, Kamrangirchar, Matuail, Manda, Daniya, Shampur, Nasirabad, Demra and some others. Those wards are divided into Ten zones. DSCC covers an area of about 109.251sq. km.

DSCC's official headquarter is situated at 'Nagar Bhaban' and the headquarter has following offices and departments to serve their diversified functions properly: Office of the Mayor, Office of the Chief Executive Officer, Office of the Secretary, Engineering Department, Health Department, Revenue Department, Waste Management Department, Urban Planning Department, Estate Department, Transport, Accounts Department, Store & Purchase Department, Information & Communication Technology, Law Department, Public Relation, Social Welfare, Internal Audit, Slum Improvement Development, Security Department, Office of the Zonal Executive Officer Zone-1, Office of the Zonal Executive Officer Zone-4, and other place Office of the Zonal Executive Officer Zone-2, Tilpapara Community Center, Office of the Zonal Executive Officer Zone-3, Hazi Gani Community Center & Office of the Zonal Executive Officer Zone-5. Saidabad, Dhaka.

Some application Software and web portal viz., Revenue Management System (RMS), Double Entry Accrual Accounting System (DEAAS), Payroll accounting, Inventory accounting, Estate Management System, Case Management System, Graveyard Management System, Amar Dhaka apps etc. have been implemented in DSCC to perform better and to render services to citizens in a better way.

ICT Cell of DSCC is responsible to operate and maintain the above-mentioned software systems together with the related hardware and accessories. At present ICT Cell requires some improvement of software and web portals as well as some additional hardware.

2. Objective of the assignment

A computerized application has been designed, developed and implemented for automation of Revenue and Accounts Departments of Dhaka South City Corporation (DSCC). The application is now in operation. DSCC now intends to engage a Consultant for the purpose of –

- Holding Tax, Market Trade License, Advertising, Wheel Tax and Accounts related all previous data entry, correction, posting and printing (up to date), required paper, toner and accessories and peripherals,
- Software Maintenance
 - Web Portal up-gradation



- Payroll accounting
 - Inventory accounting
 - Estate Management
 - Case Management
 - Graveyard Management
 - Amar Dhaka Apps
 - Ensuring Cyber Security through Software
- Network Operation & Maintenance
- Existing and new LAN connectivity establishment & maintenance in 5 Zones and all departments of DSCC including Wi-Fi Hot Spots
 - All sorts of Network & internet related service & maintenance
- Uninterrupted Internet Service including dedicated 150 Mbps bandwidth
- Computer, Printer, Photocopier, Fax, UPS etc. service and maintenance.

Scope of Services

3.1 Data Entry, rectification, improvement, Posting and Printing

- a. Holding tax, market trade license, advertising, wheel tax and accounts related all previous and new data entry, correction, posting and printing (up to date).
- b. Supply of required paper, toner and accessories and peripherals.

Volume of related posting in the respective database/locations using software may be estimated from the above information. Number of bill books, letters, notices etc. may also be estimated. Bidders may visit and collect samples of printing materials and quote accordingly.

3.2 Software Maintenance

Responsibility of Operation and Maintenance works of the following software to be undertaken by the Consultant on number-month basis for 12 months.

- a. RMS
- b. DEAAS
- c. Payroll accounting
- d. Inventory accounting
- e. Estate Management System
- f. Case Management System
- g. Graveyard Management System
- h. Amar Dhaka Apps
- i. Ensuring Cyber Security through Software

The consultant has to provide operational and maintenance support for 01(one)year for the above mentioned customized software and apps. Web application software is presently running at DSCC server and is operational on (i) MS SQL Server at Back End, (ii) Microsoft Application server using C#, ASP.net, Report server at 3-Tier and (iii) Internet Browser in Front End. The assignment includes the deployment / posting of qualified and experienced engineers at different sites as and when required.



Details of Work:

- a. Customization, Implementation, Maintenance & future improvement as per business needs of running modules of RMS, DEAAS, Amar Dhaka Apps and other Software Applications at DSCC on 'as-is-where-is-basis'. The assignment includes customization, maintenance & implementation of various modules of the Application Software as per current business requirement of DSCC ICT cell.
- b. Implementation of new changes in the application software for various modules as and when any new business rules and deployment, logic processes etc. comes into effect.
- c. Development of new forms & reports of various modules as needed from time to time required by ICT cell of DSCC.
- d. Administration & Scheduling of backup of Database and web application software.
- e. Installation, reconfiguration & restoration of the Database and Application software on old/new Hardware layout and same or higher version.
- f. Tuning the database for Optimal Performance.
- g. Module Version Control of RMS, DEAAS, Amar Dhaka Apps and other web application software and mobile app.
- h. Debugging & fixing of problems arising in the running applications.
- i. Documentation of those web application and mobile apps.

3.3 Software for e-Revenue and e-Accounts

Recently, Revenue Management System (RMS) for the implementation of e-Revenue and Double Entry Accrual Accounting System (DEAAS) for the implementation of e-Accounts have been deployed in DSCC. The table below is an indicative list of functionality and features of RMS and DEAAS. The listed features and functionality for DEAAS/RMS below is neither exhaustive nor final.

Table 3 Indicative Features of Revenue Management System (RMS) and Double Entry Accrual Accounting System (DEAAS)

Citizens Service Portal
General Service
Must support native language
Provide Online access to its citizens through the Citizens Portal.
Multi-Channel access. Post , written and oral
Internet
Mobile(SMS)
Electronic Payment/Transfer Services and System (Internet banking, Mobile Banking, Credit Card and etc.)
Provide Interactive forms for the various services. It should also have provision for Application Forms in native language
The online forms should follow a workflow for approval, if required for a particular application by the citizens
Processing of the applications received in terms of evaluation and billing for the services requested by the citizens
Citizen assessing and paying their taxes online and also getting messages and alerts through mobile
Citizens paying online and ability to receive payment online
Integration with Accounting and other relevant functions of CC for prompt action
The portal should provide the citizens with an ability to enquire about the various services being offered



by CC through its zones.
Identifying and assigning the various request to all relevant parties
Determining eligibility and/or entitlement bearing in mind all relevant information
Providing timely feedback / status information to all relevant parties, as required
Tracking all relevant steps, notes, actions, and information used in processing the requests
A keyword catalogue can be maintained and the keywords can be used for categorizing, searching, and retrieving cases
Acquire, store, and maintain relevant and valid information related to the requests of an citizens, and making this data available to authorized users of CC
Ability to generate various reports.
Holding Tax
Inclusion of New Assesses
Change of Ownership
Assessment and Approval
Collection
General Revision of Rates
Assessment and Approval
Collection
Change of Use
close/holding / reconnection
Citizen Grievance
Grievance Registration- portal, oral, postal, email, IVRS, written
Track Status
Licenses
Citizens applying for various licenses
Issue of Licenses
Renewal/Close/holding of license
Citizens applying for various certificates
Monitor Time taken to close various types of applications
Functionality- Finance
Finance & Accounting
Ability to perform Accrual Basis of Accounting
Facility for defining Control Accounts
Accounts Receivables
Accounts Payables
Fixed Assets
Collection
Purchase and Billing
Salary
Adjustments and Vouchers
Inventory Accounting
Cash and Bank Accounting and BRS
Sub-ledgers accounting
Taxes and Payments



Allows definition of ULB, its zonal / ward offices etc.
Allows definition of profit/cost centers within organization
General (Across all modules in financials)
Flexibility to define fiscal year including start month and end month
Ability to define 12 periods/ month within fiscal year
Provision for separate logical periods for the purpose of annual closing activities
Municipal fiscal year closing is allowed. Multiple sets of same books of accounts are permitted.
Allows closing of fiscal periods to restrict transaction posting.
Allows to keep multiple periods open across financial years or within financial year
Ability to draw complete set of books of accounts such as, Income Statement balance sheet for the legal entity.
Availability of system generated numbering for the documents
Availability of option of manual numbering for certain documents
Numbering sequence for all documents is reset per fiscal year.
Supports taxes, duties and legal compliances thereof.
Flexibility to control posting to specific ledger accounts with specific documents
Flexibility to date formats, number formats per user.
Approval and workflow
Security rights and user access control
Audit Trail
Tracking of user, date and time for each transaction
Tracking of changes made to any document
General Ledger
Ability to define chart of account for the company
No restriction of the arrangement or the number of accounts
Dimension and Analytical reports
Allows grouping of general ledger account for the purpose of account management
Allows creating general ledger accounts in batch mode using external interface
Ability to post transaction from other modules to online mode based on such pre-defined criteria.
Allows creation and posting of journal entries online or in batches
Allows definition of recurring transactions and periodicity of recurrence.
Creates these automatic transaction based on predefined criteria
Allows to create reversal of journal vouchers with date definition for reversal
Automatics reversal of vouchers based on predefined criteria
Allows definition of certain GL accounts in a way that individual transactions can be tracked based on its open status. E.g. Security deposits, clearing accounts etc.
Option to capture due dates for such security deposits and query/ reports to highlight deposit/ advances which re due for repayment.
Flexibility to define rules for automatic clearing of such accounts and clearing of open items based on such criteria.
Allows cash accounting with multiple cash points for a single or multiple cash GL accounts
Ability to define banks, bank accounts within the system
Allows upload of bank statements into the system
Allows the manual entry of bank statements into the system



Allows defining the criteria for bank reconciliation and carries out bank reconciliation based on pre-determined criteria.
Allows entry to incoming cheques for current as well as future period and segregation based on dates possible.
Allows to view and print cheque deposit statement for a day.
Captures value date for cheque deposited and payment
Built in maker checker concept for approval of documents by supervisory authority
GL / Reporting requirements
Allows listing of all transaction for particular document type in books of accounts
Ability to query all accounts and transactions on line for current and previous periods including previous fiscal years
Generated error reports in case of rejections or any errors at the time of data transfer using batch mode.
Allows to define multiple formats of annual accounts (i.e. Receipts and Payments/Trial Balance, Balance sheet and Income Statement) at the same time.
Ability to take these annual accounts at legal entity level,
Allows to take comparative balance sheet, income statement, trial balance where a corresponding period which can be selected by user
Budget execution and control
Ability to support user-defined budget availability controls to specify which accounts do not allow actual exceed budget or otherwise
Ledger wise and Group wise Budget
Support the monitoring of various budget types such as original budget, revised budget,
Online tracking of expenditures vis-à-vis budget at any level.
Online enquiry of budget availability for a department / expense head
Automatic rejection of expenditure booking within the system if the cumulative expenditure amount is beyond the budget
Support "budget availability" check at transaction level.
Availability of an online approval mechanism for expenditure sanctions of all types of requests
Forwarding the sanction proposal to the appropriate authorities, e.g. undersecretary finance, in case an expenditure is to be incurred beyond the financial powers of the departmental secretaries or incurring expenditures beyond the budget
Budget Inquiry & Reporting
Flexibility to report against different versions like budget estimate, revised estimate, etc. for the year
Online inquiry of different versions for combination of region, department, office, and expenditure heads
Ability to print the budgets in desired format
Ability to export the budget data into text or excel format that can be used by the publisher for publishing
Budget version analysis report showing differences between different versions of a budget
Budget versus actual expenditure report for all or a selected set of departments and expenditure heads for the current year as well as the previous ones
Budgeting
Support flexible budget planning via top-down, bottom-up or a combination of both.
Support flexible budgeting for different funds



	Support seamless integration of online budget submissions from multiple departments
	Support status tracking for budget preparation and collaboration.
	Facility to automatically upload into the system the budget estimates provided by all the departments in a template
Project	
Department	
Corporation	
Responsibility / Cost Centre	
	Ability to provide for Revenue and Expense Budgets (can be based on last year's actual performance or approved budget as an initial version for budget planning) as well as Capital or Development Budgets.
	The budget preparation screens should be secured and be accessible by a select group of authorized budget users only such as the Budget Officer, Budget Section personnel in Finance Department etc.
	The system shall be role-based and have built-in workflow to manage the activities of budget preparers, reviewers, and approvers. The workflow shall include budget submission, review, and reject functionality
	Facility for direct manual entry of amounts for individual budget items
	Ability to consolidate budgets of various departments, regions, branches into one budget for CC
	Provides budget vis-à-vis actual comparison on a on-line basis as well as periodic intervals
	Flexibility to change budget figures during a fiscal year / period
Cash Management	
	Helps make decisions about CC's financial investments and borrowings with information about cash shortages and surpluses in the short term
	The resulting cash flows from these transactions are shown in the system and update the cash position real-time.
Account Payable – General	
	Allows creation of vendors in the system and vendor codes can be
	Payment terms, discount terms, payment methods
TDS related information	
	Legal status of the vendor such as corporate, non-corporate etc.
	Allows creation of vendor codes in an online mode as well as in a batch mode
	Allows to define payment terms in following scenarios:
	Standard payment term of payment due after specific no. of days
	Payment term which allows retention money
	Allows blocking of specific vendors so that transactions with such vendors cannot be entered
	Allows creation of vendors' financial data
	Allows to define various TDS rates, works contract tax rates in the system and attach relevant rates to vendors based on the applicability
	Allows clearing of vendor transactions by matching two or more open debit and credit items
	Allow to segregate and track vendor transactions into:
Normal invoices and payments	
Advance payments to vendors	
Bank guarantee, letter of credit to vendors	
AP – Accounting and Vendor credit processes	
Allows invoice processing	
Expense voucher	



Ability to prompt/automatically deduct all deductible charges such as TDS, taxes at the time of vendor bill processing
Ability to automatically account for all these deductions based on pre-determined criteria
Defaults master data information of vendor during invoice processing
AP – Payment Processing
Automatic payment processing based on predefined parameters
Allows payment for following scenarios:
Advance payment adhoc
Advance payment only against purchase orders
Payment against one or multiple invoices - matching amount
Payment against one or multiple invoices - partial amount
Payment against one or multiple invoice - adhoc amount
Ability to block certain vendors invoices so that they cannot be paid unless cleared by appropriate authority
Based on the process, posts accounting entries in bank accounts as well as vendor accounts
Takes cognizance of TDS requirements and deducts TDS whenever necessary
Option of sending payment details to banks in a soft copy format so that payment processing can be carried out by a bank
Option of Cheque printing by banks on transfer of payment instruction and updating of Cheque nos. back in the system
Allows printing of payment advice along with Cheque which may be sent across to vendors along with their payment
Ensures updating of Cheque register on printing of Cheque as well as updates the payment voucher with details of Cheque no.
Flexibility to update Cheque register in case cheques are issued manually, cheques are destroyed, damaged etc.
AP – Reports
Statement of account for the purpose of sending it across to vendors for balance and transaction confirmation,
Due date wise analysis of vendor accounts
Ageing analysis of vendor line items
Vendor account details segregated into:
Vendor account balances and transactions per vendor control account
Allows to extract details of purchase orders, invoices of individual vendors
Accounts Receivable – General
Allows creation of customers (for various demand and collection related activities) in the system and customer codes can be
Numeric
Alphanumeric
Customer numbers can be generated by the system
If required customer codes can be manually assigned
Captures critical customer information such as
Name and address, key person at vendor company
Tax registration no etc



Bank account details
Payment terms, discount terms, payment methods
TDS related information
Legal status of the Customer such as corporate, non-corporate etc.
Allow to segregate and track customer transactions into:
Normal invoices and payments
Advance payments to vendors
Security deposits from customers
Accounts Receivable – Invoicing and collections
Allows to create manual/system invoices for customer charges
Automatic invoice no. generation by the system
Generation of invoice no. can be any of the following:
Unique across CC
Unique per ward, division, location
Allows posting of debit notes/credit notes in the system
Allows entry of payments in any of the following ways:
Manual cash/Cheque receipt
Batch upload from an external file/database
Allows clearing of open invoices
Ability to clear multiple debit in one single transaction
Payment against invoice – Partial payment or complete payment
Payment for other charges such as maintenance, repair
Non-revenue payments such as security deposit from customers
Excess payments compared to outstanding invoices
Revenue Collection
All taxes and fees be collected through online through bank
a) Smart Phones
b) Credit Card
c) Account Transfer
d) Payment at Banks
e) Payments at CC's Counter
f) Payments at Help Desk Counter
At the end of the day bank will confirm all the transaction through e-mail followed by hard copies.
All the payments by CCs will be through computer generated checks or bank transfer
Help desk will give all sorts of support through on-line, mobile and help desk counter
AR- Reports
Statement of account for the purpose of obtaining confirmations from customers on balance and transactions
Due date wise analysis of customer accounts
Ageing analysis of customer line items
Invoices and payments
Advances paid to vendors
Ability to view/print all the above customer account and line item reports per ward, division, allowed



to customers
Assets Accounting
Assets- Depreciation
Allows to define different types of depreciation methods such as:
Straight Line method (SLM)
Written down value method (WDV)
Allows to calculate depreciation on a pro-rata basis
Allows automatic calculation of depreciation based in pre-defined criteria
Allows calculation and posting of depreciation at monthly intervals, with an option of posting, posting with reversal entry
Supports accounting of revaluation of assets
Allows depreciation calculation on revalued portion
Allows transfer of an asset to other locations, departments, divisions or branches
Assets- Sale
Supports sale of asset and carries out profit and loss calculation
Posting of capitalization, depreciation, sale of asset is automatic based on predetermined characters
Supports automatic calculation of profit or loss on sale of assets based on book depreciation
Assets – Reports
Assets register to provide all the details about every asset in the books of accounts, Some of the critical details include:
Asset no. with part no. and asset depreciation
Date of capitalization, original cost, accumulated depreciation and WDV
Additions and deletions from assets over a period
Cost center, location of asset
Reports on transactions during the year such as:
Purchase of new assets
Sale of assets
Details of sale, transfer and written off
Location details of assets to be used for physical verification
Tax Handling
Provisions to incorporate commission /tax structure using tables that support complex calculations based on flat rate, percentage, slabs and a combination of them.
External Interface
Data Export and Import facilities
Data integrity validation during export/import

3.4 Amar Dhaka Apps

Amar Dhaka Apps is an application that supports mobile devices and used mainly for disseminating information relevant to Dhaka City.

Solution Maintenance services include:

- Solutions Bug fixes
- Patch update for change in acts and rules
- Patch updates on process improvements
- Process improvements in terms of legal compliance



- Support and maintenance for solutions and processes, delivered
- Change incorporation in reports due to change in processes etc.
- users training on changes/improvements in processes
- documentation and delivery of user manual on process change and improvements
- maintenance of security, roles and rights and changes thereto whenever necessary
- Improvements and up gradation of various software solutions etc.

3.5 Software and Web Portal Up gradation

Dhaka South City Corporation (DSCC) has its web portal and software hosted at Nagar Bhaban, Dhaka. The contents of the web portal and software need periodical up-gradation, regular redesign and technological improvement. Dhaka South City Corporation (DSCC) has initiated, design, developed and implemented the following software and web applications, up-gradation of which are needed:

- a. Payroll accounting
- b. Inventory accounting
- c. Estate Management
- d. Case Management
- e. Graveyard Management
- f. Web Portal up-gradation

a. Payroll.

Easy to use Payroll software with the focus of manages City Corporation's payment of employees and the accounting of employment taxes properly. This includes calculating wages, withholding taxes and other deductions, printing and delivering checks and paying employment taxes to the government.

Key features:

- i. Payroll Processing
- ii. Direct Bank Disbursement
- iii. Tax Accounting and deduction
- iv. Payroll Compliance
- v. Employee wise visibility
- vi. Accounting Integration

Technical modules are as under:

DSCC – available only for DSCC's Employee

- i. Updating of Application details
- ii. Updating Application Status
- iii. Generation of Letter reports & MIS reports
- iv. Records banking information for direct depositing pay.
- v. Records the employee's attendance

b. Inventory

Easy to use inventory transactions with the focus of manages City Corporation's inventory accounting.

Technical modules are as under:

DSCC – available only for DSCC's Employee

- i. Updating of Application details
- ii. Updating Application Status



- iii. Generation of Letter reports & MIS reports
- iv. Calculation of demand - product.

c. **Estate Management**

Easy to use inventory software with the focus of manages City Corporation's operational activities and processes of real estate.

Key features:

- i. Rate Plan Management.
- ii. Citizen Database.
- iii. Track others revenue services.

Technical modules are as under:

DSCC – available only for DSCC's Employee

- i. Updating of Application details
- ii. Updating Application Status
- iii. Updating Database
- iv. Generation of Letter reports & MIS reports

d. **Case Management**

Easy to use case management software with the focus of manages City Corporation's to improve their justice systems by automating court processes, monitoring case activities, and supporting decision-making through the use of real-time data and analytics.

Key features:

- i. Case Filing Information
- ii. Case Work flow Management
- iii. Court Scheduling
- iv. Case Analytics and Reporting
- v. Intelligent Case Allocation

Technical modules are as under:

DSCC – available only for DSCC's Employee

- i. Updating of Application details
 - ii. Updating Application Status
 - iii. Generation of Letter reports & MIS reports
- e. Enhancements and up-gradation of software and web applications. The existing web applications that have been developed and running at this moment, needs to have the following enhancements and up-gradation to meet with the growing needs of DSCC for incorporating new features.
- i. Database storage, optimization and improvement.
 - ii. Application tuning and performance improvement.
 - iii. Submission and fixing up reported issues of periodical security audit as per DSCC's ICT department requirement.
 - iv. Creation of Mirror Backup for Live Application and database between DSCC Website and the staging server (of DSCC) and responsibility of keeping them updated from time to time.



- v. Enhancement of existing data presentation through visually enriching charts, graphs and pictorial representations and maps on all running management / analytical reports of all the modules, wherever applicable.
- vi. Implementation of SSL Certificate on DSCC Web portal and doing required amendments on all online applications to enable SSL based access.

3.6 Network Operation & Maintenance of 5 Zones and all Departments of DSCC

- a. Network connectivity establishment in 5 Zones and all Departments of DSCC. Existing and new LAN connectivity establishment and maintenance in 5 zones, DSCC Head Office and other's departments of DSCC including Wi-Fi hot spots.
- b. All sorts of Operation & Maintenance work of Network & Internet related Services of 5 Zones and all Departments of DSCC.

3.7 Uninterrupted Internet Service including dedicated 150 Mbps bandwidth

- a. Providing and ensuring uninterrupted internet service including dedicated 150 Mbps bandwidth.

3.8 Operation & Maintenance Service of Computer, Printer, Photocopier, Fax, UPS etc. of 5 Zones and all Departments of DSCC

- a. There are 17 departments with more than 100 desks in Nagar Bhawan. In 5 Zones there are more than 20 desks each. The bidder may visit the respective offices for detail information.

3.9 Software Security.

It is essential that the appropriate security arrangements are made to the software and data security and the following should be taken care of:

- Data should have proper integrity and authenticity.
- Data have inherent characteristics for preventing misuse and hacking by external sources.
- Have proper data abstraction for non-breaking characteristic.
- Security system have a three tier structure: one for control or administrative functions, another for data edit, change, modify but not allow a delete the whole or partial database and third one for the users who can only browse the data system but cannot affect any change.
- Data or web site should have a distributed database system to enable access to more developers to edit, change, and modify the data.
- The site must be accessible to more and more users at a time to receive on spot/on line service.
- It must include a functioning parallel database system.
- The web link needs to be able to convert Apps like Facebook apps or Google map apps for easy access from any smart phone.
- The software database should have written protected and password protected capability.
- The software must be visual verification system supported

4 Team Composition and Qualification Requirements for the Key Experts

Consulting services are solicited from Consulting Firms experienced in design, implementation, up-gradation and customization of similar types of application software as mentioned above. Consulting firms should have experience to perform the consultancy services, experience of similar assignments, experience in similar conditions, firm's capability and financial soundness, and availability of appropriate skills among key staff,



availability of resources relevant transactional experience. The proposer is expected to engage the following categories of key experts for the project and CVs shall be submitted accordingly.

Sl.No.	Key Professional	Qualification	Man/Month	Person nos.
1.	ICT Manager	ICT Manager must have at least a Masters degree in Computer Science and Engineering or an equivalent Degree and 15 years of working experience in the similar type of software development, and Networking field, preferably in the local Government sector.	12 Month	01nos.
2.	ICT Specialist	The Information Technology(ICT) Specialist must have a Bachelor's degree in information technology/ ICT/computer Science/ engineering, or an equivalent Degree and at least 10 years of similar working experience preferably in the local government.	12Month	01nos.
3.	Programmer	Programmer must have a Bachelor's degree in Computer Science and Engineering or an equivalent Degree and 5 years of experience similar systems and information management preferably in local government.	12 Month	01nos.
4.	Network Engineer	Network Engineer must have a Bachelor's degree in Computer Science and Engineering or an equivalent Degree and minimum 3 years of similar working experience preferably in the local government.	12 Month	01nos.
5.	Web Master	Web Master must have a Bachelor's degree in Computer Science and Engineering or an equivalent Degree and 3 years of experience in similar systems, working experience preferably in the local government.	12 Month	01nos.
6.	Assistant Programmer	Assistant Programmer must have a Bachelor's degree in Computer Science and Engineering or an equivalent Degree and 01 year of experience in similar systems, working experience preferably in the local government.	12 Month	04 nos.
7.	Technician	Technician must have a Diploma Engineering in Computer/ Electronics Technology and minimum 2 years working experience in Computer Hardware/Software / Networking Troubleshooting, Service and Maintenance.	12 Month	08nos.
8	Data Entry Supervisor	Data Entry Supervisor must have a Bachelor's degree and minimum 5 years of similar working experience preferably in the local government.	12 month	01nos.
9	Data Entry Operator	Data Entry Operators must be a HSC Pass and minimum 2 years of working experience in data entry.	12 month	15nos.

5 Duration of the Assignment

The assignment will be 12 months from the date of contract signing.

6 Evaluation Criteria

The evaluation will be done based on the Quality and Cost Based Selection (QCBS) procedures following the PPA-2006 and PPR-2008. The evaluation of consulting firms will be done according to the categories mentioned below:

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- a. Company/Organization
- b. Management Competence
- c. Specific experience of the consultant relevant to the assignment
- d. Adequacy of the proposed work plan and methodology in responding to the Terms of Reference
- e. Professional staff qualification and competence for the assignment
- f. Financial cost for the assignment

7 Reporting Requirements and Time Schedule for Deliverables

- Inception Report
- Monthly Progress Report
- Planning, Design and Preparation of material requirement and subsequent Procurement.
- Interim Report
- Draft Final Report
- Final Report/Project completion report for the assignment

5(Five) copies of each report has to be submitted along with soft copy.

8 Client's Input and Counterpart Personnel

- (a) Services, facilities and property to be made available to the Consultant by the Client:
Facilitation and Reporting

DSCC will ensure access to the available pertinent information to this assignment. Consultant will work in close association with DSCC relevant utilities. A coordination mechanism will be set up to review progress, provide guidance and advice. The designated personnel of the entities will interact with the Consultants and provide data, arrange discussions and assistance as required. The Consultant will work under the guidance of DSCC. The day to day work will be monitored by a representative of DSCC.

Logistics Support

DSCC will provide logistic support to be mutually agreed upon. But site visits, secretarial service will have to be arranged by the consulting firm at their own costs.

- (b) Professional and support counterpart personnel will be assigned by DSCC to the Consultant's team
- 9 This is a provisional Terms of Reference (ToR) for the assignment. The consulting firms may give their comments/suggestions on the provisional ToR. After incorporation of valid comments/suggestions, the ToR will be finalized, if required. The final ToR of the study may be incorporated in the RFP document.

10 Performance Monitoring

The Representatives of the Employer and the Consultant shall meet at the management level at least once every three months or as often as necessary to review the performance of the services provided with a view to ensuring quality standard in the services. The two parties shall have shared responsibilities in optimizing the resources and facilities that have been deployed for the service.



11. Progress Meetings

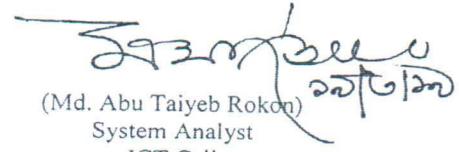
The Client shall designate an officer from DSCC who is involved in one way or the other in the administration at the organizational level. Progress meetings are meant to review on the services provided to the organization as a whole and they are not meant to substitute the regular consultations and meetings that are usually held at ground level for day to day matters.

The scope of work of the designated officer shall be for:

- (a) Reviewing major short comings that have occurred on the sites in the past months and measures taken thereon;
- (b) Taking cognizance of complaints made by the Client's representatives and action taken by the Consultant;
- (c) Attending to weaknesses in respect of facilities deployed by the Client on the sites and need for improvement;
- (d) Assessing the arrangements made by the Client in terms of human resource and logistics; and
- (e) Attending to other matters related to contractual obligations of the Client.

Mode of Payment:

- i) Payment will be made quarterly according to the work satisfaction by the authority.
- ii) A criteria will be fixed to evaluate the performance.
- iii) Before paying the final bill all services should be completed according the TOR.



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