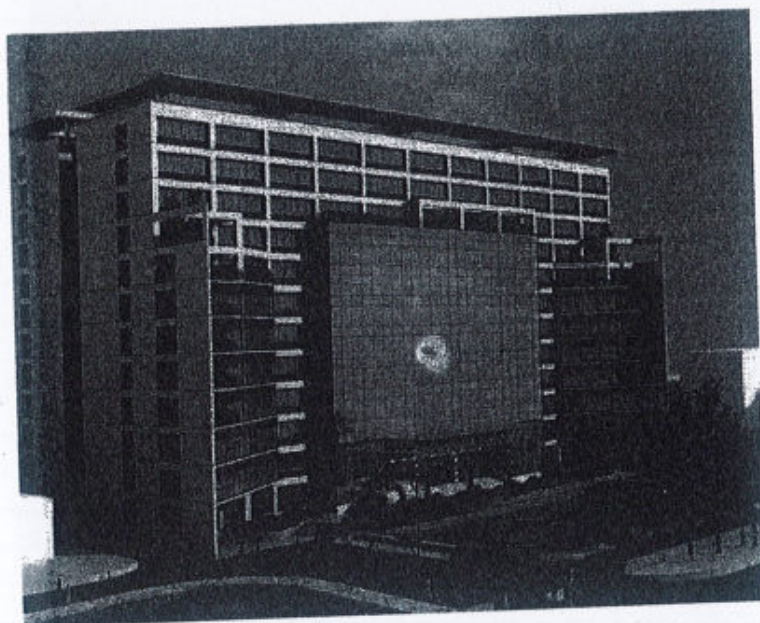


TERMS OF REFERENCE (TOR)

For
**Development and Implementation of Legal
Affairs Information Management System
(LAIMS)**



Prepared By
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1. Background

1.1 BWDB Initiative Behind LAIMS:

BWDB has recently initiated to design Legal Affairs Information Management System, a record of understanding and monitoring the cases pending before the COURTS throughout the country which provides single-click outputs about the daily schedule of hearing and steps taken by the assigned lawyers of that particular case. This initiative would also preserve and maintain the legal papers of the cases.

At present, all the manual efforts given to maintain the cases and its' courts information by the relevant departments of BWDB will have been transformed into this proposed LAIMS (Legal Affairs Information Management System).

With a view to develop institutional capacity through designing and developing a comprehensive work plan for implementing the selected LAIMS (legal-affairs Information Management system) BWDB IT department come forward to create a resource pool and to make a TOR with service features.

1.2 Manual Process of legal affairs system of BWDB:

The current manual process is difficult to manage legal activities by BWDB and also BWDB has been identified as lack of information, wastage of time, excessive costs, unpleasant feeling for maintaining daily case-list of the courts and absence of control and monitoring mechanism.

On the other hand, BWDB needs a lot of employee to manage the manual process in different layers of offices, which is time consuming, error prone and increase the possibility of failure the court schedule date. However, Bangladesh Water development board is trying to make the process of legal affairs easy, more accountable and finally more appropriate Legal affairs activities of BWDB.



2. Review of Existing Services

2.1 About the Organization

After recurrence devastating flood of 1954 and 1955 **Crug Mission** was formed in 1957 under United Nations (UN) to boost up food productivity by minimizing flood damage and water resources development & management in this region. As per mission's recommendations, **Bangladesh Water Development Board (BWDB)** started its operation in 1959 as the water wing of the erstwhile 'East Pakistan Water and Power Development Authority' in 1959. As the principal agency of the government for managing water resources of the country it was given the responsibility of accomplishing the tasks of executing flood control, drainage and irrigation projects to increase productivity in agriculture and fisheries. After the independence of Bangladesh, the authority was restructured in 1972 into two different organizations to deal with water and power separately. BWDB was created under the Bangladesh Water and Power Development Boards Order 1972 (P.O. No. 59 of 1972) as a fully autonomous organization. The reform program and structural adjustment process were undertaken by the GoB for transformation of BWDB is the enactment of the BWDB Act, 2000 that requires the BWDB's functions be guided by the National Water Policy (NWP)-1999. Policy making and overseeing the overall management of BWDB is now vested on the Governing Council (GC) with thirteen Members headed by the Minister, Ministry of water Resources.

2.1.1 Vision

To develop a state of knowledge and capability that will enable the country to design future water resources management plans by itself with economic efficiency, gender equity, social justice and environmental awareness to facilitate achievement of water management objectives through broad public participation.

2.1.2 Mission

- Develop and manage water resources projects
- Management and mitigation of river bank erosion
- Stake-holders participation in project planning, design and implementation
- Environment friendly development
- Promoting food production by surface water irrigation

2.1.3 Functions

Subject to fulfillment of conditions under this Act anti guidelines provided by the National Water Policy and the National Water Management Plan, the Board shall perform the following activities and towards that end shall carry out all activities relating to preparation of needed projects, their implementation, operation, maintenance and evaluation.

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Structural Functions

- Construction of dams, barrages, reservoirs, embankments, regulators or other structures for development of rivers, flood control, drainage, surface irrigation, and drought prevention.
- Re-excavation/ de-siltation of water channels and removal of obstacles from the mouths of rivers for improvement of water flows or diversion of water for assisting fisheries, navigation, forestry, wildlife development and up gradation of the environment.
- Works for soil conservation, land accretion, land reclamation and estuary control.
- River training and river bank protection for the protection of towns, bazaars, haats and places of historical and public importance from the hazards of land erosion.
- Construction and maintenance of coastal embankment.
- Prevention of salinity intrusion and desertification.
- Harvesting of rainwater for irrigation, environmental preservation and supply of drinking water.

Non-structural Functions

- Flood and drought forecasting and warning.
- Hydrological survey and investigation.
- Development of forestry and fishery on land available round Board's infrastructure and construction of roads on embankments in conjunction with relevant government agencies, for the preservation and improvement of the environment as well as for poverty alleviation.
- Basic and applied research on all aspects of the Board's activities.
- Establishment of water user's association and other water users/stakeholders' organizations, their training and participation, in project planning, implementation, operation and maintenance and cost recovery for long-term sustainability of benefits to the beneficiaries of completed projects.

2.2 Existing Services (As-Is)

Existing services of Legal Affairs Information Management System is the usual old fashioned manual system, consisting of files, registers, flat files like doc format etc. Communication letters are in doc file format. No files or data are found in xls or dbf format. There are so many lawyers being engaged to defend the cases filed against BWDB. On the other hand, lawyers are also engaged to file cases on behalf of BWDB. We need to inform or aware the lawyers about the cases come into daily cause-list of the courts for ensuring his presence. In this regard, the lawyers are to be paid as on case basis in accordance with the schedule rate of legal expenses and sometimes as special fee in important and complex cases. But the present manual process is not efficient to do so as the daily cause-lists are found in the courts' website during night-time of immediate before of that day. Besides the chronological hierarchy of each case is not easy to maintain by manual process as the case starts at trial court then it comes to appeal/revision/review court then again to appeal/revision/review court then to appellate division for both appeal and review. The Legal Division of BWDB is responsible to put together the progress information of court cases pending before courts throughout the country on monthly and quarterly basis.

2.3 Problems and Challenges

There are few Problems and Challenges for the BWDB

PROBLEM/ CHALLENGE	DESCRIPTION
Track the cases come into daily cause-list and let the lawyers be informed accordingly	Difficult to track the cases come into the daily cause-list of courts and to inform or to aware the lawyers about that particular case and thereby ensuring his presence during hearing before the court in manual process.
Track the submission of Written Statement or Affidavit in Opposition	Not easy to track the submission of Written Statement or Affidavit in Opposition on behalf of BWDB in any cases through manual process.
Track the stage of the case	Difficult to track the stages of the cases through manual process.
Track the payment to the lawyers	Not simple to track the payment to lawyers made by the relevant Regional Accounts Center (RAC) which is approved earlier by the competent authority.
Monitoring the progress of cases	Very difficult to monitor the case pending before different courts throughout the country by writing letter and communicating by cell phone or email.
Keep updated about the limitation to file appeal or revision or review	Difficult to keep updated all the way about the limitation for filing appeal or revision or review before the competent court's jurisdiction through manual process.
Delay in file management	Manual file processing creates unnecessary delay.
Shortage of skilled resources	Shortage of skilled resources to deliver services on time.
Lack of transparency and communication	Due to not having an automated system, stakeholders are not being communicated efficiently. Therefore, access to critical information is not being available to the stakeholders on time.
Lack of motivation	Employees' attitude is to hinder with traditional systems.
Lack of awareness	Lack of awareness on the end to end process.

3. Scope of Work

1. General features of the proposed software:

- 1.1 Oracle 19.C Database based
- 1.2 Web enabled and Mobile plus web Application (Online based)
- 1.3 The proposed software should have data storage and display system mainly in Bengali language, but English language can be used for some technical purposes.
- 1.4 The proposed software would have linkage with the Supreme Court's website (<http://supremecourt.gov.bd/nweb/>) and the website for information on subordinate/lower court cases (<http://bdcourts.gov.bd/index.php>) databases. It will be able to display data using these links and there need to be an opportunity to see the daily cause list of the cases related to BWDB pending before the courts throughout the country.

- 1.5 Source Code, E-R Diagram, Technical Manual & User Manual have to be provided.
- 1.6 Easy back-up system.
- 1.7 At least 2 years of after Sale/Supply Service.
- 1.8 Easy to understand and parameterized report generation process.

2. Background of the proposed software and data-flow:

2.1 Modules for using at headquarters level (centrally):

- 2.1.1 **Initiation of Centrally (Through Legal Division) Administered Cases:**
Copies of Case Rule/Notices and Plaints are usually sent to the defendants/respondents (e.g., Director General, Additional Director General, Chief Engineer, Director / Superintending Engineer, Deputy Director / Executive Engineer, Sub-Divisional Engineer, Assistant Engineer, Sub-Assistant Engineer and others) of the cases from the respective courts.
- 2.1.2 A separate file is opened when Rule/Notice with plaints of any case filed in any court under Greater Dhaka (i.e.- Dhaka, Naranganj, Manikganj, Munshiganj and Narshaindi) such as the Appellate Division and High Court Division of the Supreme Court, all the courts of the District Judge Court, the Labor Court, the Marine Court, the Administrative Tribunal, the Land Survey Tribunal, the Arbitration Tribunal come in the Legal Division of BWDB.
- 2.1.3 The proposal to appoint a lawyer on condition of payment of fee / honorarium at the scheduled rate is approved by the Additional Director General (Administration).
- 2.1.4 If the proposal to appoint a lawyer on the condition of paying special fee / honorarium instead of the scheduled rate of fee / honorarium in accordance with the instructions of the Minister / Secretary of the Ministry of Water Resources/the Director General of the Board or considering the importance of the case, it is approved by the Director General, BWDB.
- 2.1.5 Preservation of information of plaintiffs and respondents/defendants of the cases.
- 2.1.6 Preservation of case content i.e. plaints. In this case copy of rule / notice and scan copy of plaints should be preserved.
- 2.1.7 Provision of supplying the *Vokatnama* to the lawyer to be engaged in the case.
- 2.1.8 Sending of letters to the case-related directorate / Division for the purpose of collecting Para-wise Comments or Statement of Fact (SF) with documentary evidence.
- 2.1.9 After receiving the Para-wise Comments or Statement of Fact (SF), it is sent to the appointed lawyer.
- 2.1.10 Affidavit-in-opposition have been prepared by the appointed lawyer, signed by the competent officer of BWDB in front of the Courts' official and submitted before the courts by the appointed lawyer on behalf of the defendants/respondents.
- 2.1.11 The cases of the Appellate Division and the High Court Division are published in the Daily Cause List on the website of the Supreme Court by 7 pm of the

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previous day. There must be a provision to display a list of case related to BWDB in the published cause list separately through the software in question.

- 2.1.12 Usually one panel lawyer is appointed to plead each case. Sometimes, special lawyer is also appointed with the panel lawyer by considering the importance of the case. If the appointed lawyers demand advance payment for meeting up the initial cost of managing the case, a sanction order is issued on his favor for payment of advance bill. There is a provision to pay current bill also to the lawyer. Once the judgment or order of the case is passed, the final bill of that case is submitted and a sanction order is issued to pay it. It adjusts the advance and current bill of that case. The bill is paid from the central RAC as per the sanction order. Preservation of information on how much advance or current or final bill has been sanctioned in favor of a lawyer in a case and whether the bill has been paid by the Central RAC accordingly.
- 2.1.13 If the judgment or order in any case goes against the Board or the Government, one or more lawyer is appointed to file an appeal/revision/review against that judgment. If the appointed lawyer demands advance payment for meeting up initial cost of filing appeal/revision/review the case, a sanction order is issued in his favor for payment of advance bill. Once the appeal/revision/review case is disposed of, the final bill of that case is submitted and a sanction order is issued to pay it. It adjusts the advance or current bill be taken earlier. The bill payment process is completed as mentioned. The software should record whether the appeal/revision/review was filed in time by the appointed lawyer. The number of the appeal/revision/review case and other information has been kept in the database.
- 2.1.14 Allocations are made from the Finance Directorate for the financial year in the head of 'Legal Expenditure' under the budget provision of Board Secretariat for meeting the cost to manage the case at central level. Once the bill is paid by the central RAC, the amount allocated to that particular head under budget will be automatically adjustable.
- 2.1.15 In case of judgment of any case, date of judgment, information as whether the judgment is for / against, name of court for filing appeal/revision/review against judgment, information of case being disposed have to be preserved. At the same time, information of that case must be excluded from ongoing case information. The appeal/revision/review case must have its corresponding original/appeal/revision case with their corresponding courts.
- 2.1.16 Usually, if the judgment or order of a case goes against BWDB or the government, appeal/revision has been filed by BWDB to the higher court or filed review in the same court. However, a few of times appeal/revision are filed to vacate the interim. In this case, whatever the result of that appeal/revision, the original case is remained pending.
- 2.1.17 If a lawyer is appointed to file an appeal/revision in corresponding higher court and review in the same court against the judgment of a case, then delivery of the document along with a copy of the judgment from the previous lawyer to the new lawyer, paying of advance bill, filing of the appeal or review in time and the record of judgment of appeal/revision or review whether it is in-favor or against or disposed of has to be kept in this software.
- 2.1.18 Sometimes new cases can be filed in competent court on behalf of BWDB. In this case, procedures to appoint lawyer, to supply documentary evidence to the lawyer and all types of payment to the lawyer would be followed as mentioned above.

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- 2.1.19 Attributes of a case/suit may be as: Case Number, Types, Name of the Plaintiffs, Name of the Defendants/respondent, matter of case, Name of the Court, Name of the Advocate, Submission of Affidavit in Opposition or Written Statement, Current Status, Date of Judgment, Content of Judgment etc.
- 2.1.20 Types of cases are: Civil Miscellaneous Petition (CMP), Civil Petition for Leave to Appeal (CPLA), Civil Appeal (CA), Civil Review Petition (CRP), Contempt Petition, Writ Petition, First Appeal Tender, First Appeal, First Miscellaneous Appeal Tender, First Miscellaneous Appeal, Civil Revision, Arbitration Miscellaneous, Arbitration Revision, Arbitration Appeal, Civil/Title Suit, Miscellaneous Appeal, Title Appeal, Execution Case, Violation Case etc.
- 2.1.21 Nature of the case- Related to Employee, Contractor, Title of Land, Lease of land, Encroachment/Illegal Occupants, Environment Conservation, and Employment etc.
- 2.1.22 Types of Courts- Appellate Division, High Court Division, District Judge, Additional District Judge, Joint District Judge, Senior Assistant Judge, Assistant Judge, Labor Court, Marine Court, Administrative Tribunal, Land Survey Tribunal, Land Appellate Tribunal, Arbitration Tribunal, Session Judge, Additional Session Judge, Joint Session Judge, Chief Judicial Magistrate, Chief Metropolitan Magistrate, 1st/2nd/3rd Class Magistrate etc.

2.2 Modules for Field Office use:

- 2.2.1 Case or Suits managed by the Executive Engineer's Office at Local Level: Copy of the notice/summon and its plaints of the case or suit have usually been sent to the defendants/respondents (e.g. Director General, Additional Director General, Chief Engineer, Director / Supervising Engineer, Deputy Director / Executive Engineer). Engineer, Assistant Engineer, Deputy Assistant Engineer and others) from the concerned District Judge and its subordinate Court.
- 2.2.2 Notice of case filed in all Courts under District and Session Judge such as Additional District Judge, Joint District Judge, Senior Assistant Judge, Assistant Judge, Labor Court, Marine Court, Administrative Tribunal, Land Survey Tribunal, Land Appellate Tribunal, Arbitration Tribunal, Session Judge, Additional Session Judge, Joint Session Judge, Chief Judicial Magistrate, Chief Metropolitan Magistrate, 1st/2nd/3rd Class Magistrate etc are sent to the official address of Director General, Additional Director General, Chief Engineer, Project Director, Director / Supervising Engineer, Deputy Director / Executive Engineer, Sub-Divisional Engineer, Assistant Engineer, Sub-Assistant Engineer and others) then it is forwarded to the office of the concerned Executive Engineer.
- 2.2.3 The concerned Executive Engineer will propose to appoint a lawyer to be paid by schedule rate; the concerned Superintending Engineer is empowered to approve this appointment as Competent Officer.
- 2.2.4 If there is a need to appoint a special lawyer with special by considering the importance and complexity of any case, the proposal of such appointment has to be sent to the HQ of BWDB, as the Director General is empowered to approve the appointment of such lawyer with special fees.
- 2.2.5 Preserve the information of Plaintiffs/complainants and Respondents/Accused in each case.
- 2.2.6 Preserve the plaints/FIR/petition of case with Rule/Notice/Summon etc.

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- 2.2.7 Information to supply the Vokatnama, para-wise statement or statement of fact (SF) to the lawyer to be engaged and preserve the scan copy of said documents in each case.
- 2.2.8 Information on signing affidavit-in-opposition/written statement (sometimes in front of court's officer) being prepared by the lawyer and submitting those before the learned court. The scan copy of the signed affidavit-in-opposition/written statement has to be preserved into the database.
- 2.2.9 One (may be two considering the importance of the case) lawyer is appointed each case to plead that case before the learned court. The appointed lawyer may submit the advance/current and final bill. Whatever the bill to be submitted by the lawyer, the concerned Superintending Engineer is empowered to approve that bill if it is on the basis of schedule rate and the Director General is empowered to approve the same if it is on the basis of special fees. When the advance/current and final bill for pleading the case is submitted by the appointed lawyer, a sanction order is issued by the Executive Engineer/Head of Office with prior approval of the competent authority. This sanction order along with the bill will be sent to the relevant RAC office for payment. Information on how much amount has been paid by that RAC office and how much amount has been stayed for payment in RAC office in respect of particular case has to be recorded in the database.
- 2.2.10 Directorate of Finance allocates budget in the head of 'Legal Expense' under the budget provision of the Office of Executive Engineer in order to pay the legal bill of the lawyer. The amount paid by concerned RAC office to the lawyer in respect to any case/suit has to be deducted from that particular head of budget allocated against the Executive Engineer's Office.
- 2.2.11 When the case is disposed of by the judgment the date judgment, nature of judgment i.e.- in-favor or disfavor, information on appellate/revision court etc has to be preserved. The number of disposed of case has been deducted from the total number of running cases. The linkage formation between trial courts' case and appellate/revision and review courts' case has to be maintained.
- 2.2.12 If a judgment of a case is against the BWDB or the Government, appeal/revision has been filed in the competent higher court and review in the same court. Sometimes appeal/revision has been filed before the District Judge/High Court against the interim order. In this connection, whatever the order of the appeal/revision case, the original suit/case still remained pending.
- 2.2.13 Sometimes a case is filed in the court of jurisdiction by the concerned Executive engineer on behalf of the board. In this case, there is a provision to get the approval of the Director General.
- 2.2.14 Attributes of a case/suit may be as: Case Number, Types, Name of the Plaintiffs/Complainants, Name of the Defendants/respondent/Accused, matter of case, Name of the Court, Name of the Advocate, Submission of Affidavit in Opposition or Written Statement, Current Status, Date of Judgment, Content of Judgment etc.
- 2.2.15 Types of cases are: Civil Revision, Arbitration Misc case, Arbitration Revision, Civil/title suit, Decree Execution Case, Land Survey Tribunal Case, Misc Appeal, Other Suit, GR Case, CR case, Criminal Appeal etc.
- 2.2.16 Nature of the case: Related to Employee, Contractor, Title of Land, Lease of land, Encroachment/Illegal Occupants, Environment Conservation, and Employment etc.

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2.2.17 Types of Courts- District Judge, Additional District Judge, Joint District Judge, Senior Assistant Judge, Assistant Judge, Labor Court, Marine Court, Administrative Tribunal, Land Survey Tribunal, Land Appellate Tribunal, Arbitration Tribunal, Session Judge, Additional Session Judge, Joint Session Judge, Chief Judicial Magistrate, Chief Metropolitan Magistrate, 1st/2nd/3rd Class Magistrate etc.

2.3 The proposed database software will have 3 categories of modules. These are as: a) The cases pending before the courts such as Appellate Division, High Court Division, District Judge and Session Judge, Marine Court, Labor court, Land Appellate Tribunal, Arbitration Tribunal, Administrative Tribunal, etc. situated under greater Dhaka (Dhaka, Narayanganj, Munshiganj, Manikganj and Gazipur) have been conducted by the Legal Division of BWDB will be under Central Module; B) Cases pending before courts situated at district level such as- District Judge and Session Judge, Marine Court, Labor court, Land Appellate Tribunal, Arbitration Tribunal, Administrative Tribunal, etc have been conducted by the respective Executive Engineer of that district will be under Local Module and C) Payment of lawyers made by the RAC office of the respective jurisdiction will be under Payment Module.

2.4 Appointment and payment of lawyers in respect to the cases pending before the courts such as Appellate Division, High Court Division, District Judge and Session Judge, Marine Court, Labor court, Land Appellate Tribunal, Arbitration Tribunal, Administrative Tribunal, etc. situated under greater Dhaka (Dhaka, Narayanganj, Munshiganj, Manikganj and Gazipur) have been done by the Legal Division of BWDB.

2.5 Appointment and payment of lawyers in respect to the cases pending before the courts such as District Judge and Session Judge, Marine Court, Labor court, Arbitration Tribunal etc. situated at district level other than districts mentioned in 2.4 have been done by the respective Executive Engineer in their respective jurisdiction.

2.6 All types of access will be available to all modules from the module being maintained by the Legal Division of BWDB as it has got the mandate to monitor the progress of the cases pending before the courts throughout the country. And the local module or the Executive engineer's module will have access only to his own module. However, Executive engineers located in Dhaka, Narayanganj, Munshiganj, Manikganj and Gazipur districts will only be able to view the data / information of their respective modules.

2.7 There should be a provision to maintain communication with the higher authorities; lawyers pleaded the case, related local office (Tadbikari office) and payment module through email from Central Module. On the other hand, the local module will have the option to maintain communication through email to their respective higher authority, lawyers pleaded the case, payment office and Deputy Director (Legal) of Legal Division of BWDB.

2.8 Reports:

2.8.1 Total pending (ongoing) case report including all attributes, Court-wise case report, Lawyer-wise case report, Type-wise report of case, Nature-wise report of case, Monthly report on suit/case filed against BWDB, Monthly Reports on New Case/Appeal/Revision/Review filed by BWDB. Reports on the cases filed by the Employee of BWDB, Monthly report of the cases disposed of with in-favor and disfavor, Revenue earned from winning the case, Administrative order

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uphold by winning the case, Revenue lost for defeating the cases, Administrative order vacated for defeating the cases, payment to the Arbitrator for trial of cases and Payment to the Lawyer for pleading the case including advance, current and final bill, and other reports as required.

- 2.8.2 There should be a feature to issue clearance certificate(s) to the employee whether they filed case against BWDB or not. If any employee filed any case against BWDB or BWDB filed a case against any employee, the clearance reflects the detail of cases by mentioning the case number, case matter, updated status of the case filed by that particular employee.
- 2.8.3 Reports must be Parameterized
- 2.8.4 Support for multiple Output format (RTF/PDF/HTML/XML/XLS/ CSV/ TXT etc . has to be there.
- 2.8.5 There has to be a feature to directly send report/letter via e-mail.

- 2.9 Central users must be provided accounts with administration role and local users will have accounts with operator role.

4. Proposed LAIMS (To-Be)

4.1 LAIMS Objectives

1. Information Collection:

- A: Web portal
- B: SMS, mobile browsing
- D: One stop Service

2. Application Process:

- A: information collection and manage through website
- B: Online attachment
- C: Information Verification from local or third party system
- D: Third party service integration
- E: information Tracking
- F: Notification
- G. Associated Mobile application which includes all functionalities of web application

3. Service Process Work Flow:

- A: E- filing
- B: Data verification
- C: Document preparation
- D: Service Approval
- E: Email
- F: Notification
- G: Report
- H: Service delivery history

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4. Service Delivery:

- B: Mobile SMS
- D: Online
- E: Online attachment

5. Reporting & Dashboard:

- A: Module based dashboard
- B: Central dashboard
- C: Central report
- D: Module report

4.2 Service Recipient

- ❖ All the departments of BWDB and the appointed lawyers are the Service Recipient for managing their legal activities properly and thereby they can get all information about Legal-Affairs through this Platform.
- ❖ All the department of BWDB can get one-stop service reducing his Time and cost proportionally.
- ❖ The BWDB can see the list of case related to BWDB come into daily cause-list of different court.
- ❖ There will be very easy to maintain full cycle of case from start to end.
- ❖ This system will get daily cause list of the cases related to BWDB from court web portal through API integration.
- ❖ This system will maintain case history and archive.
- ❖ This system will notify relative information to responsible BWDB officials.
- ❖ This database will notify the relevant officials and lawyers whether the Written Statement or Affidavit in Opposition are submitted
- ❖ Stages of the case could be known through using this system.
- ❖ Payment to lawyers will be known by the lawyers and case related offices
- ❖ This system will have the provision to monitor the cases progress throughout courts of the country
- ❖ This system will also notify the limitation to file appeal or revision or review

4.3 System Operators (Service Provider)

- ❖ The system Operators is the Service Providers for the LAIMS and they can get all the information they need to serve as an Operator.
- ❖ They can Register their Information or system user Profile
- ❖ They can add/edit their system setting information
- ❖ The system Operators can Track any user and they organized for their operation.

4.4 LAIMS Observer (Service Performance Monitoring Authorities)

- ❖ To Monitor all of the Service Provider and as well as all service recipient.

4.5 LAIMS Scope

BWDB will manage the legal operation by using this LAIMS platform. This application provides proper information to manage full cycle to legal operation. This application will show him/her to best possible legal-affairs reporting. The user may wish to select one of the cases or create new case with permission of system admin. This system will provide current status and historical status of individual case.

The system user and top management will be notified by email with case number, case details, case schedule and letter scan copy.

After getting the system UID and password user can access this online system information as per role.

The user role will be managed by system administrator. The system dashboard will provide the total case summary at a glance.

5. LAIMS Functional Requirements

5.1 Solution Architecture

Solution architecture is expected to define and describe an architecture of the proposed Solution in the context of the mentioned prevailing service delivery process i.e. LAIMS for BWDB. The solution architecture should assist in the translation of the service to LAIMS transformation requirements into a solution vision, high-level operations and/or ICT application specifications and a portfolio of implementation scope. The expected architecture of a solution, where the solution is a LAIMS system that should offers a coherent set of functionalities to its environment. As such, it should concerns those properties of a solution that are necessary and should be sufficient to meet its essential requirements. The vendor shall propose comprehensive solution architecture on LAIMS for BWDB which may cover the following items in their descriptive and diagrammatic presentation

- Goals/Results
- Service Recipients USER
- LAIMS Operators / operation team
- LAIMS Observers (Service Administration and Performance Monitor)
- Database application components:
- Entity application component:
- Utility component
- System federation (Systems to be integrated)
- Process application component
- Interaction application component
- Application
- Accessible Points
- Networks
- Types or Layers of Service Delivery Points
- Hosting Site /Hardware Specification

5.2 LAIMS Functions and Features

There are Ten Significant Modules to describe the Features and Functions of the Platform.

1. Cases before Trial Court against BWDB under Judge Court.
2. Appeal or Revision Cases before Appeal Court i.e.- District Judge
3. Cases before District Judge as Trial Court
4. Cases before High Court as Trial Court
5. Cases before High Court as Appeal of Revision Court
6. Cases before High Court as Review Court
7. Leave to Appeal (CPLA) before the Appellate Division
8. Civil Appeal (CA) before the Appellate Division
9. Civil Review Petition (CRP) before the Appellate Division
10. Lawyer appointment and Bill payment procedure

5.3 Cases in the District or Session Judge Court

Generally the civil cases related to the title of the land may be filed before the courts like Assistant Judge, Senior Assistant Judge or Joint District Judge under the district judge court in accordance with their pecuniary jurisdiction. A few of the cases may directly start before the District Judge Court like Arbitration Misc Case. On the other hand, the criminal cases may be filed on behalf of BWDB before the Magistrate Courts or Session courts under the District Session Court. However, information on the civil or criminal cases filed by BWDB or against BWDB has to be kept in this database. In this connection, there could be three modules.

Module- 1: Cases before the Trial Court against BWDB

# SI	System Features	Feature Description	Actor	Media	Integrati on Scope
1	New case initiated before the trial court i.e.- Assistant Judge, Senior Assistant Judge and Joint District Judge etc., Labor Court and other courts or tribunal against BWDB	→ Create an appointment letter of lawyer → Option to print and save this letter in database as archive. → Scan and save this letter in the database after the sign. → Scan and save the Notice and plaints	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list
2	Input information on sending	→ In this event information on sending <i>Vokalatnama</i> and SF to the	Legal Division	WEB & Mobile	District Judge

# SI	System Features	Feature Description	Actor	Media	Integrati on Scope
	Statement of Fact (SF)	lawyer → Scan and save the <i>Vokalatnama</i> and SF in the database after sending	and Case related BWDB Office	applica tion	Courts' website for daily cause list
3	Input Information on fixing the case for hearing	→ Provision to keep information on fixing the case for hearing → Information on fixing the case for hearing would be given by the concern Lawyer or the case related BWDB Office → Information of stages of the case for hearing	Legal Division and Case related BWDB Office		District Judge Courts' website for daily cause list
4	Input information on submitting the Written Statement (WS) or SF	→ In this event information on submitting the WS/SF before the court will be added → Provision should be kept to add this said submission of WS/SF by lawyer or case related BWDB Office → Scan and save the WS/SF in the database after submitting	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list
5	Input information after the Judgment, Order and Decree of the Case	→ In this event information on Judgment, Order and Decree will be added → Provision should be kept to add this said information on Judgment, Order and Decree by lawyer	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list
6	Input information on filing title suit or criminal case on behalf of the BWDB	→ Create an appointment letter of lawyer → Option to print and save this letter in database as archive. → Scan and save this letter in the database after the sign. → Information with Suit or Case Number, plaintiffs, respondent etc. to be appended/added → Scan and save the complaints in the	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list

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# SI	System Features	Feature Description	Actor	Media	Integrati on Scope
		database after filing.			
7	Input Information on fixing the case for hearing	→ Provision to keep information on fixing the case for hearing → Information on fixing the case for hearing would be given by the concern Lawyer or the case related BWDB Office → Information of stages of the case for hearing	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list
8	Input information on pre-trial and post-trial stage	→ Information on FIR at Thana → Information on General Register (GR) case related to FIR before the Magistrate Court → Information on Complain Register (CR) case before Magistrate Court → Information on Charge Sheet → Information on Arrest of the Accused → Information on Bail of the Accused → Information on Evidence of the Complainant/Accused	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list
9	Input information on submitting the Written Statement (WS) by the Respondents	→ In this event information on submitting WS before the court by the Respondents will be added → Provision should be kept to add this said submission of WS by lawyer or case related BWDB Office → Scan and save the WS in the database after submitting	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list

# SI	System Features	Feature Description	Actor	Media	Integrati on Scope
10	Input information after the Judgment, Order and Decree of the Case	→ In this event information on Judgment, Order and Decree will be added → Provision should be kept to add this said information on Judgment, Order and Decree by lawyer	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list

Module- 2: Appeal or Revision Cases before Appeal Court i.e.- District Judge/Session Judge:

# SI	System Features	Feature Description	Actor	Media	Integrati on Scope
01	Appeal or Revision Case initiated before the District Judge Court or Labor Appellate Tribunal and other Appellate Courts: Input information on the Appeal or Revision against the Judgment, Order and Decree of the Assistant Judge, Senior Assistant Judge and Joint District Judge etc	→ Create an appointment letter of lawyer → Option to print and save this letter in database as archive. → Scan and save this letter in the database after the sign. → Scan and save the plaints	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list
02	Input information on providing of Statement of Fact (SF), Certified copy of the plaints, written statement, evidence, judgment, order and decree and Vokatnama to the lawyer	→ In this event information on providing of the Statement of Fact and Vokatnama to the lawyer will be added → Information on providing of the Certified copy of the plaints, written statement, evidence, judgment, order and decree of trial court to lawyer → Scan and save the Statement of Fact and Vokatnama supplied to the lawyer. → Scan and save the Certified copy of the plaints, written statement,	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list

# SI	System Features	Feature Description	Actor	Media	Integrati on Scope
		evidence, judgment, order and decree of the trial court to be supplied to the lawyer			
03	Input information after filing Appeal or Civil Revision	→ Information on Appeal or Civil Revision number, plaintiffs/Complainants, respondents/Accused etc. to be appended/added → Scan and save the paper book in the database after filing.	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list
04	Input Information on fixing the case for hearing	→ Provision to keep information on fixing the case for hearing → Information on fixing the case for hearing would be given by the concern Lawyer or the case related BWDB office	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list
05	Input information after the Judgment/Order on the said first appeal or civil revision	→ In this event information on Judgment/Order will be added → Provision should be kept to add this said information on Judgment/Order by lawyer	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list

Module- 3: Cases before District Judge as Trial Court:

# SI	System Features	Feature Description	Actor	Media	Integrati on Scope
1	New case initiated before the District Judge as trial court against BWDB	→ Create an appointment letter of lawyer → Option to print and save this letter in database as archive. → Scan and save this letter in the database after the sign. → Scan and save the Notice and plaints	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list
2	Input information on sending Statement of Fact	→ In this event information on sending <u>Vokatatnama</u> and SF to the lawyer	Legal Division and Case	WEB & Mobile applica	District Judge Courts'

# SI	System Features	Feature Description	Actor	Media	Integrati on Scope
	(SF)	→ Scan and save the <u>Vokatnama</u> and SF in the database after sending	related BWDB Office	tion	website for daily cause list
3	Input Information on fixing the case for hearing	→ Provision to keep information on fixing the case for hearing → Information on fixing the case for hearing would be given by the concern Lawyer or the case related BWDB Office → Information of stages of the case for hearing	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list
4	Input information on submitting the Written Statement (WS) or SF	→ In this event information on submitting WS/SF before the court will be added → Provision should be kept to add this said submission of WS/SF by lawyer or case related BWDB Office → Scan and save the WS/SF in the database after submitting	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list
5	Input information after the Judgment, Order and Decree of the Case	→ In this event information on Judgment, Order and Decree will be added → Provision should be kept to add this said information on Judgment, Order and Decree by lawyer → Scan and save the copy of the Judgment, Order and Decree	Legal Division and Case related BWDB Office	WEB & Mobile applica tion	District Judge Courts' website for daily cause list

5.4 Cases in High Court Division

Any party aggrieved on the judgment and decree or order given by the Learned District Judges or the Learned Judges under the District Judge with pecuniary jurisdiction or Labor Appellate Tribunal or others courts; they have the provision to file Civil Revision, Writ Petition, First Miscellaneous Appeal

Tender, First Miscellaneous Appeal, Arbitration Appeal or Criminal Miscellaneous Appeal before the Honorable High Court Division. At the same time, new cases like Writ Petition, Admiralty Case etc. may be filed by any party before the High Court Division. On the other hand, if any party defeats in the cases in High Court Division, they can come forward with Civil Review Petition before the High Court Division. So this module can be sub-divided into three sub-module i.e.- New Case filed, Appeal or Revision filed from the grievance of the judgment of the Judge Court and the Civil Review Petition filed in connection with the judgment of the High Court. However, the sequential steps of cases in High Court Division have been described in below mentioned module:

Module- 4: Cases before High Court as Trial Court

# SI	System Features	Feature Description	Actor	Media	Integration Scope
1	New case initiated before the High Court against BWDB	→ Create an appointment letter of lawyer → Option to print and save this letter in database as archive. → Scan and save this letter in the database after the sign. → Scan and save the rule and plaints.	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/for-daily-cause-list
2	Input information on receiving the Para wise Statement by Legal Division from Case related office of BWDB i.e.- Tadbirkarak Office	→ In this event information on sending the Para wise Statement or Statement of Fact and Vokatnama will be added → Information on sending Documentary Evidence with the Para wise Statement or Statement of Fact being supplied from Tadbirkarak Office → Scan and save the Para wise Statement or Statement of Fact and Vokatnama supplied from the Tadbirkarak Office.	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/for-daily-cause-list
3	Input information on submitting the Affidavit in Opposition and Vokatnama	→ In this event information on submitting Affidavit in Opposition and Vokatnama will be added → Provision should be kept to add this said submission of Affidavit in Opposition and Vokatnama by lawyer	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/for-daily-cause-list

# SI	System Features	Feature Description	Actor	Media	Integration Scope
4	Input Information on fixing the case for hearing	→ Provision to keep information on fixing the case for hearing → Information on fixing the case for hearing would be given by the concern Lawyer or the Legal Department	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/for-daily-cause-list
5	Input information after filing Writ, Admiralty Case etc on behalf of BWDB	→ Information with Writ, Admiralty Case number, plaintiffs, respondent etc. to be appended/added → Scan and save the rule and plaints in the database after filing.	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/for-daily-cause-list
6	Input Information on fixing the case for hearing	→ Provision to keep information on fixing the case for hearing → Information on fixing the case for hearing would be given by the concern Lawyer or the Legal Department	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/for-daily-cause-list
7	Input information on submitting the Affidavit in Opposition by the Respondents	→ In this event information on submitting Affidavit in Opposition by the Respondents will be added → Provision should be kept to add this submitted Affidavit in Opposition in database	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/for-daily-cause-list
8	Input information after the Judgment/Order of the Writ, Admiralty Case etc	→ In this event information on Judgment/Order will be added → Provision should be kept to add this said information on Judgment/Order by lawyer → Scan and save the copy of the Judgment/Order.	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/for-daily-cause-list

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Module- 5: Cases before High Court as Appeal of Revision Court

# SI	System Features	Feature Description	Actor	Media	Integration Scope
1	Appeal or Revision Case initiated before the High Court: Input information on appeal or revision cases against the Judgment and order of the District Judge Court	→ Create an appointment letter of lawyer → Option to print and save this letter in database as archive. → Scan and save this letter in the database after the sign. → Scan and save the complaints	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/for-daily-cause-list
2	Input information on receiving the Statement of Fact (SF), Certified copy of the complaints, written statement, evidence, judgment, order and decree and <i>Vokalatnama</i> by Legal Division from Case related office of BWDB i.e.- <i>Tadbirkarak</i> Office	→ In this event information on sending the Statement of Fact and <i>Vokalatnama</i> will be added → Information on sending Documentary Evidence with the Statement of Fact being supplied from <i>Tadbirkarak</i> Office → Information on sending Certified copy of the complaints, written statement, evidence, judgment, order and decree being supplied from <i>Tadbirkarak</i> Office → Scan and save the Statement of Fact and <i>Vokalatnama</i> supplied from the <i>Tadbirkarak</i> Office. → Scan and save the Certified copy of the complaints, written statement, evidence, judgment, order and decree supplied from the <i>Tadbirkarak</i> Office.	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/for-daily-cause-list
3	Input information after filing Appeal or Civil Revision	→ Information with Appeal or Civil Revision number, plaintiffs, respondent etc. to be appended/added → Scan and save the paper book in the database after filing.	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/for-daily-cause-list

# SI	System Features	Feature Description	Actor	Media	Integration Scope
4	If the case is First Misc Appeal Tender (FMAT)/First Appeal Tender (FAT) or Civil Rule then information respectively on related First Misc Appeal/First Appeal or Civil Revision would be added after passing order on respective FMAT/FAT or Civil Rule	→ In this event information on Judgment/Order will be added by lawyer. → Scan and save the copy of the Judgment/Order.	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/ for daily cause list
5	Input Information on fixing the case for hearing	→ Provision to keep information on fixing the case for hearing → Information on fixing the case for hearing would be given by the concern Lawyer or the Legal Department	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/ for daily cause list
6	Input information after the Judgment/Order on the said first appeal or civil revision	→ In this event information on Judgment/Order will be added → Provision should be kept to add this said information on Judgment/Order by lawyer → Scan and save the copy of the Judgment/Order.	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/ for daily cause list
7	Implementation of Judgment/Order or going for appeal against that Judgment/Order	→ Information has to be added whether the court's Judgment/Order being implemented or not → Information has to be added whether the court's Judgment/Order to be appealed → If decision being taken for appeal the process of Module- 1 would be followed	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/ for daily cause list

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Module- 6: Cases before High Court as Review Court

# SI	System Features	Feature Description	Actor	Media	Integrati on Scope
1	Provision to input information on review petition before the High court for reviewing the Judgment/Order	→ Create an appointment letter of lawyer → Option to print and save this letter in database as archive. → Scan and save this letter in the database after the sign. → Scan and save the plaints in the database after filing.	Legal Division	WEB & Mobile applica tion	http://www.supremecourt.gov.bd/web/for-daily-cause-list
2	Input information after the Judgment/Order of the above review petition etc	→ In this event information on Judgment/Order will be added → Provision should be kept to add this said information on Judgment/Order by lawyer → Scan and save the copy of the Judgment/Order.	Legal Division	WEB & Mobile applica tion	http://www.supremecourt.gov.bd/web/for-daily-cause-list

5.5 Cases in Appellate Division

If any party aggrieved by the Judgment/Order given by the Honorable High Court, they can be come up before the Honorable Appellate Division as Civil Petition for Leave to Appeal or Criminal Petition for Leave to Appeal. These leave to appeal has been filed by the party defeated through the verdict/judgment or order given from High Court. If the Leave to Appeal be granted by the Appellate Division the case may be disposed of or may be included as Civil Appeal in the same court. On the other hand, if any party defeats in the Leave to Appeal or Civil Appeal, they can come forward with Civil Review Petition before the Appellate Division. There may be three modules in this connection. However, the chronological steps of cases in Appellate Division have been described in below mentioned table:

Module- 7: Leave to Appeal (CPLA) before the Appellate Division

# SI	System Features	Feature Description	Actor	Media	Integratio n Scope
1	Input information related to the Judgment/Order of case to be appealed for leave i.e.- Civil	→ Create a appointment letter of lawyer → Option to print and save this letter in database as archive. → Scan and save this letter in the	Legal Division	WEB & Mobile applica tion	http://www.supremecourt.gov.bd/web/for

# SI	System Features	Feature Description	Actor	Media	Integration Scope
	Petition for Leave to Appeal (CPLA)	database after the sign. → Scan and save the complaints.			daily cause list
2	Input information on receiving the Para wise Statement and Vokatnama by Legal Division from Case related office of BWDB i.e.- Tadbirkarak Office	→ In this event information on sending the Para wise Statement or Statement of Fact and Vokatnama will be added → Information on sending Documentary Evidence with the Para wise Statement or Statement of Fact being supplied from Tadbirkarak Office → Scan and save the Para wise Statement or Statement of Fact and Vokatnama supplied from the Tadbirkarak Office.	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/ for daily cause list
3	Input information after filing CPLA	→ Information with Civil Appeal for Leave to Appeal (CPLA) number, plaintiffs, respondent etc. to be appended/added → Scan and save the paper book in the database after filing.	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/ for daily cause list
4	Input information about CPLA whether it is heard by Chamber Judge	→ In this event information of Order given by Chamber Judge will be added by Legal Department or lawyer. → Scan and save the copy of the Order.	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/ for daily cause list
5	Input information about CPLA whether it is fixed before full court of Appellate Division	→ In this event information on next date of CPLA to be listed in daily cause list of Appellate Division will be added by Legal Department or lawyer.	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/ for daily cause list

# SI	System Features	Feature Description	Actor	Media	Integration Scope
6	Input information after the verdict/judgment/order of the CPLA	→ In this event information on verdict/judgment/order will be added by lawyer. → Scan and save the copy of the Judgment/Order.	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/ for daily cause list

Module- 8: Civil Appeal (CA) before the Appellate Division

# SI	System Features	Feature Description	Actor	Media	Integration Scope
1	If the leave is granted on behalf of BWDB, civil appeal has to be filed	→ Create a appointment letter of lawyer i.e.- may be Senior Lawyer → Print the letter in a specific format. → Scan and save in the database after the signature.	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/ for daily cause list
2	Submission of concise statement	→ Information with civil appeal number, plaintiffs, respondent etc. to be appended/added → In this event information on submitting concise statement is done → Scan and save the paper book and concise statement in the database after filing civil appeal	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/ for daily cause list
3	Input information after the Judgment/Order of the civil appeal	→ In this event information on verdict/judgment/order will be added by lawyer. → Scan and save the copy of the Judgment/Order.	Legal Division	WEB & Mobile application	http://www.supremecourt.gov.bd/web/ for daily cause list

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Module- 9: Civil Review Petition (CRP) before the Appellate Division

# SI	System Features	Feature Description	Actor	Media	Integrati on Scope
1	If the Judgment/Order of civil appeal against BWDB, Review has to be filed	→ Create an appointment letter of Senior Advocate and Panel Lawyer → Print the letter in a specific format. → Scan and save in the database after the signature.	Legal Division	WEB & Mobile applica tion	http://www.supremecourt.gov.bd/web/for-daily-cause-list
2	Submission of Paper book on Civil Review Petition	→ Information with civil review petition number, plaintiffs, respondent etc. to be appended/added → Scan and save the paper in the database after filing civil review	Legal Division	WEB & Mobile applica tion	http://www.supremecourt.gov.bd/web/for-daily-cause-list
3	Judgment/Order of the Civil Review Petition	→ In this event information on Judgment/Order (whether it is in-favor or disfavor) will be added by lawyer. → Scan and save the copy of the Judgment/Order.	Legal Division	WEB & Mobile applica tion	http://www.supremecourt.gov.bd/web/for-daily-cause-list
4	Implementation of Judgment/Order	→ Information has to be added whether the court's Judgment/Order being implemented or not	Legal Division	WEB & Mobile applica tion	http://www.supremecourt.gov.bd/web/for-daily-cause-list

5.6 Payment of Lawyer

The suits or cases related to the BWDB pending before any court has been conducted by the lawyers on behalf of BWDB. In this connection the lawyers engaged in relation to cases or suits have been paid at schedule rate of BWDB. Sometimes special lawyers with special fees have also been engaged in important cases. The payment to the lawyers has been made by the Regional Accounts Center of

BWDB (RAC). Before that the professional bill submitted by the lawyers has been approved by the case related office of BWDB. In this connection lawyers may be paid by advance bill or current bill or final bill in any stage of the cases pending before any courts like district judge, High court division, appellate division and any other courts functioning within the territory of the country. However the procedure of bill payment to the lawyers from BWDB Office can be done by the following module.

Module- 10: Lawyer appointment and Bill payment procedure

# SI	System Features	Feature Description	Actor	Media	Integration Scope
1	Record & manage data of appointment and payment of lawyer(s)	➤ Record lawyers' information ➤ Record appointment related information ➤ Record payment and due bill information ➤ Save scanned documents related to appointment and bill clearance ➤ Provide notifications when lawyers' bills are submitted etc	Legal Division, Regional Accounts Center (RAC) and Case related BWDB Office	WEB & Mobile application	-
2	Bill submitted by the lawyer to the case related BWDB office	➔ Information on bill with amount and case number. ➔ Category of bill i.e. advance, current, final. ➔ Scan and save the bill in the database.	Legal Division, Regional Accounts Center (RAC) and Case related BWDB Office	WEB & Mobile application	-
3	Bill approved by the competent authority	➔ Information on bill with amount and case number being approved by competent authority. ➔ Create an office order on the approval of bill i.e. advance, current, and final. ➔ Scan and save the office order with approved bill in the database. ➔ Information on sending the bill to RAC office for lawyers' payment.	Legal Division, Regional Accounts Center (RAC) and Case related BWDB Office	WEB & Mobile application	-

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# SI	System Features	Feature Description	Actor	Media	Integration Scope
4	Approved bill being paid by the RAC	→ Information on payment of approved bill with inclusion of category. → Scan and save the paid bill in the database.	Legal Division, Regional Accounts Center (RAC) and Case related BWDB Office	WEB & Mobile application	-

5.7 Users and User Roles

There should be 4 types of user in this LAIMS. They are –

1. System User (Service Provider)
2. System Observer (Service Provider)
3. System Administrator (Service Provider)
4. System Recipient (User)

Type	User	Action	No of User
System User (Service Provider)	BWDB Central ICT Directorate & BWDB ICT Personnel	Authenticator	5
System Observer (Service Provider)	BWDB/MOWR/High officials	Information Collection/Report viewing/Monitoring	100
System Administrator (Service Provider)	BWDB	Administrator	2
System Recipient (User)	Central users (BWDB Legal Division)	Beneficiary	10,000/Year
	Field users (Executive Engineers of BWDB)		
	Head of RACs of BWDB		

Vendor should submit a comprehensive plan and approach covering different types of users and their roles providing accessibility, privacy, confidentiality and transparency based on the given statics. Also have to mention the user friendliness login system.

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5.8 Security and Privacy Requirements

The vendor should submit an extensive and complete security and privacy plan for this LAIMS application considering the following issues

- Project technical scope
- Functional and nonfunctional requirements and ultimate objectives
- Concerned service provider organization's operational environments and capacity
- User roles - Accessibility, Authorization and Accountability
- Importance of data management
- Technologies to be used for development & run
- Hosting
- Client and service side
- Overall standard application security requirements.

Apart from these, the vendor should keep in account the following considerations also as well as vendor should provide a checklist based on system and hosting security plan (i.e. fraud, hacking, money laundering etc.) & have to provide the test report of that checklist.

5.9 Integration Requirements

As a government system or LAIMS application, integration with the required and other prescribed national system is very important and essential. Only by proper integration making interoperable, an LAIMS application can drive the ultimate citizen benefits with the optimum use of technology from service to LAIMS transformation. Here vendor should come up with an integration plan in their technical proposal considering and understanding the scope of the LAIMS application as per this TOR. The possible integration scopes of this LAIMS application are mentioned below as reference for the vendor.

Sl #	System Name	Phase	Purpose	Organization
1	NID	Service Delivery	Customer Identity	Bangladesh Election Commission (BEC)
2	supremecourt.gov.bd	Information Collection	Service Delivery	Supremecourt web portal
3	bdcourts.gov.bd	Information Collection	Service Delivery	BD court web portal
4	bwdb.gov.bd	Information Collection	Service Delivery	BWDB data center
5	myGov	Service Delivery	Service Delivery	Government Service Delivery Portal
6	Eksheba	Service Delivery	Service Delivery	Government Service Delivery Portal
7	Bangladesh.gov.bd	Service Delivery	Service Delivery	National web portal
8	nothi.gov.bd	Service Delivery	Service Delivery	ICT Division

5.10 Hosting Requirements

Bangladesh Water Development Board is providing an extensive and standard hosting facility for all types of BWDB related applications and software that is named as Central Data Center under Central ICT Directorate. Therefore, at this stage, vendor is requested to submit a preliminary hosting plan for this LAIMS application considering the issues mentioned below-

- Hosting requirement /environment (hardware, servers, network, security, storage, traffic, firewall, bandwidth etc.)
- Hosting architecture (Must follow BWDB Central Data center)
- Data growth and scalability plan
- User handling/load balancing mechanism
- Licensing issues
- Scheduled backup & restore requirements
- Disaster recovery requirements
- Monitoring tools requirements

6. LAIMS Non-Functional Requirements

6.1 Application Compliance Requirements

- Perform a system safety or security assessment
- Determine a target system failure rate
- Use the system target failure rate to determine the appropriate level of development rigor
- Use a formal requirement capture process
- Create software that adheres to an appropriate coding standard
- Trace all code back to their source requirements
- Develop all software and system test cases based on requirements
- Trace test cases to requirements
- Use coverage analysis to assess test completeness against both requirements and code
- For certification, collect and collate the process artifacts required to demonstrate that an appropriate level of rigor has been maintained.
- Use of proper version control systems.
- Use of modern project management software.

6.2 Web and Mobile Application

- The applications which are web-based as well as mobile based solution, have to be hosted in a centralized Web-server (BWDB Central Data center)
- The application should be developed following Service Oriented Architecture (SOA)
- Application should support MVC framework.
- Considering the operating/client environment at different level of this application, it should be developed in such a way so that it requires low bandwidth to run.
- The web-based application should support cross browser platforms (popular web-browsers such Mozilla Firefox, Edge, Google Chrome, Internet Explorer 11, Safari etc.)
- Should have ability to seamless integration with future module/components/applications
- Application should be lightweight and rich client-side scripting
- UI should be developed based on the analysis of UX.
- Any web interface of this application should be fully responsive
- Must use Oracle 19C or above

- Oracle Forms to be used for report generation
- React native and/or Flutter for Front end.
- Java for backend.

6.3 Sizing, Performance and Scalability Requirements

- The system shall be capable of handling online functionalities for a database of at least 10000 service recipients and in terms of service provider in all Offices and 200 System Users.
- The system processing shall be scalable to support the **volume estimates for a period of 10 years at a 20% annual growth rate.**
- The system shall be designed to handle estimated [For small Scale: 100, Medium Scale: 500, Large scale: 1000] simultaneous connection (online users) when it is ultimately rolled out.
- The vendor must conduct an extensive load testing task taking above factors into consideration and submit a load testing results.
- The database architecture should be such that the system is available to user 24x7x365 days a year without any unapproved downtime.
- Page load time, login response-time, on-click load time for the web application should be less than 3 seconds while this is accessed over the intranet.
- Average transaction response time, on-submit response-time, or any other database access/search time should be less than 5 seconds when the system solution is accessed over the intranet.
- Considering the network infrastructure challenges in Bangladesh, the solution must support low bandwidth conditions for the services defined in the functional requirements.
- In case of mobile application also, this should support very low bandwidth even in 2G network provided internet bandwidth.
- The proposed solution should be highly scalable to accommodate current and future requirements within the scope of the scope mentioned in the TOR
- Analyze the requirements whether both horizontal scaling (scale-up) and vertical scaling (scale-up) will be required for this LAIMS application or not?
- The LAIMS application should be provided with appropriate caching mechanism to handle very high-traffic scalability
- The vendor may propose here other relevant measures for the LAIMS application scalability.

6.4 Business Continuity

Business Continuity plan will play a very important role by creating the systems of prevention and recovery to deal with potential threats and risk of the LAIMS operation. Vendor is requested to propose a Business Continuity Plan for this LAIMS application. Regarding business continuity you may take in account the followings issues if applicable or suitable for this LAIMS Application

- All standard backup facilities should be supported by the system which can be started with disk-based backup facility, gradually moving to Storage Area Network (SAN) based backup system.
- Data and the Operating system core component will be separated. A ghost image of the Operating system will always be available in case of rebuilding the server. All data can be restored in the data drive once the Operating System is restored.
- System can also have an automated Backup mechanism by which users can schedule the backups and the system will take the backups without manual intervention.
- System must check for the media and generate a report on backup with date time and details of backup.

- If a restoration fails for any reason, the system should prompt with proper error messages and suggest what has to be done to rectify the situation via on-screen, logs, email and text messages.
- System should maintain an automated recovery system and all versions of backup will be maintained. At any given point in time, the versions and incremental backup details can be retrieved from the system.
- The system may be hosted in virtual servers or containers. A restore of a virtual server/container is much easier and faster compared to a single host server.

6.5 Interoperability and Data Exchange

The selected vendor must develop this LAIMS system following all the standards and protocols of interoperability, integration and data exchange with other systems. It is expected that the system will be based on open architecture and will be fully interoperable with the current and future systems.

The following are the key expectations on interoperability requirements:

- The system should be designed for interoperability using industry standard protocols.
- System must expose data by Advanced Message Queuing Protocol and REST via TLS
- All imported data must undergo data validation to ensure full integrity.
- Data exchange within the system at different levels via the internet shall be encrypted.
- The system should have functionality to exchange data with other own systems or external institute systems.
- The system shall have functionality to export/import files based on the standard template defined through web services and/or API.
- Full API documentation must be provided so that third party integrators can integrate their system with this system.

6.6 System Audit

This LAIMS system will maintain an audit trail of any changes or updates made in any information that are considered as vital and should maintain the audit log with information such as

- Log the users who are accessing the system
- Log the parts of the application that are being accessed
- Log the fields that are being modified
- Log the results of these modifications
- Log attempted breaches of access
- Log attempted breaches of modification rights
- Timestamp.

Ensure an audit trail is kept for all transactions and all audit transactions logged are kept on the trail file or trail database from where system can generate different audit reports as and when required.

6.7 UI/UX.

The vendor must propose a UI/ UX plan containing UI designing method and tools, prototype or Mockup design (if applicable) , UI review method , process for study and analyze UX ,

collaboration of basic web and mobile UX issues and expected result and outcome of UX, finalizing the UI/UX design. Apart from this, the vendor should consider the following issues as requirement at the time of UI/UX plan.

- The system interfaces should be highly user friendly, easy to navigate and ensure fast loading.
- The UI shall design by using well-established, supported and lightweight UI framework so that it follows widely used industry flow patterns
- UI shall be easily configurable if any changes are needed
- Menu, content and navigation shall be based on the user entitlements, roles and permissions.

6.8 Language Support

The LAIMS system should support multilingual option i.e. Bangla and English for both the Web version . All the user interfaces will be able to display and input controls can take input both in Bangla and English. System users can choose and set his/her preferred language in profile setting for the system interfaces. The system should support Unicode for the Bangla Language.

6.9 Accessibility

Vendor must develop this LAIMS application ensuring access for the citizen (Service Recipients) with disabilities in different standard accessible formats. LAIMS application should be developed in “universal design” and “assistive technologies”. Accepting and facilitating the use of sign languages, augmentative and alternative inputs and all other accessible means, modes and formats for inputs and outputs as per their choice by “Service Recipients” with special needs; all LAIMS features (Web application) should be usable with the help of screen reading software by the service recipients with disability

6.10 Coding Conventions

The vendor must follow the standard coding styles to produce high-quality code for further uses of the code in terms of reusability, refactoring, task automation, language factors etc. The vendor should submit a standard coding convention approach, which may include different conventions like commenting, indent style, naming etc. following the best coding practices.

6.11 Documentation

Detail and proper documentation of such ICT based project like LAIMS application development and implementation for Government is very vital and essential. Documentation is required for any such project as reference, knowledge transfer, analysis of development and implementation history, baseline information for any modification or change, guidance etc. Video documents will be needed with sign language and document/book written both in Bengali and English has to be provided. In this issue, Vender should shows highest-level of professionalism for delivering the standard documentation approach at each phase of LAIMS development and implementation project. Vendor should include an extensive documentation plan of this project in their technical proposal, which may cover the followings

- Documents titles phase or activity wise
- Purpose of document

- About the format of documents (if possible only index or fields)
- Type of expert and skilled resource will be used for documentation
- Document priority and dependency
- Time requirement for preparation (If applicable)

6.12 Tools and Technologies to be used

- Vendor is recommended to choose the appropriate tools and technologies to be used for the development and implementation of the LAIMS application.
- The selected vendor has to consult with Skill Development for LAIMS Application Project's consultants and BWDB to finalize the tools, technologies, framework and platform with the approval of same authorities consent.
- The main components of the software will be web based application. It should be run in Windows/Linux/OSx operating system at user end and should be compatible to all major browsers such as – Internet Explorer, Firefox, Google Chrome, Opera, Edge etc.
- The System UI should be compatible with Tab & Smart Phone browsers
- Understanding the details scope of this project, vendor is requested to submit a comprehensive plan in their technical proposal following the table format mentioned below

Issues/Phases/Purpose	Used Technology/ Tools	Justification for use	Alternative Tool/ Technology
Project Management			
Version Control			
System Requirement Analysis			
System Design			
Development (Client end)			
Development (Server end)			
API/Web services			
Testing			
Integration			
Hosting & Deployment			
Documentation			
QA			
Helpdesk/Support			
Reporting			
Communication			

6.13 Quality Attributes and Assurance

- The Quality attributes and Assurance plan will describe the standards, processes and procedures in this LAIMS application development life cycle which will be used to support the consistent delivery of high-quality, professional standard LAIMS application and services provided in the support of an automated environment. The quality assurance process will be concerned with establishing the authority of the QA function, quality assurance standards, procedures, policies, and monitoring, and evaluation processes to determine quality in relation to established standards. Quality assurance activities will concentrate on the prevention of problems through the continuous improvement of processes.
- In order to provide high quality products and services, each support team will adhere to processes, procedures and standards. Quality Assurance (QA) is a process used to monitor and evaluate the adherence to processes, procedures, and standards to determine potential product and service quality. It will involve reviewing and auditing the products and activities to verify that they comply with the applicable procedures and standards, and will assure the appropriate visibility for the results of the reviews and audits.
- The vendor is requested to provide an extensive Quality Assurance plan with measurable attributes for each phases of this LAIMSs development life cycle in their technical proposal.

6.14 Copyright

- BWDB shall be entitled to all proprietary rights including but not limited to patents, copyrights and trademarks, with regard to many Vendor.
- All kinds of source code including code documentation and other approved documents (all versions trail, products , developed applications, documents and all kinds of deliverables which bear a direct relation to or is made in consequence of the services provided by the vendor under this scope of this TOR.
- At the request of the BWDB, the vendor shall assist in securing such property rights and transferring them in compliance with the requirement of the applicable law. After the completion of the project such rights will be handed over to the BWDB) that will be produced at the time of entire system development and implementation life cycle under the scope of this TOR will be owned by BWDB.
- The vendor should properly deliver all the entire approved source codes and other deliverables to the BWDB. The vendor cannot claim any royalty or authority of any sort in case of replicating the source code or database or any other deliverables under this TOR for any future use that BWDB.
- Any studies, documents, reports, graphics or other material prepared by the vendor for this project under this TOR shall belong to and remain the property of BWDB.

7. Development and Implementation Methodology

Development methodology i.e. SDLC plays a very important role to clear the ultimate project objectives precisely, to stable the project requirements, to monitor the progress with measurable deliverables and managing the entire project efficiently. Here the vendor is requested to propose and submit a best possible suited SDLC approach for this project considering the project scopes, requirements of LAIMS, objectives, organizational environmental factors and behavior, project timeline, ultimate deliverables and various resources to be used.

Key Timelines

The following indicative timelines should be refined by the developer during the first month of the assignment:

S. No.	Milestones	Start (Working Day)	End (Working Day)
1	Existing System Study	1	15
2	Requirement Analysis	1	30
3	Preparation of Inception Report (IR)	15	30
4	Approval of IR	31	35
5	SRS	31	45
6	Approval of SRS	46	60
7	UX, UI and Database Design	61	90
8	Web and mobile application development including Integration with existing software systems	71	160
9	Initial installation	161	170
10	Final Testing & Debugging	171	230
11	Final Deployment	231	240
12	Post Deployment Feedback collection and application upgradation	241	270
13	Workshops, Training, Meetings, Showcasing	271	365
14	Maintenance Support	366	730

7.1 System Requirement Analysis

Requirements finalization will be a very important milestone of vendor's proposed development methodology. It is expected that, the selected vendor will carry out detailed requirement study and analysis on the each and every scope of LAIMS that mentioned in the TOR. Under this scope of work, the selected vendor has to analyze the detail functions, processes, documents, actors, sites and infrastructure of the relevant prevailing system precisely of the concerned organization. At this phase, vendor's ultimate objective will be finalization of the LAIMS requirements in details under the scope of TOR and approval of the concern organizational authority. Here vendor is requested to propose and submit a system requirement analysis plan which should cover the scope of work at this phase, relevant activities to be performed, timeline, deliverables to be produced, dependencies and resources to be used.

7.2 System Design

At this phase, the detail functional scope defining and designing as per the standard of software engineering approach for the proposed LAIMS system tasks are being performed. This is very vital and important phase of any SDLC. Considering the ultimate development and implementation scope, the proposed system design should be robust, scalable, user friendly and interoperable enough.

At this system-designing phase, vendor may performs following designing related task and will produce various standard System Designing Documents (SDD):

- Identifying module, components, tasks, I/O and functional features
- Specifying technical and functional requirements
- User Interface design
- Description of UI and requirements
- Preparing the use cases
- Defining Integration and interoperability scope
- Designing system architecture
- Determine process and data flow
- Database design
- API design
- Finalizing tools, technologies and frameworks to be used etc.

Here vendor is requested to cover details system designing plan in their technical proposal, which may include relevant activities, approaches, methods, documentations and deliverables.

7.3 Development

At this stage, vendor must take prior acceptance or approval from the concerned authority on tools, technologies and framework that will be used for the development of the LAIMS application. Based on approved SRS and SDD, vendor will prepare a comprehensive development plan for the LAIMS Application which should include a schedule consisting development item wise start date, test date, review date, completion date etc. At the development stage, vendor must follow the standard code convention, code level documentations, header of each file, algorithms, interfaces, code compression and APIs should be supplied with proper description and documentations. All kinds of standard testing tasks that are required to be performed at the development phase, should be mentioned in the plan. Considering the scope mentioned in the TOR for this LAIMS application, vendor is requested to include a preliminary development plan (standard approach) in their technical proposal.

7.4 Integration

Considering the above mentioned Integration requirements and scopes for this LAIMS application, vendor must include a phase in their proposed development and implementation methodology approach. At this stage, the vendor will perform all necessary tasks regarding integration to make the LAIMS application interoperable.

7.5 Testing

The vendor must propose a testing plan for this LAIMS application starting from development to deployment. This testing plan should cover all the standard suitable testing approaches for this LAIMS application which may include phase wise testing activities like test scripting, test cases, testing tools, testing process, test log, result and report formats i.e. expected test deliverables based on the application development requirements. The vendor should submit testing plan which may include standard test approaches. Some are mentioned below as examples for

reference

- Unit Test
- Functional Test
- Installation testing
- Compatibility testing
- Smoke and sanity testing
- Regression testing
- Stress Testing
- Acceptance testing
- Alpha testing
- Beta testing
- Functional vs non-functional testing
- Continuous testing
- Destructive testing
- Software performance testing
- Usability testing
- Accessibility testing
- Security testing

7.6 Hosting

Vendor should submit BWDB suggested primary hosting requirements for this application related to hardware, servers, network, security, storage, traffic, firewall, bandwidth etc. i.e. complete hosting infrastructure that will be requires for their developed application hosting considering the implementation scope. Based on their submitted requirements, regarding hosting BWDB will provide detail hosting infrastructure, facility and environment.

7.7 User Acceptance Test (UAT)

User Acceptance Test (UAT) is a very vital and essential phase in the LAIMS development lifecycle. At this phase, all types of users must test the developed LAIMS application by themselves and have to provide a details feedback/ test report. Based on the UAT report, vendor has to update the application accordingly to ensure user satisfaction by making it more user friendly. Here, it is expected that, considering the type of users and their role in the LAIMS application, the vendor must propose a comprehensive UAT plan in their technical proposal which may cover the followings:

- UAT activities to be perform (planning, designing test cases, selection of testing team, Executing test cases and documenting, Bug fixing, sign-off etc.)
- Types of user wise roles and test items distribution
- resource requirement,
- activity wise time requirement
- activity wise test case , test results/ deliverables

- detail user feedback / test reports
- System update plan

7.8 Management and Migration of Legacy Data

Under the process of service to LAIMS transformation, during LAIMS activation or deployment, it may be necessary to move the legacy data of prevailing services. In this case, vendor may require to perform different relevant activities that may include data collection, softcopy conversion, data filter, data cleansing, data verification, data process, data entry, data migration and overall data management. Here, it is expected that, the vendor will propose their detail data management and data migration plan for this LAIMS application considering the estimation of legacy data mentioned below which will be required to migrate into the developed application.

The plan may cover amount of data to be migrated, activities to be performed, amount of resources to be used, required time for different data migration phases for different activities (data collection, hardcopy to softcopy conversion, data entry, data transformation from soft copy, data filtration, data cleaning, data verification) etc.

7.9 Deployment and Implementation

This is the phase of SDLC, when the consent is being given to “GO LIVE” of the developed system after completed all kinds of development integration, testing and hosting. This is very crucial and sensitive stage for a Government application because at this stage the system becomes public and expose to access towards all levels of users. The Pilot or full scale implementation period starts formally in this stage only. Vendor is requested to propose their deployment and implementation plan covering the major activities to be performed, the deliverables to be provided etc.

7.10 Training and Knowledge Transfer

- The vendor must propose a detail training plan for the users of the LAIMS application.
- The vendor should include necessary training methodology, documentation and training materials support in their training plan
- The training materials may include user manual, administration manual, quick start tutorial, online help, and frequently asked questions
- The training plan must describe the sequencing, time, duration and resources involved in implementation of each of the consultant's proposed training activities.
- The training plan should contain full course descriptions for all courses that to be carried out for respective users.
- The vendor should develop multimedia training materials for all users. These materials shall be available for viewing and reviewing for all users through a web portal.
- The training instructions should support both English and Bengali language.
- The training activities should cover the training feedback, evaluation and report also.
- The vendor also requested to submit propose their smooth, efficient and effective **Training Plan and knowledge transfer plan** here in this technical proposal.

7.11 Duration of the Project and Work Station

The selected vendor will need to work for the above-mentioned scope as per approved project management schedule. The selected vendor must complete LAIMS application development and deployment i.e. development life cycle as per their proposed development methodology within 1(one) Years excluding the maintenance and support service period. .

Now here in their technical proposal vendor is requested to propose detailed timeframe plan which may include:

- Total duration of the LAIMS application development i.e. LAIMS development
- Total duration of the Maintenance and support service at implementation phase
- Proposed SDLC Phase wise and deliverable wise time distribution and duration
- The schedule may cover Activity, Deliverables, Time in Days, Dependencies etc.
- Can be present as table or Gantt chart

7.12 Required equipment& resource support for operation

For ensuring the operations of this project different type of equipment's & resources may require to be mobilized timely as per the specification and quantity which will be specified at the requirement analysis and finalization phase of the system development life cycle (SDLC). Obviously the specification and quantity in this regard will be fixed based on the final proposal and acceptance of Bangladesh Water Development Board at the said phase. BWDB will decide about the way of mobilization of required equipment's & resources to ensure the smooth operation of the system considering any option mentioned below.

Option 1: BWDB will ensure required equipment & resource entirely for operation of this project. In this case, vendor will look after the maintenance and support service 2(Two) years.

Option 2: BWDB and vendor will sign an agreement to run the operation together.

7.13 Maintenance and Support Service

The selected vendor has to provide a period of 1(one) year maintenance and support service. After the development and deployment phase when the implementation period starts the vendor has to provide maintenance and support service for the 1(one) year. Here it is expected that, the vendor must provide detail maintenance and support service plan in the technical proposal, which may include the followings:

- Support service types and mode of services
- Service desk functionalities
- Configuration management
- Change management
- Service layers for support
- Tools will be used for Support service management
- Communication management and modality
- Release management
- Incident management
- Problem management
- SLA (Service Level Agreement)
- Maintenance and support service related reporting

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- Support service types
- Service Log Management

Apart from the above-mentioned issues, if vendor thinks any other issue to be included in their plan, it would be considered as added value addition.

7.14 Work Distribution and Team Composition

The vendor is expected to provide work distribution and team composition plan as deemed suited based on this project requirements and milestones and as per their proposed development and implementation methodology approach. The interested applicant (Vendor) should provide a team composition plan in their proposal describing the position, roles, tasks to be assigned, expected man-days of involvement, expected deliverables and required skill and expertise.

However, the vendor shall propose at least the following personnel as minimum requirement:

(a) Key Personnel:

Name of The Position	No of Personnel	Qualification	Experience
Project Manager/Team Leader	1	Masters in CS/CSE/IT/EEE/ICT/ Software Engineering or MBA with BSc in CS/CSE/IT/EEE/ ICT/Software Engineering	Minimum 10 years' working experience in software development with minimum 4 years' experience in software development management role i.e project manager/team leader. Relevant certification will be added advantage.
Software Architect	1	BSc in CS/CSE/IT/EEE/ ICT/Software Engineering	Minimum 10 years' working experience in software development with minimum 4 years' experience in Software Architect role. Relevant certification will be added advantage.
System Administrator	1	BSc in CS/CSE/IT/EEE/ICT/ Software Engineering	Minimum 8 years' working experience in software development with minimum 4 years' experience in System Administrator role. Relevant certification will be added advantage.
Database Designer	1	BSc in CS/CSE/IT/EEE/ICT/ Software Engineering	Minimum 6 years' working experience in software development with minimum 3 years' experience in Database Designer/similar

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3/10/20

Name of The Position	No of Personnel	Qualification	Experience
			role. Relevant certification will be added advantage.
Sr. Developer	2	BSc in CS/CSE/IT/EEE/ICT/ Software Engineering	Minimum 6 years' working experience in software development with minimum 3 years' experience in Sr. Developer role. Relevant certification will be added advantage.
Apps. Developer	1	BSc in CS/CSE/IT/EEE/ICT/ Software Engineering	Minimum 5 years' working experience in software development with minimum 3 years' experience in Mobile apps development. Relevant certification will be added advantage.
Developer	4	BSc in CS/CSE/IT/EEE/ICT/ Software Engineering	Minimum 5 years' working experience in software development with minimum 3 years' experience in web development. Relevant certification will be added advantage.
Legal Adviser/Consultant	1	LLB Degree	Minimum 03 years' experience to plead the cases/suits before District and Session Judge; Minimum 05 years' experience to plead the cases/suits before High Court; and Knowhow about the management of cases/suits related to Ministry or Statutory Body/Corporation under the Government of Bangladesh is necessary;
QA Expert	1	BSc in CS/CSE/IT/EEE/ ICT/Software Engineering	Minimum 4 years' working experience in QA field of software development with minimum 2 years' experience in QA expert/QA lead/similar role. Relevant certification will be added advantage.
UX Expert	1	BSc in CS/CSE/IT/EEE/ ICT/ Software Engineering	Minimum 4 years' working experience in software development with minimum 2 years' experience in UX Design and minimum 5

Name of The Position	No of Personnel	Qualification	Experience
			successful commercial/Govt projects' experience in UX Design with portfolio to demonstrate. Relevant certification will be added advantage.
Trainer	2	BSc in CS/CSE/IT/EEE/ ICT/Software Engineering	Minimum 5 years' working experience in software development with minimum 3 years' experience in similar role. Must have conducted at least 15 software development related training sessions with 10 in relevant Govt./Industry projects as a lead/Co-lead trainer with portfolio to demonstrate. Knowhow about the management of cases/suits related to Ministry or Statutory Body/Corporation under the Government of Bangladesh is necessary. Relevant certification will be added advantage.
UI Designer	1	BSc in CS/CSE/IT/EEE/ ICT/Software Engineering	Minimum 3 years' working experience in the UI design field of software development with minimum 2 years' experience in UI Design. Must have completed UI design in at least 10 industry/Govt. projects with portfolio to demonstrate. Relevant certification will be added advantage.
Technical Document Writer	1	BSc in CS/CSE/IT/EEE/ ICT/Software Engineering	Minimum 3 years' working experience in field of software development with minimum 2 years' experience in technical document writing. Must have completed at least 10 technical document-writing in industry/Govt. projects with portfolio to demonstrate. Relevant certification will be added

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Name of The Position	No of Personnel	Qualification	Experience
			advantage.
Technical Assistant	1	Bachelor's degree in any science discipline.	Minimum 3 years' working experience in relevant role.

(b) Support Staff:

Name of The Position	No of Personnel	Qualification	Experience
IT and Implementation Manager	1	Diploma in CS/CSE/IT/EEE/ ICT/ Software Engineering	Minimum 5 year's working experience in IT sector and minimum 2 years in implementation of project as lead.
Data Entry Operator	3	Diploma in Computer/ Bachelor's Degree	Minimum 2 year's working experience as a data entry operator.

7.15 Expected Deliverables

Considering the scope of service and scope of work of this project and based on the proposed project development & implementation methodology, the vendor has to submit here a complete list of all types of deliverables will be produced throughout the entire project timeline whether those are materials, services, applications, source codes, documents, plans, reports etc. in a table format mentioning the stages, activities and timelines. Some examples of the deliverables are mentioned here under for your reference.

- Project inception and management report
- System requirement specification (SRS)
- System design document (SDD)
- Complete source code
- Test plan with test scripts and testing reports
- Technical documentation (system architecture, module integration points, workflow engine, data dictionary, user manual etc.)
- Training plan and reports
- Training materials and user manuals
- Integration plan and reports
- Web application
- UAT Report
- Maintenance, agreement & SLA
- Maintenance and support log
- Hosting requirement specification , plan and report
- Implementation plan and report
- HR activity plan and report

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- Progress and review reports

8. Conclusion

Keeping the above in mind, here the vendor has to design, develop and implement a web based end to end solutions of legal-affairs (LAIMS) system of BWDB, where a comprehensive technical proposal will play a very important role to understand that, the vendor has fully visualized the system requirement, development requirement with tools and technologies, constraints and challenges of implementation and thus present the best solutions in their proposal.

SKM
20/08/2022

সৌরভ কুমার মন্ডল
সহকারী প্রোগ্রামার
কেন্দ্রীয় আইসিটি পরিদপ্তর
বাণাউরো, ঢাকা।

S. Shikdar
20/04/2022
Muhammad Shahid Shikdar
Programmer
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Mo: Hafeezul Islam
20/08/2022
মোঃ হাফিজুল ইসলাম
উপ-পরিচালক (আইন বিষয়ক)
বাণাউরো, ঢাকা।

Shafiqur
20/04/2022
নাসরিন সুলতানা
সিনিয়র সিস্টেম এনালিস্ট (আইসিটি)
কেন্দ্রীয় আইসিটি পরিদপ্তর, বাণাউরো, ঢাকা
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