কুমিল্লা সিটি কর্পোরেশন
কুমিল্লা
cocc.portal.gov.bd
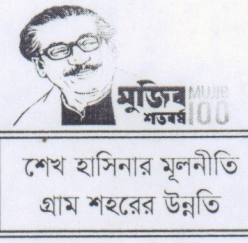
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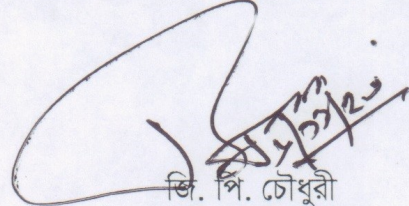
শেখ হাসিনার মূলনীতি
গ্রাম শহরের উন্নতি

স্মারক নং-৪৬.১৭.১৯.৫০.০২৪.০০.০০.২০২৩.২৭৫৬৩   তারিখঃ ৫/১১/২০২৩খ্রিঃ

বিষয়ঃ কুমিল্লা সিটি কর্পোরেশনের Request for Expression of Interest (REOI) বিজ্ঞপ্তি ০১(এক) দিনের জন্য প্রকাশ করণ সংক্রান্ত।

উপর্যুক্ত বিষয়ে জানানো যাচ্ছে যে, কুমিল্লা সিটি কর্পোরেশনের Request for Expression of Interest (REOI) বিজ্ঞপ্তিটি আপনার পত্রিকায় ভিতরের পাতায় (সাইজ ঃ ০৪ কলাম x ১২ ইঞ্চি আকারে) আগামী ০৮/১১/২০২৩খ্রিঃ তারিখের মধ্যে ০১ (এক) সংখ্যায় প্রকাশের জন্য অনুরোধ করা হলো।

সংযুক্তি ঃ দরপত্র বিজ্ঞপ্তি কপি- ০১(এক) ফর্দ।

ডি. পি. চৌধুরী
প্রধান প্রকৌশলী
কুমিল্লা সিটি কর্পোরেশন

বিতরণ ঃ

১। সম্পাদক, দৈনিক জনকণ্ঠ (বাংলা), ঢাকা।

২। সম্পাদক, The Financial Express (ইংরেজী), ঢাকা।

৩। সম্পাদক, দৈনিক রূপসী বাংলা (বাংলা স্থানীয়), কুমিল্লা।

বিঃদ্রঃ অত্রাফিসে ০৫(পাঁচ) কপি সৌজন্য সংখ্যা পত্রিকা প্রেরণ করতে হবে।

স্মারক নং-৪৬.১৭.১৯.৫০.০২৪.০০.০০.২০২৩.   তারিখঃ   /১১/২০২৩খ্রিঃ

অনুলিপি ঃ সদয় অবগতি ও কার্যার্থে প্রেরণ করা হলো-
১। প্রধান নির্বাহী কর্মকর্তা, কুমিল্লা সিটি কর্পোরেশন
২। প্রধান হিসাব রক্ষণ কর্মকর্তা, কুমিল্লা সিটি কর্পোরেশন
৩। পি.এ-টু মেয়র, কুমিল্লা সিটি কর্পোরেশন
৪। অফিস কপি।

প্রধান প্রকৌশলী
কুমিল্লা সিটি কর্পোরেশন

Cumilla City Corporation
Cumilla
Web: cocc.portal.gov.bd

Memo no.46.17.19.50.024.00.00.2023- 2960   Date 6 /11/2023

Request for Expression of Interest (EOI)

1.	Ministry/ Davison	:	Ministry of Local Government, Rural Development & Co-Operative
2.	Agency	:	Cumilla City Corporation
3.	Procuring Entity Name	:	Mayor
4.	Procuring Entity Code	:	Not use at Present
5.	Procuring Entity District	:	Cumilla
6.	Expression of interest for selection of	:	Selection of a firm for developing online digital record payment system for various services at Cumilla City Corporation.
7.	Procurement Method	:	Selection of Firm (Quality and Cost Based Selection)
8.	Budget and source of funds	:	Revenue
9.	Development Partner (if applicable)	:	N/A
10.	Project/ Programme code (if applicable)	:	N/A
11.	EOI Closing Date & Time	:	Expression of interest shall be submitted by 11:45 am on 30/ 11 /2023 in sealed envelope delivered to Mayor, Comilla City Corporation and be clearly marked Expression of interest for Selection of a firm for developing online digital record payment system for various services at Cumilla City Corporation.
12.	Brief Description of Assignment	:	Selection of a firm for developing online digital record payment system for various services at Cumilla City Corporation. for detail terms of Reference (TOR) please visit: www.cocc.portal.gov.bd
13.	Experience, Resources & Delivery Capacity Required	:	The minimum qualifications for bidders are: 1. Minimum 10 (ten) years' experience in ICT business in Bangladesh 2. Must have 03 (three) years practical experience of developing web-based enterprise solution. 3. Experience of developing Software Solution for Government of Bangladesh or any of its agencies will be an added advantage. 4. Vendor needs to have experts having at least 05 (five) years' experience in developing web applications in PHP/Web Applications using API latest using tools/model/architecture. 5. Needs to have full time system analyst Team capable of designing Architectural Design Document with at least 05 (five) years practical experience in System Design & Architecture. 6. The bidder must have adequate experience and expertise in the latest web and hardware technology. 7. Proven experience of managing Online payment Gateway and SMS Gateway Solution (at least 01 (one) year). 8. Applicant has to apply using company letter head pad along with the attested TIN certificate, latest income tax return certificate, latest trade license, valid VAT registration certificate, bank solvency certificate (not more than 03 (three) months back), all experience certificate etc. 9. List of all IT Personnel of the company mentioning name, designation, year of experience, jointing date, number of projects worked, experience & skill set, educational qualification etc. 10. Membership of BASIS & BCS is a must for the applicant. Interested Applicants may obtain further information on the requirements including the criteria of short listing by applying to the address below/e-mailing coccbd@gmail.com Contact: +8801716-939495 During normal office time up to 28 / 11 /2023
14.	Other details	:	Eligibility for Vendors: for CUCC 1. The tenderer should be a registered firm with a valid and updated trade license; firms having 10 years overall business experience in ISP/ICT. 2. The tenderer must have ISP nationwide/divisional license from BTRC. 3. Legally established professional software development firms having 10 years overall business experience in ICT and software development related works and minimum specific experience of 5 years of ICT business as a registered limited company / entity with Register of joint stock & companies (RJSC) in Bangladesh. 4. The minimum specific experience as Supplier/ Vendor in Software development in Certificate Management System of at least one (1) contract of similar nature successfully completed or running in two city corporation in Bangladesh. 5. The vendor must have (1) contract with a value of at least Taka 1.75 Crore in ICT/ ITES Service within last 3 years. Evidence of Work completion certificate and work order mentioning amount, item list, date etc. are required. 6. The vendor have to be ISO certified and have to be a at least 5 years BASIS membership. 7. The vendor must have the experience to make arrangements for hotline number of any govt. or companies. 8. The company must be a BACCO Member. 9. The vendor must be Oracle Gold partner. 10. Must have experience in design, development and implementation of minimum 10 web application software among which at least 5 are in digitization / automation of government / autonomous/ regulatory bodies services/ functions. 11. Firms must prove and demonstrate its management capacity (website link/ brochures and other documents describing similar assignments, experience, availability of appropriate staff skill matrix and experience among applicant's staff, resource to carry out the assignment). 12. Minimum annual turnover in any of the last 3 (three) years at least Tk. 1.5 crore each. The liquid asset/ credit facility requirement for the contract is 1 Crore may be in the form of approved/committed Credit facility by a scheduled bank of Bangladesh. 13. Evidence of Data entry / Manual data digitalization related experience will be added value. 14. List of valid and engaged IT professionals (Name, designation, work of experience, involving project name, professional certification, photo etc.) should be submitted to CoCC. A PMP/PMI certified Project manager must be included in the Vendor Team. 15. The vendor must have BCS membership & registered support office located at Cumilla. 16. CMMI L3/ CMMI L5 certification will be preferable.
15.	Associate with foreign firm is	:	Not encouraged
16.	In Case of joined Venture	:	Both of the partners have to fulfil all the criteria separately.

Ref No.	Phasing of Services	Location	Indicative Start Date	Indicative Completion Date
17.		Cumilla		

18.	Name of the Official Inviting EOI	:	Md Abu Sayem Bhuiyan
19.	Designation of the Official Inviting EOI	:	Executive Engineer
20.	Address of the Official Inviting EOI	:	Second floor, Nagar Bhaban, Cumilla City Corporation, Cumilla.
21.	Contact Details of the Official Inviting	:	+8801716-939495
22.	The procuring entity reserves the right to accept or reject all EOI's without assigning any reason what so ever.		

G. P. Chowdhury
Chief Engineer
Cumilla City Corporation

Memo no.46.17.19.50.024.00.00.2023- 2960/1(5)   Date 6 /11/2023

Copy forwarded for information and circulation to:

01. Haji A.K.M Bahauddin Bahar, Honorable Parliament Member, Cumilla-06
02. The Deputy Commissioner, District- Cumilla
03. The Superintendent of Police, District- Cumilla
04. The Chief Executive Officer, Cumilla City Corporation
05. Notice Board (All), Cumilla City Corporation

Chief Engineer
Cumilla City Corporation

Developing an Online Digital Record and Payment System for Service (e-services)

For Comilla City Corporation.

Background:

Comilla City Corporation has been established 2011 by abolishing two pourashava ie Comilla & Comilla Sadar Dakkin. Providing various services is the important services of the corporation as the volume of City dwellers is increasing in this area gradually. As a result, demand of various services is also increasing. At present, the process of providing the various services is fully manual, for which the stakeholders have to visit the corporation office for several times, resulting in greater expenditure in transportation costs, in addition to the regular hassle they have to confront hassle in the government offices anyway

Automation of this system will ensure minimum number of stakeholders opting for manual application for various services and reaching out to the maximum number of stakeholders and beneficiaries at the optimal cost and time through internet. The users can also pay for the necessary fees online and get prompt confirmation through automated SMS service, resulting in saving of cost and time.

Objectives:

a) Development of an Online various services Application System and a Portal;

b) Transfer of all the manual database and system of the various services application of CoCC into automated system;

c) Development of an integrated system for receiving application and payment online;

d) Development of a platform for informing the applicants about the status of their respective applications, payments and completion of requests through SMS/Email;

1. **Scope of the Work:**

The scope of the work is analysis, designing, development, maintenance and update of the online application system including the online payment system.

The detailed scope of work includes but is not limited to the following:
1. Required Study, System Analysis and Design: An extensive requirement study, system analysis and design tasks have to be performed so that client's requirements can be addressed precisely and system can be developed by following all standards and methodologies and rules
2. Designing, development and regular maintenance of the system
3. Developing an Online Application Management System that will include following basic features-
   i. The system should be able to receive all kinds of applications by Comilla City Corporation (CoCC) online;
   ii. The system should have convenient provision for the users to renew and amend their services based on the previous application;
   iii. The system should have multiple attachments facilities with the application submission,
   iv. The system should be able to generate SMS and email notifications at different stages throughout the system;

v. The system should have the provision to be cross checked against the names and various services numbers of applicants to track the past records of the applicants

vi. The system should have provision for Entry Facilities and automatic calculation of associated fees accordingly

vii. The system will be able to generate tracking no against each application to track progress status. Application status should be changed automatically according to the process;

viii. The system will have facility to process the received applications electronically and the final output will be generated electronically as well;

ix. There will have a number of site administrators under site admin account with the configurable provisions and there will have provision for a no of role based user creation;

x. The account creation of the applicant will be done through electronic registration including email/ sms verification;

xi. System should have facility of a dynamic process flow for application processing. Process flow should be defined by the concerned authorities from admin panel;

xii. System should have facilities to share documents within multiple authorized users;

xiii. The system should also have the provision for the various services fees to be automatically configured or entered from the Admin end based on the category or sub-category of services, according to the authorized document;

xiv. The system should generate various kinds of relevant reports including report for financial transactions as per requirement by Comilla City Corporation (CoCC).

xv. There will be report which will effectively replace BALAM Boi;

a) Data import and user verification from different databases like National ID Database, Birth-Death Registration Database, NBR Database and Passport Database has to be ensured in this system;

b) Content of this portal will be developed both in English and Bangla with Unicode compatibility. System will be developed in Bangla but will have provision to be developed in English later;

c) Necessary provision for feedback/ comment/ complain by the authorized service receivers is required. Response on the feedback/ comment/ complain will be displayed as conversation between the service provider and the service receiver;

d) Application and Portal needs to be mobile responsive, RTI compliant and interoperable with Bangladesh National Portal Framework;

e) SSL inclusion and SEO are necessary and vendor will/ must ensure it;

f) Site developer will prepare all related technical documentations (system analysis and design report, design diagram, configuration manual, code manual, administrative manual, user manual etc) and will finally deliver/ handover those documents along with source code to GoB nominated agency after successful implementation;

g) Vendor will follow any open source based standard CMS and Web Framework in technology and low bandwidth with high scalability will be two major considerations in technology planning;

h) Vendor will host the system along with database during the development in their data center;

i) Vendor will/ is solely responsible to ensure Load Testing, Security Testing and necessary integration testing of the portal and the online application management system;

j) The bidder has to ensure the hands on training and maintenance manual and provide training to selected CoCC Officials and relevant stakeholders;

k) The bidder has to arrange Online Payment Gateway integration solution with major Cards Processors, Banks and Mobile Wallets/ m-Banking so that people can buy their desired product by paying with their DEBIT/CREDIT/ VISA card or proprietary card (like DBBL Nexus, qCash, etc) and other way of online payments (as payments through POSs) through this channel. Provision of payment by Mobile Wallet (like bKash, DBBL Mobile, etc) must also be present on the Online Payment Gateway;

l) The bidder will ensure the payment received through e-payment in a particular bank account (to be mentioned by the authority) and selected payment will be transferred automatically into a particular challan code of Sonali Bank Limited;

m) The website should be linked with major social media platforms which bidder will ensure;

Project Technical Scope

Output	Online trade license application						
Task No.	Actor	Input	Media	Action	Output	Media	Post Action
1	Applicant	Services information	Web	Insert relevant information with attachments in web form	Tracking ID & PIN number through SMS/email	Web	
2	Assigned Supervisor/Inspector/Officer	Services information collected from applicant	Web/ physical monitoring	Send visit report to system	Updated database of Services	Web	
Output	**Payment processing**						
Task No.	Actor	Input	Media	Action	Output	Media	Post Action
3	Assigned /Inspector/Officer	Payment conditions	Web	Decide payment amount for Services applicant	Payment amount sent through SMS/email	Mobile/ Web	
4	Applicant	Online payment Gate way	Mobile Banking / bKash/ Online Banking	Payment made to online	Payment receipt/Code	Mobile Banking / bKash/ Online Banking	
Output	**Services certificate issue**						
Task No.	Actor	Input	Media	Action	Output	Media	Post Action
5	City Corporation	Verified paid application	Web	System accessed for paid application	Authorized person signature on printed certificate	Service counter/ **Courier**	

2. General Technical Requirements:

a) The application and web portal should have the bilingual version of English and Bengali;

b) The online system should be informative, interactive, database system integrated, dynamic and scalable;

c) The web portal should comply with internationally accredited web standards, web accessibility, web browsers, security standards etc;

d) The design should feature a good balance in color, imagery, quantity and quality of text, and friendly typography;

e) It should have strong and user friendly content management system with administrator panel, which will offer the web master to manage the entire web portal as required;

f) Facility to record hits on the related site and other data traffic such as upload, download, internet ranking etc;

g) The website should have ability to link with social media platforms;

Timeframe:

The Online Digital Record & Payment System for Services at Comilla City Corporation within 08 (Eight) months from the date of signing contract.

The contractor will ensure that all technical problems are fixed and resolved before handing over to the CoCC. Following payment settlement, the authority will own the copyright on all of the work designed and developed.

Table 1

SN	Activity	Time
	Phase1: development phase	
1	Conduct background scoping and research work and finalizing the system requirements	30 days
2	Develop an Online Application Management System including Online Payment integration and a Web Portal	90 days
3	1st level feedback collection and incorporation	20 days
4	Testing, debugging, update	15 days
5	Delivery of UAT and 2nd level feedback collection	15 days
6	Delivery of the final version of the system	20 days
7	Conduct training for the selected officials and relevant stakeholders	30 days
8	Delivery of all required documentation including source code, user manual and technical documentation	20 days
	sub- total	8 months
6	Phase 2: Support and maintenance 1 year	12 months
	Total	**20** Months

The entire work should be completed within 08 (Eight) months after the award of contract and the tentative time to start the job is   /   /2024 and it needs to be completed by   /   /2024. The expected time schedule for completing the activity is mentioned below.

3. Deliverables:

The contractor is expected to deliver the following Application:

SL	List of Application
1	Holding Tax Assessment & Fixation Atomization
2	Holding Tax Collection Atomization

3	Market Management with bill collection system Atomization
4	Hat-Bazar management with yearly bill collection Atomization
5	Advertisement approval management with Fee collection Atomization
6	Rickshaw license
7	Water Billing
8	Non-Deep Tube wall Permission Management
9	Machineries Rent Management
10	Market Rent Management
11	Contractor enlistment Management
12	Plan Management
13	Fixed Asset Management system Atomization
14	Store Management system Atomization
15	Account Management System
16	Project Management
17	Vehicle Management system Atomization (Duty Roster, Maintenance Rent, Fuel distribution & Consumption)
18	Project Management with Certification (Com

The contractor is expected to deliver the following module with above mentioned Application :

a. Online Application Management System including Online Payment System with necessary documentation
b. Electronic Application Processing and Approval System
c. Development of a Web Portal as Online Service Delivery Platform
d. Conducting of training for the selected CoCC Officials and relevant stakeholders
e. Support and Maintenance of the Online Application Management System and the Portal
f. Should be installed as requirement, trail & maintenance in all locations in CoCC.
g. Auto calculation of fees of different categories
h. Customised reports as per user requirement
i. Access/Pin Code, Authorization Code and various services should be handover

4. <u>System Overview</u>:

The bidders are required to provide an overview of the proposed solution. The overview should identify the features that are specific to the development of Online Application Management System and Web Portal.

The bidders are expected to provide the schematic diagrams of the topography of the proposed system, which will includes all the elements of the proposed solution. The bidders are expected to provide detail technical specification of all the equipment for the proposed solution.

<u>Project Management</u>:

The bidders are expected to provide a detail project plan and an implementation strategy of the project. This plan is expected to include:

a. Information regarding the development process (the bidder will comply with all standards);
b. Maximum lead time for delivery of services;
c. A development method and schedule with indicative timeline (Gantt chart)
d. Risk management strategy and quality control mechanism;
e. Any development tasks or assumptions that may be required to render the solution fit-for-purpose;
f. Any anticipated integration tasks;
g. Comprehensive contingency plan;
h. Full business plan including the marketing plan;

The vendor will be required to complete the tasks includes but not limited to the following:

The successful bidder will be required to supply comprehensive documentation for the system and all its components as a condition of the contract. Documentation should include the following but not be limited to:

i. Overview and specification of Online Application Management System and the Portal.
ii. Functional description;
iii. Configuration information;
iv. System and sub system schematics;
v. Overview of applications and download requirements
vi. User guide
vii. Test procedures + how to use;

5. <u>System Setup and Hosting</u>:

Vendor will install and host the developed system into the Bangladesh Computer council (BCC) web server and test the system with real data. At this situation vendor will perform all standard test methods before final implementation. During the development period vendor will host the system into their own server till final delivery of the online system and the portal.

6. <u>Training to selected CoCC Officials, relevant stakeholders</u>:

User-level training (data entry/view/generate report)

This group will consist of people who will make and keep the system running using their skill and labor every day. In this category there will several be functional groups depending on the area of their job. Each group will be trained separately on their part. CoCC will define these groups during system analysis and

client will provide the list of the training participants. The trainees will receive hands on training on subjects specific to him rather than receiving conceptual understanding on the overall functionality of the total system. CoCC is located at Comilla. So the user level training has to be conducted to this office. This are the key training activities of the project.

Maintenance-level training (for ICT people)

A strong technical team is required to maintain such a large system and provide prompt support to the user unless a complete outsourcing policy is adopted. Generally, technical users are from IT/MIS department of the missions have already completed the end user training and are the officially responsible parties for smooth operation the computer system after expiry of the post implementation support phase.

Training areas may include:

- Database administration
- Software administration
- Software trouble shooting.
- Web administration
- Software error analysis and reporting.
- Hardware trouble shooting

7. Support & Maintenance:

Vendor has to provide 1 (one) year technical support and maintenance for their developed system. In this case, if any bugs or error is found in the running system, vendor has to attend immediately and resolve the problem ensuring smooth and uninterrupted running condition of the implemented system. Vendor also has to provide also necessary guideline and support for data backup management, resolve technical difficulties and any further requirement analysis based on user feedback.

8. Inspection:

Interested bidder may have discussions above more relevant information regarding this activity by consulting the designation: Mr. Md. Samsul Alam, Secretary, Comilla City Corporation, Phone: 081-72533, before submitting the offer.

9. Deployment:

Vendor would take all necessary action and measures to host, test and run this system to ensure a functional and running Online Application Management System and a Web Portal.

10. Intellectual Property Rights:

The copyright of the delivered system will be owned by the vendor must provide all source codes with relevant documentation. The vendor should properly document all such codes and deliver it to the project and cannot claim any royalty or authority of any sort in case of replicating the source code /database or any other deliverables under this ToR for any future use that the Government of Bangladesh may see fit. Furthermore, the vendor shall not use any library or code that has any other copyright claim associated with it which will prevent or restrict smooth transfer of ownership in any ways.

11. Terms of Reference of the Team

1. Team Leader /Project Manager (1 person):

Job Description: The Project Manager is responsible for the day-to-day operational management of the project, including developing and overseeing work and preparation of project progress reports. S/he is responsible for regular reporting to the client. The chosen candidate is responsible for overseeing all technical aspects of the project implementation including analyze the user requirements, develop software design, choose the right technical solution as well as oversee the right implementation to ensure sustainability.

Requirements:

i) Minimum graduate in Computer Science and Engineering/ICT preferably having a degree from a reputed foreign university.

ii) 10 years of progressive experience in managing large scale IT projects

iii) Past Experience in leading such an assignment, role including software design and development, preferably in BD government IT project

2. Senior Software Engineer (1 person):

Job Description:

The Senior Software Engineer will provide support to development team to develop and design different modules for technology solutions for the target population. The systems will be designed after taking necessary input from the target population. He will be responsible for designing and developing system for successful deployment. Additionally he will monitor the programmers for executing different development tasks to implement different modules of the system. The position is also expected to provide necessary technological solution to the Software Engineers to the team if required. Additionally the position will –

- Conduct requirement analysis for a particular ICT for development solution
- Develop the necessary business and system specifications
- Provide assistance to develop system design for any technical solutions
- Develop URS, SRS for any outsourcing of project work
- Carry out the technical evaluation for vendor selection
- Monitor execution of the outsourced project work.

Requirements:

i) Minimum graduate in Computer Science and Engineering/ICT
ii) 5 years of progressive experience in the related field.

3. Software Engineer (3 persons):

The Software Engineers are expected to drive the major software programming initiative in the project. This includes design, develop, and modify the modules with arranging the needed functionalities accordingly. The database backend is also expected to be developed by this team, including adding and modifying the

structure, the stored procedures (if any), SQL queries, triggers and enable necessary security with backup features.

Requirements:

i) Minimum graduate in Computer Science and Engineering/ICT
ii) 3 years of progressive experience in the related field.

4. Training Specialist (1 person):

The Training Specialist will lead the training programs as specified in the ToR. He is expected to devise the training curriculum, program length, effective methods for maximizing the learning experience and sustaining the knowledge base among the targeted beneficiaries to ensure complete transfer of knowledge.

Requirements:

i) Minimum graduate in Computer Science and Engineering/ICT
ii) Proven track record of working as an ICT trainer/resource person for at least two years.
iii) 5 years of progressive experience in the ICT sector.

5. System Analyst (1 person):

The System Analyst is expected to analyse the user requirements through meetings and discussion session with the targeted beneficiaries. After finalizing the primary draft of User Requirement Specification through vetting with the users, the System Analyst will prepare the Software Design Document in consultation with the Team Leader /Project Manager and share the document with QA Specialist. Specifically, the System Analyst will –

- Design the architecture for systems integration as required
- Prepare plans for optimal data storage and retrieval procedures
- Prepare plans for metadata standardization

Requirements:
i) Minimum graduate in Computer Science and Engineering
ii) 5 years of progressive experience in the sector of software development

6. QA Specialist (1 person):

The QA Specialist will act as the person responsible for ensuring the final product that reaches the client (Software, documentation and training) are up to the acceptable mark as decided earlier by leading the QA team. Specifically he will –

- Prepare the test plan for each every product of the solution suite and share with the project manager
- Guide the QA team members for preparing the test cases
- Verify and approve the test cases
- Prepare the combined test report and communicate with the developer's team
- Act as a release manager for issuing the product to the client

Requirements:

i) Minimum graduate in Computer Science and Engineering or relevant subjects

ii) 5 years of progressive experience in the sector of software testing and quality assurance

7. QA Engineer (2 persons):

The QA Engineers will work under the supervision of the QA Specialist for ensuring the quality of the products that reach the client. Specifically they will –

- Prepare test cases in accordance with the test plan and share with QA Specialist
- Execute the test cases, log the results and ensure steps to reproduce (in case of software bug)
- Share the results with the QA Specialist within expected deadline

Requirements:

i) Minimum graduate in Computer Science and Engineering or relevant subjects

ii) 3 years of progressive experience in the sector of software testing and quality assurance

8. Graphics Designer (1 person): The Graphics Designer will be responsible for supplying all digital imagery required for preparing the software including CSS templates, banner images, buttons, GUI for each screen. Specifically he will –

- Understand the full functionality of the software applications and organize the UI components in different pages, sections, tabs to ensure maximum user-friendliness and aesthetics
- Prepare mock HTML /PSD screens for each page of the web-based applications and get the design approved from the relevant authority
- Prepare and supply the developer team with CSS, GIF, and JPEG files for screens, buttons, banners and other items as required
- Prepare the help files, manuals, and other documentation to ensure accessibility and attractiveness
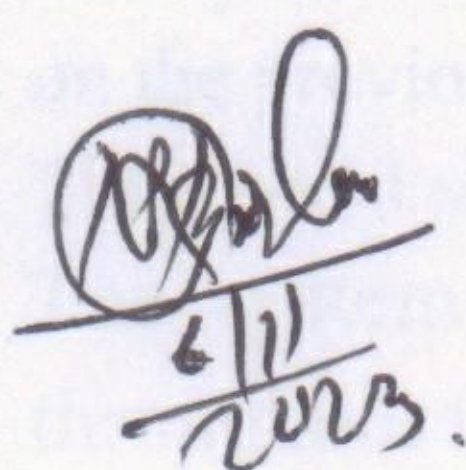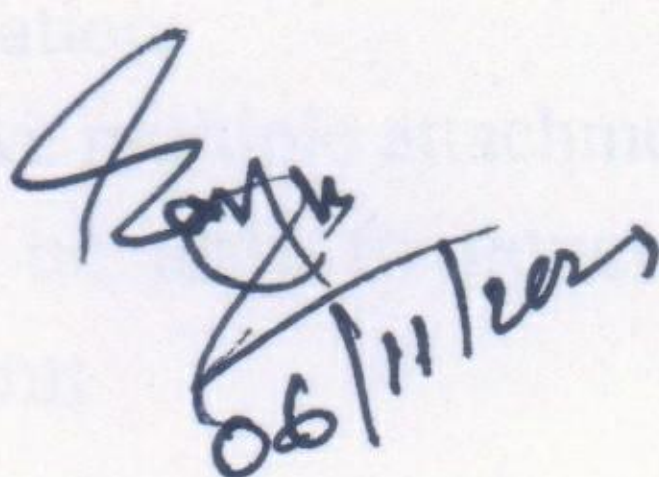
Requirements:

5 years of progressive experience in the sector of graphics designing for software development purpose
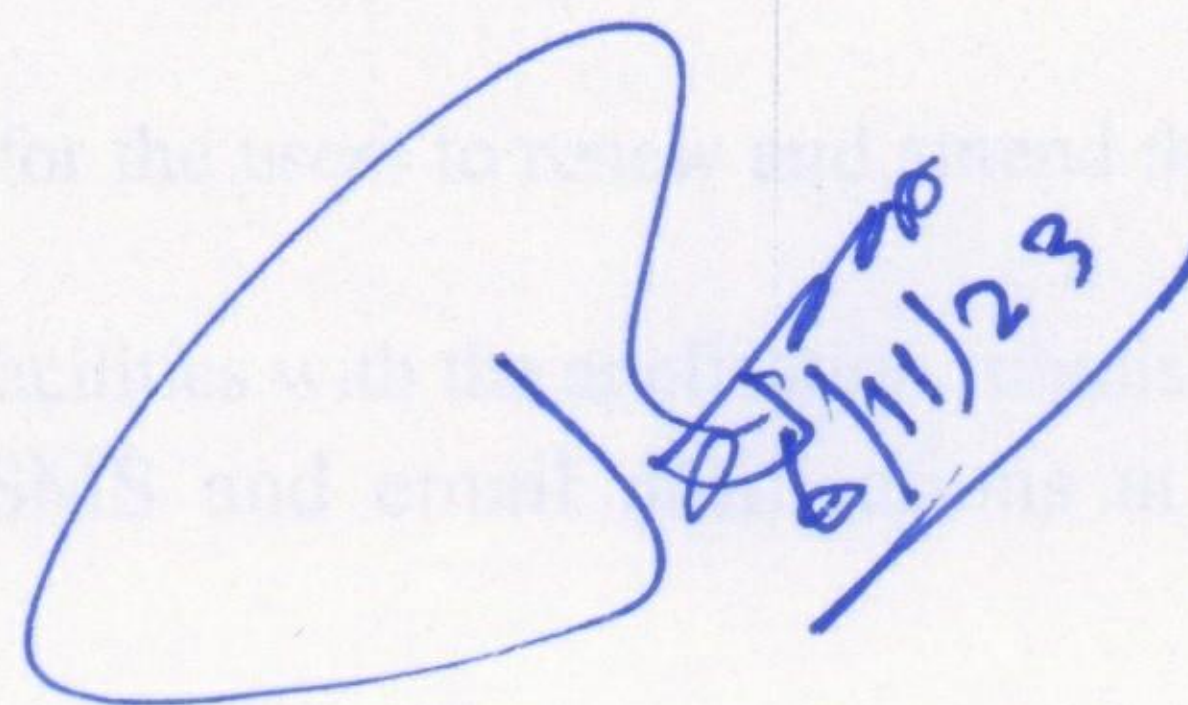
9. Support Engineers (1 person):

The support engineers will be responsible for helping the end user use the software applications developed in every mean possible, by identifying and solving the issues, and work as the interface between the software engineer and the targeted users.

Requirements: 2 years of experience in IT-related fields, with clear understanding about web-based applications development based on 3-tier technology, and hands on-experience in solving end-user problems.