Government of the People's Republic of Bangladesh
Office of the Project Director
Strengthening the capacity of Bangladesh Food Safety Authority Project (1st Revised)
Bangladesh Food Safety Authority (BFSA)
BSL Office Complex, Building-2 (level-4)
119 Kazi Nazrul Islam Avenue, Dhaka-1000.

Terms of Reference (ToR)
for
Design, Development, Implementation & Maintenance of FBO (Food Business Operator) Database Management with Complain & Request Handling, Notification, Central Accelerated Dashboard, Internal and External Stakeholder Integration, Mobile apps for Bangladesh Food Safety Authority (BFSA)

Package No: SD1
Lot-2
September 2023

1. Background

Bangladesh Food Safety Authority (BFSA) is an autonomous national food safety regulatory Authority which works as a statutory organization. The authority was formed in 02 February 2015 under Section 5 of The Food Safety Act, 2013 of the People's Republic of Bangladesh with the mandate of making "provisions for the establishment of an efficient and effective authority and for regulating, through coordination, the activities relating to food production, import, stock supply, marketing and sales, so as to ensure the rights toward access to safe food through appropriate application of scientific process, upon repealing and enacting the existing laws connected thereto." To ensure the right to safe food through the proper practice of scientific methods, the work of Bangladesh Safe Food Authority is to provide cooperation through coordination of related activities in food production, import, processing, storage, supply, marketing and sales process and to coordinate the functions of all organizations related to safe food management.

Ensuring safe food standards and quality standards, Bangladesh Food safety Authority has a monitoring activity which is facing some problems such as applicants don't have any idea regarding food safety compliances and from where they can receive the training. Recently, Bangladesh Food safety Authority has started to train the food business operators as manual process but it's difficult to provide any report instantly.

Considering the above description Bangladesh Food Safety authority want to implement FBO Database Management, Mobile Apps development for Monitoring, Inspection Management, Notification, Central monitoring dashboard & Display System, Stakeholder Integration to eliminate the above challenges.

2. Objectives

The primary objective of the assignment is to design and develop a web-based and mobile application where users can do the following:
Ensure Food Business Operator (FBO) registration and maintain the database for further use.
- Inspection and monitoring the FBO.
- Effectively handle and resolve the complaint.
- Create a user-friendly platform for service recipient, service provider & service monitoring authorities etc.
- Increase efficiency of the authority and stakeholders

3. Scope of Work

The scope of work is mentioned below:
- FBO Database Management
  - FBO Database Development
  - Mobile Apps Development for Monitoring and Inspection Management
  - Facility to Upload Documents (As Required)
  - Dynamic Reporting System

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- Complaint Handling & Response Management (both web and mobile apps)
- Notification Management (SMS, email)
- Central Accelerated Dashboard for Food Safety Authority
- Stakeholder Integration (As Required)
- User Management

4. Technical Features & Requirements

4.1 FBO Database Management

The vendor needs to develop a system for Business Entities to register under the Bangladesh Food Safety Authority. The system will have facility to FBO registration through Web portal as well as Mobile apps that shall serve the authority and the business entities through which they can register. Through the portal, the entities should be able to upload relevant documents for the officials to view and help to take decision. The major information/ certifications required for the registration as in bellow:

- Tax Registration Certificate
- VAT Registration Certificate
- Trade License
- Company Enlistment Certificate in RJSC (Registrar of Joint Stock Companies)
- NID of Authorized Personnel
- TIN of Authorized Personnel/Company

The FBO Database Management will have the following modules:

- **Enrolment:** FBO will register their business through this system by providing relevant information.
- **Documents Upload:** FBO will upload their registration related required documents through this system.
- **Monitoring and Inspection:** Food Safety Authority will inspect the application submitted by FBO and also monitoring the compliance that maintain by FBO.
- **Dynamic Reporting Management:** There will be a dynamic report engine. Bangladesh Food Safety Authority (BFSA)should be able to generate reports as per their request based on data availability.

4.2 Complaint Handling & Response Management

Complaint handling and response management refer to the process of managing and resolving customer complaints and feedback. The vendor needs to develop a Software and apps for the Bangladesh food Safety Authority (BFSA) for Complaint Handling & Response Management where concerned personnels and entities can log in a complaint, the authority will be handling the complaint. Feedback of the complains would be passed through the online portal. The complaint handling process would also be integrated with the ongoing Call Center **(16155)** of BSFA.

The process typically involves several steps, including:

- **Receiving the complaint:** The complaint can come through various channels, including Call Center, email, social media or in-person.
- **Acknowledging the complaint:** Should have option to acknowledge the complaint promptly and provide a timeframe for resolving the issue.

- **Investigating the complaint:** The Bangladesh Food Safety Authority (BFSA) will investigate the complaint. So, should have option to investigate the complaint thoroughly, including reviewing any relevant information or documentation. This may involve inspecting the food premises, testing the food samples, and interviewing the complainant and relevant parties.
- **Providing a Solution:** After investigating the complaint BFSA will provide a solution through SMS or Call Center.

4.4 Mobile Apps Development
- There require to develop mobile apps (android) that can cater the services of the Registration Management System through the app with the same login and registration credentials.
- The mobile app should have the capability of displaying system notifications.
- App should enable compact view of services for service recipients.
- The app shall share the same database with the FBO Registration Management System so that data can be seamlessly viewed through both the web portal and the app.
- All food safety related works should be able to conduct through the Mobile app, FBO Service status query, complain management, system notification, inspection update should also be done through this app.
- There should be an option to auto synchronization with the central database with apps local database on the availability of the Internet connectivity.
- People who cannot access the web application, can use the system through this mobile app.

5. Payment Gateway and Integration with Different Stakeholders

Integration with different CLPIA (Complimentary Licensing / Permission Issuing Authority) as like Trade Licensing issuing Authority, NID, BSTI, BCSIT, Food Testing Lab etc.; Information Service Providing Authority like BTB (Bangladesh Tourism Board); Online Payment Gateway like ekpay, Sonali pay, MFS and other stakeholders as necessary needs to be carried out. A standalone payment gateway service is also needed to be developed for the system so that payments for different certifications issued by the BFSA can be cleared in-house through the system.

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6. Notification Management & Central Accelerated Dashboard

6.1 Notification Management System
- The system needs to have a notification (SMS and email) module.
- The system will provide notifications to its stakeholders.
- System will also give notification to the respective stakeholder when an event that requires their attention comes up.
- Notifications would also be sent to stakeholders centrally for different promotional purposes, stakeholders own grading status and compliance, etc.
- Notifications for a specific stakeholder should be able to be viewed through the Stakeholders profile.
- The notification management system needs to have an instant customization facility.

6.2 Central Accelerated Dashboard
The vendor needs to provide a central Accelerated dashboard through which, officials of the BFSA would be able to view and mitigate tasks and reports. Through the system they should be able to get notifications for updates and get reminders for jobs and tasks assigned to them.

Through the system, employees should be able to see customized live and stored information in a visualized manner. The system should also host all the log reports of the actions performed by the employee.

Central Accelerated Dashboard requirements are:
- Design and develop a user friendly and user-specific dashboard segregated by the user role and user group for all the systems so that they can view regular information about their activity on the platform regarding applications and tasks.
- Ensure the system is capable to manage large number of users efficiently. Ensure different user grouping & tree/subgrouping facility for efficient user management.
- Ensure date wise dashboard presentation history saving with keeping note, loading, removing facility so that monitoring user can compare the performance with respect to another dashboard information. Also, user can view all those selected dashboard presentation in run time.
- Ensure user facility to set/arrange his default dashboard view and settings.
- Ensure user facility for printing and exporting dashboard and presentation view.
- Ensure user login access through mobile apps to web apps and web apps to mobile apps. Also, user can logout web apps by his mobile apps and vice versa.
- User can change his password efficiently.
- Linkage multiple dashboard presentation from single dashboard presentation information using its different values.
- Presentation, Report, Dashboard layers of a dashboard system should have grouping & tree/subgrouping facility for efficient management.
- Provisioning custom date range / month range / year range selection facility with month wise and year wise dashboard selection criteria.
- Ensuring efficient data loading facility.

- Provisioning to clone more than one or multiple presentation / report / dashboard layers in a single click and configure all those for users / group users. Data should flow from single configuration module for multiple clone presentation / report / dashboard layers.
- All above functionalities are not limited to and as proposed by the consultant for modernization.

7. Functional Specification (High Level) for Customized Software
- Expedite the service level
- Single point of contact for service
- Easiness in planning by ORG
- Document validation for multi stakeholders will reduce fraudulence

8. Architecture Design and Requirements
In order to develop the Architecture & standard for this project, TOGAF (The Open Group Architecture Framework) will have to be used as the core architecture development methodology. The Firm will develop enterprise principles, standards, frameworks, artifacts, and best practices by working with the Client technology team through an acceptable vetting and enacting process. Firms will use TOGAF 9+ components which are: ADM (Architecture Development Method), ADM Guidelines & Techniques, Architecture Content Framework, Enterprise Continuum, Reference Models, and Architecture Capability Framework. The Firm has to design the standards and system architecture in a way so that the system can be extended and enhanced both vertically and horizontally at any given time in the future development.

8.1 Business Architecture
In the Business Architecture phase, the selected firm will need to develop a detailed Baseline Business Architecture Description in this phase. In this phase, the system needs to identify Required Catalogs of Business Building Blocks (such as Organization/ Actor catalog, Driver/ Goal/Objective catalog, Role catalog, Business Service/Function catalog, Location catalog. Process/ Event/ Control/ Product catalog, and Contract/Measure catalog, etc.), Matrices (such as Business interaction matrix and Actor/role matrix, etc.), Diagrams (such as Business Footprint diagram, Business Service/ Information diagram, Functional Decomposition diagram, Goal/ Objective/ Service diagram, Use-case diagram, Organization Decomposition diagram, Process Flow diagram, and Events diagram, etc.).

8.2 Data Architecture
In the Data Architecture phase, the selected Firm will need to provide a Statement of Architecture Work, Validated data principles, Baseline Data Architecture, Target Data Architecture (such as Business data model, Logical data model, Data management process models, Data Entity/ Business Function matrix, etc.), Data requirements (such as Gap analysis results, Data interoperability requirements, Relevant technical requirements, Constraints on the Technology Architecture, Updated business requirements Data Architecture components, Data Entity/Data. Component catalog, Data Entity/ Business Function matrix, Application/ Data matrix and Diagrams such as Conceptual Data diagram, Logical Data diagram, Data Dissemination diagram, Data Security diagram, Data Migration diagram, Data Lifecycle diagram, etc.)

8.3 Application Architecture

Architecture phase selected Firm will need to provide Statement (clients approved) of Architecture, Validated application principles, Baseline Application Architecture, Target Application Architecture (such as Process systems model, Place systems model, Time systems model, People systems model etc.), Gap analysis results, Applications interoperability requirements, Relevant technical requirements, Constraints on the Technology Architecture, Updated business requirements and Updated data requirements. The Firm also will need to provide Catalogs such as Application Portfolio catalog and Interface catalog, Matrices such as Application/ Organization matrix, Role/Application matrix, Application/ Function matrix and Application matrix and Diagram such as Application Communication diagram, application and User Location diagram, Application Use-Case diagram, Enterprise Manageability diagram, Process/Application Realization diagram, Software Engineering diagram, Application Migration diagram, Software Distribution diagram for Application Architecture components of an Architecture Roadmap. Interaction.

8.4 Standard Tools and Technologies

The tools and technology must support cross platform application. The respective Software Components of the System must be able to run on Windows/ Linux operating system at user end and should be compatible to all major browsers such as Microsoft Edge, Firefox, Google Chrome, Opera etc. Open-source technology Java, PHP may be used including open source database. It is preferable to follow MVC, Relational Database and latest standard for design and development. The software components must be built with object-oriented and platform independent technology to compatible with any operating system. The standards and protocols of interoperability, integration and data exchange with other systems must be followed and the system must be based on open architecture and fully interoperable with other systems.

9. Integration

Considering the Integration requirements and scopes defined in the SRS, HLDD & LLDD for this development project, the Firm must perform the planned integration activities. As a government system or application, integration with the required and other prescribed national systems is very important and essential. Only by proper integration and interoperability, an e-Service application can drive the ultimate citizen benefits with the optimum use of technology from manual to digital transformation. H ere, the Firm should come up with an integration plan in their technical proposal considering and understanding the scope of the application as per this TOR. The possible integration scopes of this service application are mentioned below as a reference for the Firm To establish an integrated digital government and ensure the interoperability among the government/ eServices of Bangladesh, integration is one of the key factors which should be considered a topmost priority. The proposed solution must comply with all national e-Government standards which are prescribed by the BNDA (Bangladesh National Digital Architecture) or any relevant and authorized government authority. Only an integrated and interoperable e-government/eService solution can fulfill the ultimate objectives of digitalization with the optimum use of the latest and standards ICT. The Firm can follow standard integration mechanisms such as exposing standard Restful APIs for the service process in different components so that any component or service can exchange data and related resources whenever it is required by satisfying the Govt. Agency's business purposes. The digital

services should be able to exchange data with other digital systems within the particular Govt. agency as well as with inter-agency solutions. So, the Firm will develop a standard API manager following international standards so that the data sharing can happen efficiently and standard securities will be maintained smoothly. The digital solution must address the stated interoperability and integration issues of the agency for systems' sustainability and end-to-end digitalization issues which is the ultimate goal of digital transformation.

10. Development and Approach Methodology

Development methodology i.e. Software Development Life Cycle (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, objectives, organizational environmental factors, project timeline, ultimate deliverables and various resources to be used.

Under the scope of this SDLC methodology, for effective, efficient, timely and fruitful development of this system and achieving early release as a tangible result, the scope of this assignment can be divided into multiple parts (components & modules) based on priority and dependency of the modules and features to be developed and released. In the inception phase, the parts of the components/modules will be defined by the concerned authority (implementing agency) discussing with the Firm.

10.1 System analysis and design

10.1.1 Project Inception
The SDLC process will be started from this phase. Project will be initiated with a kick off meeting between Firm, implementing agency & relevant stakeholders. At this phase, the entire project scope mentioned in TOR needs to be briefed and discussed extensively, the part boundaries will be defined, preliminary project implementation timeline, project management plan format & content structure will be discussed. At the end of this phase, the vendor will submit a comprehensive and detailed project management plan for client's approval submit hardcopy of documents.

10.1.2 System Requirement Analysis
The firm will initiate the assignment with this phase which includes requirement finalization for the entire assignment scope from functional aspect. Proposed e-Services requirement study, analysis and finalization is a very important phase in the entire SDLC. It is expected that, the selected the firm will carry out detailed requirement study and analysis on each and every scope of e-Service that mentioned in the TOR. Under this scope of work, the selected the firm has to analyze the detailed functions, processes, documents, actors, service delivery sites and infrastructure of the relevant services precisely of the concerned organization. At this phase, firm's ultimate objective will be finalization of the e-Service requirements in details under the scope of TOR and receiving approval of the concern organizational authority. Here the firm is requested to propose and submit a software requirement analysis plan which should cover the relevant activities to be performed, required timeline, specific deliverables to be produced, determine dependencies

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and resources to be used. Deliverables: Software Requirement Specification (SRS) and UI based non-functional prototype

10.1.3 High-level System Design (HLD)
The scope of the high level design phase will be based on the entire assignment's approved SRS. However, the HLD document (if required) can be updated based on the changes of SRS i.e. version changed of SRS.

10.1.4 Development
At the development stage, a development team will be mobilized who will start the coding process following the standard code convention, code level documentations, of each file, algorithms, interfaces, code compression and APIs should be supplied with proper description within the given schedule as per the plan. The team will strictly follow the standard procedure of version control of codebase, database and related files using stable version control tools. The firm will use standard project management tools to manage and track issues as well as monitor development progress. The client (Govt.) or client nominated representative need to have access and control to the version control system and in project management tools to manage and monitor the development process.

11. Coding Convention
The Vendor must follow a standard coding style including well-known framework, robust architecture and model view controller with the code-base to produce high-quality and efficient coding for further uses in terms of Reusability, Refactoring, Functional Dependency, Integration Factor, Data Flow, Entity relation.

The coding convention and approach of coding must include embedded inline comments, indent style, naming convention for variable, object, class & file, reusable unit/ component, object orientation, logical separation of code-block including function/ method, object/ class, configuration & constant, organized file/ document and well-documented and well-understood directory structure etc. There must also be practice of unit testing, code review, maintaining checklist etc. following the best coding practices.

12. Testing Plan
The vendor must propose a testing plan for this system starting from development to deployment. This testing plan should cover all the standard suitable testing approaches for this application which may include phase wise testing activities such as test scripting, test cases, testing tools, testing process, test log, results, and report formats covering expected test deliverables based on the application development requirements. The Vendor will need to submit a testing plan which must include all standard test approaches covering all necessary aspects such as performance, scalability, security, etc.

The Vendor should submit test approaches. Some are mentioned below as examples for reference:
- Functional Test
- Installation testing
- Compatibility testing
- Stress Testing
- Alpha testing
- Beta testing
- Software performance testing

- Usability testing
- Accessibility testing
- Security testing
- Unit Test
- Smoke and sanity testing
- Regression testing
- Acceptance testing
- Functional vs non-functional testing

13. Hosting

Bangladesh Government is providing an extensive and standard hosting facility for all types of government organization applications and software that is named as National Data Center under Bangladesh computer council (BCC). It may be mentioned here that the vendor developed application will be hosted in government provided data center i.e. National data center (NDC) or Bangladesh Food Safety Authority (BFSA) own data center. Therefore, at this stage, vendor is requested to submit a preliminary hosting plan for this e-Service application considering the issues mentioned below-

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

14. UI/UX Plan

The vendor must propose a UI/UX plan containing UI designing method and tools, UI design Activity plan, prototype or Mock Up design for both web & mobile, expected result & their finalizing process of that 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 be designed 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.

15. User Acceptance Test (UAT)

User Acceptance Test (UAT) is a very vital and essential phase in the development lifecycle. At this phase, all types of users must test the development application by themselves and have to provide detailed feedback/ test reports. Based on the UAT reports, Vendor has to update its developed system accordingly to ensure user satisfaction by making it more user- friendly and context-aware. Here, it is expected that, considering the

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type of uses and their roles in the developed system, the Vendor must propose a comprehensive UAT plan in its technical proposal which may cover the following:

- 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

16. Database

Every Food Business Operator (FBO) must have data in the Food Safety Authority database. Through which food safety authorities can find food business operators in the database. This database will determine the grade. The Food Safety Authority can monitor and train food business operators.

17. Training and knowledge transfer Plan

The Vendor will propose a detailed training plan (Number of training sessions, trainees, trainers and others related information) for the all kind of users of this System. The Vendor will include necessary training methodology, documentation and training materials support in their training plan. The training materials will include user manual, administration manual, quick start tutorial, online help, video tutorial, frequently asked questions. The training plan should contain full course descriptions for all courses that are to be carried out for respective users. The training plan must describe the sequencing, time, duration and resources involved in implementation of each of the consultant's proposed training activities. 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 needs to propose their smooth, efficient and effective knowledge transfer idea and plan here in this technical proposal with the training plan. Vendor will also provide tutorials for general applicants (certificate recipients).

18. Deployment

Deployment is a very important step in the SDLC before going LIVE where different types of necessary and standardized activities should be performed as per a predefined plan. The deployment plan should be prepared in a comprehensive manner by choosing the appropriate deployment method and the right deployment checklist. Automating the deployment process as much as possible is a wise decision at this step. Obviously adopting continuous delivery and using an integration server is necessary. Deployment preparation also may include another code deploying entering version release notes, checking that the required server is running smoothly, and configuring the staging environment properly. At this step, there are various testing processes that should be performed as a part of the obvious process. The deployment test plan and method should be chosen well ahead. This may include deploying the update to the test environment, running each and every test code/script, and reviewing results. Finally, this deployment

process may continue with copying the updates to the production environment, running any necessary scripts, setting changes for live and testing on the live server before going LIVE.

19. Go Live

Successful deployment of any developed and tested application will lead finally to the "GO LIVE" state The inauguration of the application may take place immediately when it enters into this stage, An inauguration is the formal session to expose or open the application to the end users/citizen, therefore proper consent of the concerned implementation Organization/Agency is required before going.

20. Piloting & Maintenance

Piloting & Maintenance may be stated that the pilot phase will be started immediately with the starting of "GO LIVE" which should last a maximum of 3-6 months based on the decision of the BFSA and predefined accepted pilot implementation plan. The vendor will provide all necessary support to ensure smooth operation in the pilot phase. It may be mentioned here that, some change requests (CR) based on the end users review and feedback at this piloting stage may be required to be accepted and CRS will be adjusted through predefined development cycle. Obviously at this stage, those CRS must be considered aligned to the Terms of Reference (TOR) of the assignment avoiding major functional changes that may create alternation on architecture, database structure and development complexity. In this document, CRS related to UI and UX, frontend scripting and content presentation level may be accepted. In this piloting phase, technical support, continuous training, timely reporting, receiving end user's feedback and measuring the overall performance of the application are the important factors that should be taken care of by the firm at this stage.

21. Operation and Maintenance

Maintenance phase will be started in this SDLC methodology. This phase is very important because the actual maintenance support service will be started by the firm and the implementing organization will also take measure for scale up implementation of this software based on the result of the pilot. Those two important issues of this methodology are described hereunder: In document of software implementation, especially for the e-government, maintenance support service plays a very vital role. The firm needs to provide this maintenance support service as per the predefined plan and action which will be approved by the implementing organization at the inception phase under the project management plan. At this maintenance phase, the main objective will be ensuring this e government or digital service application operation is running smoothly, uninterruptedly and without any hassle or complexity. Some factors mentioned below are very important at the time of maintenance support service by the Firm.

22. Risk Management Plan

Managing risks in software development projects is essential in order to ensure the successful outcome of the project. The project manager has the responsibility to identify potential risks that may arise during the course of the project. Once identified, the risks are then assessed and prioritized based on their potential impact on the project. This information is then used to develop a risk management plan that outlines strategies and actions to mitigate or avoid those risks. The vendor should provide a risk management plan that outlines the process and procedures for identifying, assessing, and managing risks

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throughout the project. This is important for both the vendor and the project stakeholders as it provides a clear understanding of the potential risks and how they will be managed, which helps to ensure the success of the project.

23. Performance and Scalability

Performance is a key aspect of software development projects as it determines how well and how fast the software can serve user requests. To ensure good performance, the system must be designed to be efficient in terms of response time, throughput, and the ability to handle a high number of concurrent connections and requests from users. To take this into account, the vendor should conduct extensive load testing. The architecture of the system must be designed to ensure that the system is available to users 24/7, but also allow for reasonable time for troubleshooting and maintenance by the vendor.

24. Deployment and Implementation Plan

When the consent is being given to "GO LIVE" of the developed system after completing all kinds of development integration, testing and hosting. This is a very crucial and sensitive stage for a government application because at this stage the system becomes public and exposed 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.

25. System Audit

This system will have to 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 the attempted breaches of access
- Log the attempted breaches of modification rights
- Timestamp.

It should be ensured that 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.

26. Duration of the assignment

- The total duration of the assignment is 18 (Eighteen) calendar months from date of Agreement Signing or Project period.
- The First 06 (Six) months are for development.
- Next 12 (Twelve) months for Support and maintenance.

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27. Project Deliverables

The following deliverables including progress report on monthly basis must be submitted by the vendor to BFSA

Item	Deliverable
1)	Project Inception Report
2)	System Requirement Specification (SRS)
3)	System Design Description (SDD)
4)	Detail Test Plans
5)	System Deployment Plan
6)	Technical and User Manual
7)	Training and Knowledge Transfer
8)	Full time support engineer for the project completion time

28. Mode of Payment

The mode of payment will be through account payee cheque or bank transfer in the name of the firm. The Project will deduct VAT, Income Tax at source and other tax (if any) as per Bangladesh Government rules.

29. Code of Conduct

(a) All the documents and information produced by or during the consultancy services will the sole property of the BFSA. No information or document is permitted to transfer or share or disseminate elsewhere without the permission of Authority.

(b) The project shall have the copy right of all documents developed under this assignment.

(c) The Contracted firm and outsourced agents must comply the work order conditions, special instructions regarding BFSA & Govt. service regulations as applicable.

30. Disclaimer:

Strengthening the capacity of Bangladesh Food Safety Authority Project has the rights to accept or reject any or all EOI/proposals without assigning any reason what so ever.

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