




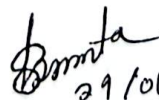
Department Of Social Services  
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[www.dss.gov.bd](http://www.dss.gov.bd)

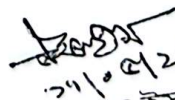
**Terms of Reference (TOR)**

**For**

**Upgradation, New Feature Development and Maintenance of  
Financial Management and Services Delivery Support System  
(FMSDSS)**

  
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অ্যানালিস্ট  
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## 1. Introduction:

The Financial Management and Services Delivery Support System (FMSDSS) has been established with the objective of enhancing financial management practices, improving transparency, and ensuring effective service delivery across government projects. The platform provides a comprehensive, web-based, integrated solution designed to support ministries, divisions, and implementing agencies in the efficient management of financial activities. FMSDSS streamlines budget management, fund disbursement, expenditure tracking, and performance monitoring through digital workflows, promoting greater accountability and operational efficiency.

Recognizing the importance of modernizing public financial management, the Government of Bangladesh has developed FMSDSS to address existing challenges and meet future needs. Through the incorporation of advanced technologies and best practices, FMSDSS aims to strengthen governance, increase transparency, and support the realization of Digital Bangladesh goals by ensuring that public resources are managed in a more effective, efficient, and transparent manner.

## 2. Objective:

The primary objective of this project is the development, enhancement, and maintenance of the FMSDSS platform through a structured and modern technology framework for financial management service recipients and providers. The goal is to ensure Accessibility, Accountability, Transparency, Sustainability, Scalability, Reliability, Interoperability, Reusability, and User Satisfaction by leveraging updated and emerging technologies.


This initiative aims to facilitate government entities and related stakeholders with flexible, efficient access to financial management tools, making budget control, fund disbursement, and expenditure monitoring easier, faster, and more transparent, ultimately strengthening governance and supporting the vision of a digitally empowered Bangladesh.


## 3. Overview of Existing Systems:


The selected vendor will need to review the existing system and conduct an extensive requirement analysis for finalizing the enhancement scope in collaboration with stakeholders.

Below modules/functionalities are available in the existing FMSDSS.

- System Configuration
- Role Management
- Office Management
- Budget Actualization
- Budget Preparation
- Revised Budget Preparation
- Report Management
- Settings
- Previous Budget Archive

  
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#### 4. Scope of Work

The design & development scope will be limited to the scope of work as identified in the TOR. The scope of work can be categorized with the following tasks:

##### 4.1 System Requirement Analysis:

- Conduct a feasibility study and need assessment for enhancing the existing systems of FMSDSS to prepare the precise System Requirement Specification (SRS)
- Provide a concrete development plan in the SRS, User Interface and other relevant diagrams of the new requirements.

##### 4.2 Functional & Non-Functional Requirements:

The overall functional requirement is divided into the following subsections.


- Enhancement of the Existing System:** The appropriate standards and guidelines to establish the advanced technology practice forward to cover main domains like: business, information (data and application), will also include new approach and perspective
- New Feature development:** FMSDSS will include new components, specific solution components, Core Services, and Shared services etc.
- Capacity Management:** Capacity management of the stakeholders (ie. Government/semi-government agencies, current and potential users etc.)
- Support & Maintenance:** Establish a Standard SLA for operational support and maintenance of the proposed assignment


###### 4.2.1 Enhancement of the Existing System

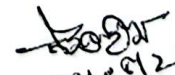
- ❖ Selected vendor needs to enhance and modify the existing System for ease of data entry, data correction, data upload, data validation and data analysis
- ❖ Necessary enhancement and modification has to be done for existing system to ensure flexibility, scalability, responsiveness and dynamism.
- ❖ Identify loopholes of existing modules and resolve them in the updated system
- ❖ Upgrade the existing system with latest technology, framework , guideline and standard

###### 4.2.2 System Upgradation

- Improve system architecture and database structure.
- Upgrade the frontend UI/UX with modern technologies.
- Optimize existing code and enhance performance.
- Optimize system performance, scalability, and load handling capacity.
- Implement enhanced data validation and error handling.
- Ensure system compatibility with updated browsers and devices.

  
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#### 4.2.3 New Feature Development:

Vendor will have to go through a comprehensive requirement analysis phase and prepare system requirement specifications acknowledged by all the relevant stakeholders. We have categorized the component and solution requirements as follows:

##### A. Dashboard

- A dashboard will display real-time data and key performance indicators related to financial management activities.
- The dashboard will provide customizable views based on user roles, such as administrators, auditors, and management authorities.
- Users will be able to filter, sort, and drill down into financial data, including budget allocations, fund disbursements, and expenditure tracking.
- Visual representations such as graphs, charts, and tables will be used to present financial performance, status updates, and service delivery progress.
- Historical data and trend analysis will be available for in-depth monitoring, forecasting, and decision-making support.
- The dashboard will offer export functionalities for reports in multiple formats (PDF, Excel, etc.) to facilitate detailed analysis and external reporting.
- Real-time alerts, notifications, and system updates will be integrated into the dashboard to enhance operational responsiveness.

##### B. Real-time Notification


- A notification and alert system will provide real-time updates on activities and status changes.


##### C. Report Module

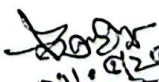
- Users can select specific fields, data ranges, and parameters to create tailored reports according to their needs.
- The system will perform data analysis and generate a report considering the old and updated data fields of the individual beneficiary
- Advanced filtering, sorting, and grouping options will be available to enhance report precision and usability.
- Real-time data pulling will ensure that reports reflect the most updated information from the system.

##### D. UI/UX Requirements:

- While designing the UI/UX all type of accessibility should be considered such as display size, different device, and disability friendly etc.
- Should propose a user friendly UX and user journey in the system
- Need to work with DSS Technology team and stakeholder while developing the UI/UX

  
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### E. System Security and Privacy Requirements:

The vendor should submit an extensive "Security and Privacy Plan" including comprehensive security architectures in their technical proposal for this proposed e-Service application considering the following issues:

1. Service recipients and providers security, confidentiality and privacy
2. A checklist of security measures to be taken for this solution
3. Overall security standards which should be applicable for an e-government system

The vendor should follow any of the industry standard secure development methodology such as (but not limited to) Comprehensive Lightweight Application Security Process (CLASP) by OWASP etc.

- The vendor should consider (but not limited to) common vulnerabilities such as SQL Injection, Cross Site Scripting (XSS) etc.
- Vendor will undertake responsibility for Input Validation Controls, Authorization/Authentication Control and other security controls in both test and production environment of application.
- The following vulnerabilities must be checked and ensured security from the beginning:
  - Session Fixation
  - SQL Injection
  - Input Validation/Filtering
  - Output Escaping
  - Code Injection
  - Secure File Access


### Quality assurance and testing requirements:


The vendor must propose a testing plan from starting from development to deployment. This testing plan should cover all the standard suitable testing approaches, 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

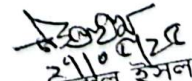
- Functional Test
- Compatibility testing
- Stress Testing
- Usability testing
- User Acceptance Testing (UAT)\

### 4.3 Support & Maintenance

1. Selected vendor will provide operational support for the newly developed system from the date of system delivery.
2. Provide Post development support service under structured SLA and Change Management Architecture.
3. Continuous health check of Database, tuning database, tuning codes & queries and mitigating the issues.
4. Recording, managing reporting issues and user level application related technical problems received through the method prescribed DSS technology team, develop and deploy necessary solutions.
5. Updating training manual adjusting the changes in the system.
6. Fixing all bugs in the system irrespective of its nature and complexities.
7. Fixing authentic data entered into the system following a structured authorization system.

  
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8. Ensuring deployment readiness support to the client deployment dedicated infrastructure engineer.
9. Enhance or rearrange existing feature of extended development or any supplementary feature within the existing technology framework complying with core requirements.
10. Support and maintenance will cover fixing all bugs and system errors as and when identified by the system users.
11. Support and improve Role-wise credential system incorporation for better user role management.
12. Vendor shall implement auto backup and database archiving system to meet up the challenge of system recovery, in case of any disaster or missing data.
13. Fixing all bugs in the Service Platform irrespective of its nature and complexities;
14. Vendor should introduce (install/enhance or develop) a centralized customer relationship management (CRM) tool by which users (basically, service provider type users) will have access to support service to open support tickets and track tickets for resolution through helpdesk.
15. Providing active and operation support to Data Center in application/DB sizing the product reconciling and adjusting with user-base and number of offices.
16. Regular database tuning and application configuration support to hosted environments.
17. On-demand accountable consultancy support to Data Center in terms of Data Backup Scheduling, Back-end service execution, Server Configuration for DB/Application/Load Balancing.
18. FAQ for most commonly asked questions and answers.

## 5. Software Development Life Cycle (SDLC) Approaches & Methodology

Considering the current context of digital government implementation of Bangladesh, we've proposed hereunder a tailored SDLC methodology for the development of this integrated service delivery platform. 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 project can be divided into multiple parts (components & modules) based on priority and dependency of the modules and features to be developed and released. At the project inception phase, the parts of the components/modules will be defined by the concerned authority (implementing agency) discussing with the vendor.

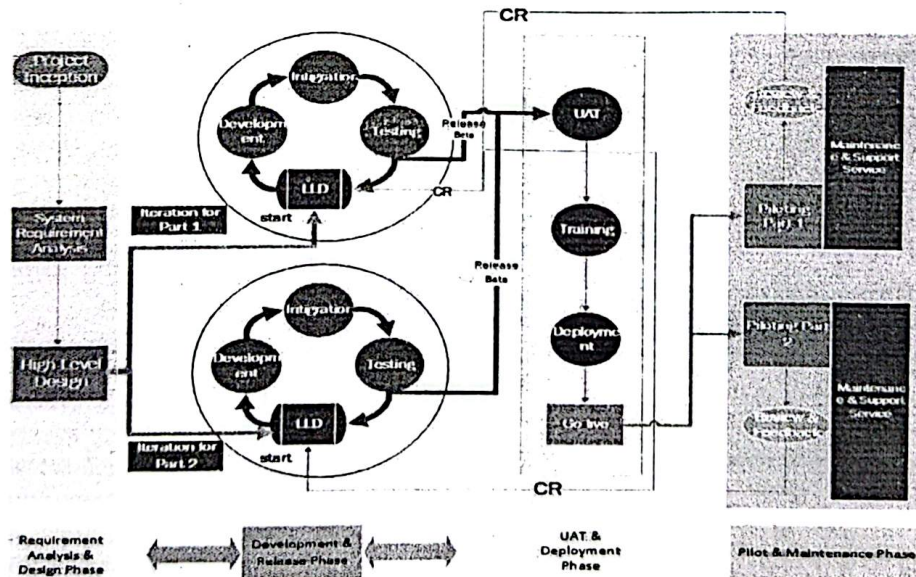


Figure: Hybrid SDLC Methodology (Dividing scopes into two parts)

The methodology covers the following phases:

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## 5.1 Phase-1: System Analysis & Design

### 5.1.1 Project Inception:

The SDLC process will be started from this phase. Project will be initiated with a kick off meeting between vendor, implementing agency & relevant stakeholders. At this phase, the entire project scope mentioned in TOR will 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, vendor will submit a comprehensive and detailed project management plan for client's approval with a power point presentation and submit hardcopy of documents. On receipt of approval of the project management plan, only the phase will move to Phase 2.

Deliverables: Approved Project Management Plan

### 5.1.2 System Requirement Analysis:

The vendor will initiate the project with this phase which includes requirement finalization for the entire (Part 1, Part 2, Part 3) project 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 vendor 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 vendor 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, vendor'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 vendor 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 and resources to be used.

Deliverables: Software Requirement Specification (SRS) and UI based non-functional prototype/ Mock.

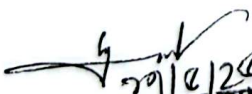
## 5.2 Phase-2: Development & Release:

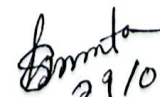
Based on the priority, importance and dependency, the project scope will be divided into two or multiple Parts as per organizational consideration and decision. Each Part will be completed through an iteration. The iteration process may follow the scrum process with several sprints of Agile Methodology. The iteration includes several steps such as LLD (Low Level Design), Development, Integration, Testing, Review and Release. For detail clarification the "Iteration 1" steps for Part 1 are described below:

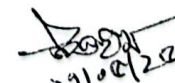
### 5.2.2 Development:

At the development stage based on the LLDD, a development team will be mobilized who will start the coding process following the standard code convention, code level documentations, header 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 vendor will use standard project management tools to manage and track issues as well as monitor development progress. The client (Govt.) or client nominated representative/product owners need to have access and control to the version control system and in project management tools to manage and monitor the development process.

Deliverables: Developed features/modules/components/applications, code documentation, algorithm & interface related documents, development & versioning report, Test driven development (TDD) approach should be included at this stage to ensure smooth development etc.

  
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### 5.2.3 Testing

Software testing process is one of the most vital phases through which it will be expected to evaluate each and every functionality of the proposed software application with an intent to find whether the developed application's functional features meet the specified requirements or not.

The vendor will prepare an extensive testing plan so that any functional failure can be detected and corrected timely and proper. The scope of the software testing should include the examination of code as well as the execution of the code in various environments and conditions as well as examining the aspects of the code; does it do what is required.

- Functional Testing
- Performance testing.

### 5.3 Phase-3: UAT & System Deployment

As soon as one iteration releases any developed application after completing the predefined steps and processes, this released version will be entered into this immediate phase i.e. UAT and system Deployment. The basic objective of this phase is to receive user feedback, adjust them, take final consent or acceptance of user, and ensure system testing for deployment, training and taking final deployment actions to GO LIVE. There may be basically 3 major steps are involved in this phased which are described hereunder:

#### 5.3.1 User Acceptance Test (UAT):

Just after the release from an iteration as BETA version, developed application will enter into this UAT Process. At this step, the system will be tested by the users of different levels extensively to receive their precise feedback and review. Based on the received feedback and review, the process may lead to the previous state i.e. may enter into the previous iteration again with defined CR to adjust. Finally, when user's valuable feedback and review will be addressed, this application will be ready for User Acceptance. This step will end with the user acceptance for the BETA version to move forward.


User Acceptance Test (UAT) is a very vital and essential phase in the Digital Service development lifecycle. At this phase, all types of users must test the developed Digital Service application by themselves and have to provide a detail 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 Digital Service application, the vendor must propose a comprehensive UAT plan in their technical proposal which may cover the followings:


- UAT activities to be performed (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
- Activity-wise test case, test results/ deliverables


Deliverable: Accepted application (With version) and UAT Report

#### 5.3.2 User Training and Knowledge Transfer:

After completion of the UAT, at this step, User training will be required to be provided as per the predefined project management plan and timeline. User training has to be very extensive and detailed so that users of

  
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সমাজসেবা অধিদপ্তর, ঢাকা

each level will receive this training and will be capable to operate and run this system without any major technical dependencies.

- The vendor must propose a Four Days online training for 1200 users.

Deliverables: Training Manual, Training Plan, Training Feedback, Training Report, Video Tutorial.

### 5.3.3 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, 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 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 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 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.

### 5.3.4 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. As 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 LIVE.


## 6. Timeline


- The upgradation and new feature development should be completed within **4 months** of contract signing. Maintenance according to their own need will continue for **08 months** post-deployment. **Total 12 Months.**


## 7. Estimated Deliverables

Deliverables must be prepared by considering scope of the proposed assignment, which will also include the core objectives, business case & business Requirements and other relevant sections of this ToR.

- ❖ Inception report
- ❖ System Requirement Specification (SRS)
- ❖ Enhancement & New Feature Development of DSS.
- ❖ Software Deployment on test server for UAT, Training Server and Live Server.
- ❖ Provide User Manual
- ❖ Provide End User Training
- ❖ 08 months of Support & Maintenance from the date of contract signing
- ❖ Project Completion Report

  
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## 8. Technology Specification

The vendor will follow PHP or any other industry accepted and widely used open source-based technologies, frameworks, platforms and guidelines. Following are some technical specifications which vendors should consider as reference but not as the ultimate method of implementing the proposed system/modules.

- ❖ Open-source PHP language at back-end or server-side scripting layer will be used as existing system is developed using PHP and MySQL.
- ❖ Secure interaction with Core-service and shared service using dynamic token
- ❖ API lifecycle, policy and community governance using proper analytics
- ❖ Multi-tenancy support in platform
- ❖ SAML2 bearer grant type, JWT assertion grant type and NTLM-IWA grant type
- ❖ Messaging protocol support e.g. AMQP 1.0, STOMP, MQTT, HTTP
- ❖ OAuth2 token revocation support
- ❖ OAuth token introspection
- ❖ OpenID connect based session management, discover and dynamic client registration
- ❖ White label login and registration process
- ❖ Support for multi-option/multi-step authentication
  - X.509 Authentication
  - 2-factor authentication (2-FA) (hardware based or soft OTP)
  - Time-based one-time password (TOTP) based authentication
- ❖ Enterprise Linux to host all application
- ❖ Bootstrap, jQuery and Ajax for best UX
- ❖ MySQL open-source RDBMS
- ❖ Redis, Memcache, CDN or Varnish for caching and faster data delivery
- ❖ Must ensure load balancing for scalability and failover for high availability of service endpoints
- ❖ Code Version Controlling using GIT or Bitbucket in private mode
- ❖ GIT issue board or Jira or Asana for issue tracking and feature change management
- ❖ Technology and all related design/data should be open to FMSDSS.
- ❖ Future technology change, iterative prototyping and agility in framework design are the generic expectation

  
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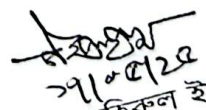
## 9. Key Personnel Requirements

The minimum required qualification and experience of the Key professional staff are as follows:

Sl-No	Position	No of Personal	Minimum Qualification
1	Project Manager	1	<b>Requirements</b> i) Minimum academic requirement is graduation in Computer Science and Engineering/ICT preferably having a degree from a reputed university. ii) Minimum 3 years of experience in managing large scale IT projects with a total of 10 years of experience in ICT industry. iii) Past Experience in leading such an assignment, role including software design and development, preferably in Bangladesh Government IT projects. iv) S/he will participate in the analysis & design phase and based on the output of the analysis. v) S/he will ensure Technical Documentation of this Project. vi) Project Manager will guide trainer and lead the activities related to training.
2	System Analyst	1	<b>Requirements</b> i) Minimum graduate in Computer Science and Engineering /any relevant discipline from a reputed university. ii) Minimum 3 years of experience in any government domain related to public service delivery with total 7 years of system analysis experience in corporate field.
3	Database Expert	1	<b>Requirements:</b> i) Minimum graduate in Computer Science and Engineering / relevant subjects ii) Minimum 3 years of experience in Database design and administration with a total of 7 years of experience in ICT industry.
4	Sr. Software Engineer	2	<b>Requirements:</b> i) Minimum graduate in Computer Science and Engineering / relevant subjects ii) Minimum 5 years of experience in the field of IT solution development. iii) Must have experience in web and mobile application development.

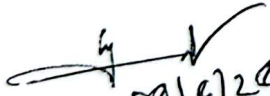
  
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5	Software Engineer	4	<b>Requirements:</b> i) Minimum graduate in Computer Science and Engineering / relevant subjects ii) Minimum 3 years of experience in the field of IT solution development.
6	UI/UX Expert	1	<b>Requirements:</b> i) Minimum graduate in Computer Science and Engineering / relevant subjects. ii) Minimum 5 years of experience in the field of IT solution User interface design and Experience.
7	QA Engineer	1	<b>Requirements:</b> 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	Infrastructure Expert	1	<b>Requirements:</b> i) Minimum graduate in Computer Science and Engineering/ICT or any other relevant Science disciplines from any University. ii) Should have minimum 05 years of profound experience in the field of system Deployment, installation and configuration. Should have experience on large scale data backup and user management system.
9	Trainer	2	i) Minimum Graduation in any relevant subject. ii) Minimum 3 years of experience in providing hands on-training <b>Job Description:</b> Trainer will work with Training Expert to conduct the activities related to training. s/he will work in the following phases <ul style="list-style-type: none"> <li>• Providing hands on Training</li> </ul>

Support Staff			
10	Support Engineer	1	Minimum 3 years of experience in IT-related fields, with hands on- experience in solving end-user issues.

  
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#### 10. Duration of the assignment:

- Total Duration of the assignment is 12 Months.  
Note: 4 months for development and upgradation, followed by 8 months of support and maintenance."
- Selected Vendor will have to sign separate SLA and Non-disclosure agreement as part of the core agreement for these 12 months.

#### 11. Vendor's Qualification

- ❖ Minimum 10 years of experience in ICT business as a registered company/entity in Bangladesh
- ❖ Should have at least 8 years' experience in working with govt. or semi-government organization or donor agencies like UNDP
- ❖ Must submit updated Trade License, TIN, VAT, Tax payment certificate and last 2 year's financial audit report.
- ❖ Yearly turnover of the company should be minimum 4 Crore for the last 2 years
- ❖ Companies having experience in developing similar large-scale MIS will be given high priority in selection criteria.
- ❖ List (Name, designation, years of experience, number of projects, expertise) of IT personnel who can be engaged to perform the assigned task

#### 12. Budget and Payment Terms

The financial proposal should clearly break down:

- Upgradation cost
- New feature development cost
- Annual maintenance cost

#### 13. Annual Maintenance Cost


Comprehensive AMC covering post-development support and maintenance services for any of the selected approaches.


Effective after the 12-month project period (4 months development & 08 month support & maintenance).


Includes security, server maintenance, bug fixes, and technical support.

**Cost:** Yearly maintenance cost will be based on final decision on mutual understanding.

Payment will be milestone-based upon successful delivery and DSS approval.

  
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## Payment Terms


The total contract value for the upgradation, feature development, and maintenance of the Financial Management System of the Department of Social Service (FMSDSS) shall be disbursed as per the following structured milestones and deliverables:

The deliverables are as follows and will be the basis for the evaluation of the milestones and the payment methods tranches (tranches in brackets). The payment will be made in favor of the awarded person/firm-

Deliverables	Timing	Payment milestones	Remarks
1. Inception Report & SRS Documentation Approval & submission	1 <sup>st</sup> month	20%	Detailed project plan, team structure, and technical approach submitted.
2. Completion of UI/UX Design & Upgradation Development, UAT (User Acceptance Testing) & Feedback Closure, Mobile Apps for FMSDSS	4 <sup>th</sup> month	35%	UAT completed and all reported issues resolved.
3. Regular maintenance and development report and update feature list along with gamification and mobile version developed	8 <sup>th</sup> month	30%	Gamification features should include engagement tools such as user achievement tracking, progress indicators, and usage-based rewards if applicable."
4. Completion of the end user training. Incorporate online training and live class module. Final delivery of report, handover the whole system with all source code and other resources.	12 <sup>th</sup> month	25%	System maintenance according to their own need.

  
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