materials, services, applications, source codes, documents, plans, reports etc. in a table format mentioning the stages, activities and timelines.

Some examples of the deliverables are mentioned here under for your reference.

- Project inception and management report
- System requirement specification (SRS) with ERD, DFD and Use Case Diagrams.
- System design document (SDD)
- Complete source code
- Detail source code documentation
- Test plan with test scripts and testing reports
- Technical documentation (system architecture, module integration points, workflow engine, data dictionary, user manual etc.)
- Training plan and reports
- Training materials and user manuals
- Integration plan and report
- Audit log
- API
- Web based Postpaid billing application
- Web-based Management Information System (MIS) application for generating report.
- UAT Report
- VAPT Report
- Maintenance, agreement & SLA
- Maintenance and support log
- Hosting requirement specification, plan and report
- Implementation plan and report
- HR activity plan and report
- Progress and review reports
- The Tenderer shall hand over the Source Code, Database Structure, Database, and all related Technical Documentation to the Employer. All such materials shall become the property of the Employer.

7. Responsibilities of the Client

WZPDCL will provide information as per requirement of study. During the process of consolidating the billing data from 52 offices into a centralized database, WZPDCL will provide full cooperation. However, it shall remain the consultant's responsibility to ensure the successful completion of the assignment by providing all necessary information, analytics, insights, instructions, and close supervision, as required by WZPDCL.

8. Functions and Features

The web based Postpaid billing software shall have to adopt and implement the latest versions of the RE Program related Policies and Rules, Statutory Regulatory Orders (SROs), Guidelines, Explanations and all other instructions made there under.

The following is a general summary of the functionality required in each Business Process.

8.1 Consumer Information Management (CIM)

SL	Features Name	Features Description
1	Add/Edit New Consumer	Add/Edit New Consumer by Application
2	Change Account Information	Change Account information
3	Change Consumer Book	Change Consumerfrom one book to another
4	Customer Tariff Management	Conversion of consumer tariff from Lower to Higher.
5	Customer Tariff Management	Conversion of consumer tariff from Higher to Lower.
6	MT/HT Meter Management	Assign MT/HT Meter
7	Sub-Meter Management	Assign Sub-Meter under a Bulk Meter
8	Transformer Wise Meter Management	Assign Transformer -Meter with Consumers
9	Customer Management	Update Consumer Information
10		Print Consumer Certificate
11		Print Certificate of Payment
12		Clearance Certificate
13	Meter Reporting	Meter Details Reports (meter seal, earthing, meter box, meter display etc.)
14	Bill Management	Due Bills

8.2 Tariff Management

SL	Features Name	Features Description
1	Tariff Management	Consumer Classification by Tariff
2		Tariff Rate & Parameter Configuration for different type of bill.
3		Rate Schedule Update on demand
4		The system might utilize a configurable method to store and maintain all rates applicable to for the computation of interest, penalty and surcharge etc. calculation. The method of calculation of interest (simple or compound) should be configurable.

8.3 Meter Management

SL	Features Name	Features Description
1	Meter Management	- Add/Edit New Meter for New Connection of a Meter Re-connection of a Meter Disconnection of a Meter (permanent) Disconnection of a Meter (Temporary)

8.4 Bill Processing

Sl	Features Name	Features Description
1	Bill Processing	Current Month Reading Entry
2		Current Month Reading Adjustment (if applicable)
3		Mother Meter & Child-Meter Reading Adjustment
4		Net Meter Reading Adjustment
5		Combined Meter Reading two/three meter of single Account Number.
6		Advance Bill Generation (Full/Partial)
7		Prepare & Process Normal Bill for different tariff consumers
8		Prepare & Process Average Bill
9		Prepare & Process Estimated Bill
10		Prepare & Process Penalty bill
11		Print Combined Bill & Collection
12		Credit Posting
13		Bank reconciliation
14		Handle Installment provision for due bills
15		Month Close - Approval / Cross check
16		Month Close Management

8.5 Adjustments and Corrections (ADC)

This module facilitates special adjustments and corrections of generated bills.

Sl	Features Name	Features Description
1	Adjustment & Correction	Bill Correction and Bill Adjustment by higher authority for Current month
2		Bill Correction and Bill Adjustment by higher authority for closed month
3		Debit Memo/Credit Memo
4		Bill Adjustment from Security Deposit
5		Bill Adjustment from Advance
6		Bill Adjustment from Double Payment

8.6 Approval and Bill Generation (BG)

Sl	Features Name	Features Description
1	Approval & Bill Generation	Review & Approve processed Normal Bill for different tariff consumers
2		Review & Approve processed Average Bill
3		Review & Approve processed Estimated Bill
4		Review & Approve processed Penalty bill
5		Generate Final Bills with a unique auto- generated barcode printed in the generated bill
6		Management of Bills Printing

8.7 Bill Delivery Management (BD)

Sl	Features Name	Features Description
1	Bill Delivery Management	The system shall facilitate management of delivery of WZPDCL bills through variety of communication channels with its consumers including hardcopy, email, what's app messages and mobile based on participation of the consumer at different communication channels.
2		The system shall facilitate of End of Fiscal Year every consumer will get a certificate for Bill clearance certificate.
3		Configure and create Area/book etc. wise virtual lots of printed bills.
4		Configure automatic assignment of lot(s) of printed bills to bill distributor.
5		Assign lot(s) of printed bills to individual bill distributor.
6		The system shall facilitate optional feature of bill delivery notification module as part of the android app, using which all bill distributors will view the list of printed bills to be delivered by him, and at completion of delivery of each individual bill, the bill distributor will have to press a button to complete the delivery and the system will remove the item from the list of bills to be delivered after validating.
7		The system shall automatically and instantly validate the completion of delivery of every individual printed bill delivered by every individual bill distributor using the pre-registered GPS location of the meter assigned to a customer. This will ensure elimination of fake delivery.
8		The system shall facilitate real-time billing station/elaka/ bill distributor etc. wise bill delivery progress view, notifications, alerts etc. to different user groups as specified
9		The system shall facilitate through a web interface and/or android app and/or SMS interface a feature for the consumers to check the status of the delivery of their bills online; i.e. a

Sl	Features Name	Features Description
		consumer can find if his bills are delivered through the channels of his preference or not using all or any of the above-mentioned channels.

8.8 Payment Processing Channel Management (PPC)

Sl	Features Name	Features Description
1	Payment Processing Channel Management	The system shall facilitate configuration of payment channels, e.g. • Cash at own counter • Cash at bank counter • Cash at 3rd party counter • Mobile banking channel • Internet banking / EFT • At ATM and/or cash deposit machines (CDM) etc.
2		Create and configure Individual Payment Processing Channels.
3		Monitor connectivity, interfaces and transactions with each payment processing channels.
4		Generate channel performance report, different types of statistics and report related to payment processing channels
5		System shall facilitate a payment collection module/interface to be used by all collection agencies at all collection points using which the collectors will be able to enter specified payment information during the collection, on completion of the collection process, the data will be available online in the server-side core engine. The collectors will also be able to view their statements online as and when required.
6		On completion of the payment collection through any channel, the system will send a payment confirmation notification through SMS/ email to the consumer and this activity will be logged in the system for future reference.

8.9 Collection and Consumer Accounting (CCA)

Sl	Features Name	Features Description
1	Collection & Consumer Accounting	Collection Point Registration i.e. Office, Bank-Branch, Spot Collection, SMS, etc.
2		System shall facilitate a payment collection module / interface to be used by all collection agencies at all collection points using which the collectors will be able to read the barcode printed on the bill to fetch all bill related data and enter specified payment information during the collection, on completion of the collection process, the data will be available online in the server side core engine along with automatic Chart of Accounts entry as collection head. The collectors will also be able to view their statements online as and when required.
3		Real-time view of Daily Bill Collection by office, bank-branch, collection point, with special permission etc.
4		Collection of rebated Office Bill Auto adjustment
5		Other ESU Area office bill collection
6		DC/RC (Disconnection/Reconnection fee) Bill collection
7		Others bill collection
8		Bank Deposit - Collection & VAT
9		Cash Closing Management
10		Generate Collection Register
11		Print Collection Register by book, by tariff, by collection point, by user & by date etc.
12		The system shall facilitate the creation of ledger accounts for consumer, consumer type, and bill period.
13		The system shall provide for a variety of accounting transactions ("money events"), which include but are not limited to: • Payment • Refunds & Refunds Interest paid • Charges (Penalty, Surcharge, Interest) • Other Charges - Ability to identify and define • The format of accounting transactions must identify: - Transaction code - Description - Transaction dates (received, posted, effective, etc.) - Whether it is a debit or credit (could be represented as positive or negative number)

Sl	Features Name	Features Description
14		The system shall record all transactions and provide the ability to view the basis of these transactions
15		The system might allow for consumers within the same type to have different due dates.
16		The system will enable all consumer types to be viewed in the same style of consumer account.
17		The system will structure the account details so that all transaction types are clearly identified while being able to present all the consumer's account balances across all types.
18		The system shall allow proper identification and posting of all information passed to it from the payment, enforcement, rebate management etc. modules/systems.
19		The system will allow for multiple configurable views and reports involving different consumer types consolidated by the account no. and billing station.
20		The system will allow, with appropriate security, consumers to view their account via an online browser facility (including an android app).
21		The system will provide the capability for user groups to view a summary of the transactions posted for a given consumer and consumer type and billing period.
22		The system shall facilitate the maintenance of a record of aging of debts; aging would be by user definable dates (i.e.; >90 days) or by size of debt.
23		The system will allow off-sets of credit with debits within consumer types and across consumer types. The system will allow for automatic or manual intervention of this function depending on consumer type.
24		The system shall have the ability to display information at a point in time in the past
25		The system shall have the ability to generate consumer statements for a specific period or a summary statement for a consumer.
26		The system shall have the ability to conduct an Account Integrity Check on a periodic basis at the billing system level and consumer level. The integrity of the billing system and consumer ledger will be checked to ensure that logical relationships between transactions are intact and that no transactions appear to be missing or have incorrect values.

Sl	Features Name	Features Description
27		The system shall generate management reports: • Age of the outstanding debt • For each consumer type, branch office, region and be able to consolidate this information on a national level. • An audit trail of any adjustments made • An overall account status by: - Consumer - Consumer type

8.10 Revenue Accounting (RA)

This covers the accounting for revenue paid by consumers through the cash, banking system and electronic channels

Sl	Features Name	Features Description
1	Revenue Accounting	The system shall recognize and interface with Payment Channels such as: • Cash at own counter • Cash at bank counter • Cash at 3rd party counter • Mobile banking channel • Internet banking/ EFT • At ATM and/or cash deposit machines (COM) etc.
2		The system shall recognize Electronic Payment Types such as: • Credit/Debit Card • Electronic Transfers (Online, EFT) • Mobile Banking etc.
3		The system shall have the capability to record the following attributes (not limited to) of all payments: • Payment period • Payment date and time • Payment type(s) • Payment location / Collection point • Payment amount. • Bill Reference • Identification of payer and/or agent etc.
4		System shall have the capability to define parameters for payments which can check for validity of: • Payment amount • Effective and Expiry Dates • Location • Etc.

Sl	Features Name	Features Description
5		The system must fully account for all payments received with detailed tracking of individual transactions from receipt through deposit and posting to consumer and revenue account. All the applicable payment information must be captured from the various payment channels.
6		The system shall have the capability to report on all payment types.
7		The system must accept and record the issuance of refunds through the system.
8		The system shall allow for real time update of transactions conducted through all electronic channels of all transactions with end-of-day update.
9		The system must allow a journal entry to be done where any subsequent adjustment of the payment transaction to any consumer account is different from the initial/receipted "consumer type", bill period and billing station. This must be done with the appropriate security and control measures inclusive of an audit trail.
10		The system shall provide a mechanism for the processing of payments that cannot be properly posted to the Consumer's account. That is, it shall have the ability to recognize payments in Revenue Accounting although not in Consumer Accounts (i.e.: through the use of Suspense Accounting).
11		The system must provide the capability for different specified user groups to view revenue for a given reporting period by segments and sub-segments, namely: • WZPDCL • Circle Office • ESU • Consumer • Consumer type, etc. The system shall facilitate the reporting of the revenue using any mix of the above segments.
12		The system shall, on a predetermined schedule or on data entry, calculate interest, penalty etc. on amounts subject to interest/penalty and post this amount to the consumer' current account for the affected bill period.
13		The system shall facilitate aging management through following features/ reports: • Aging By Book

Sl	Features Name	Features Description
		• WZPDCL MOD Form: 310/4 • By Tariff • By Feeder • By Grand Total • Aging Reconcile-By Book 0 Consumer Due Balance List 0 Consumer Extra Balance List 0 Consumer Diff. Balance List 0 Consumer Equal Balance List 0 Aging By Consumer [Reconcile] 0 Aging Reconcile [View] • Defaulter List 0 Disconnection for Non- Payment 0 Previously Disconnected consumer 0 Top Defaulters

8.11 Revenue Management (RM)

Sl	Features Name	Features Description
1	Revenue Management	The system shall facilitate the reconciliation of daily deposits /transactions information
2		The system shall produce Revenue Management Reports on overall account status, general ledger for the administration, reports for other stakeholders such as the Ministry, and audit trail of adjustments made.
3		The system shall produce reports of payments received and posted/un-posted to bank account by: • Payment type (cash, credit/debit card, EFT etc.) • Location/ payment processing/collection agents • Consumer type etc.
4		The system will enable the generation and assignment of a list of transactions to a specified user or user group for work in order to balance the bank reported deposits and the accounting system with bank accounts.
5		The system shall have the capability to compare current revenue with target over a configurable period.

Sl	Features Name	Features Description
6		The system shall have the capability of 'dash- boarding' revenue collection against predetermined budgets for specific consumer types and for the revenue as a whole.
7		The system shall generate Revenue Statements and Financial Reports for various purposes.
8		The system will provide an integrated General Ledger to manage reporting of revenues by revenue type.

8.12 Rebate/Subsidy Management (RBT)

Sl	Features Name	Features Description
1	Rebate/ Subsidy Management	Rebate consideration by GOB/Authority, setup of rebate period
2		VAT Exemptions for industrial consumer
3		Receive GOB allocation & Rebate Adjustment by auto-distribution
4		Rebate Collection
5		Rebate Collection Posting
6		Subsidy Collection
7		Subsidy Collection Posting
8		Rebate-Subsidy Auto Collection
9		Reports On Agricultural Report
10		Reports On Religious (Account Wise)
11		Reports On Subsidy (By Book)
12		Reports On Subsidy (Quarterly)
13		Reports On Freedom Fighter By Book
14		Reports On VAT Exemptions for industrial consumer

8.13 Report Engine (RPT) & Dashboard Management

Sl	Features Name	Features Description	
1	Report Engine	The system shall facilitate the default reports to be: • Exported in csv, pdf, excel formats • Generated as scheduled and dumped at specified locations • Circulated via configured email	
2		The system shall facilitate the following default reports. User can view on dashboard with filtering, export, and printing: 1. Consumer List - by different	29. RC-DC Report 30. Tariff-wise report 31. Ministry-wise Outstanding report

Sl	Features Name	Features Description	
		parameters 2. Meter Reading Sheet - by different parameters 3. Electricity Billing Sheet 4. Consumer Billing Data 5. Transformer-wise consumer report 6. Tariff-wise, Slab-wise (i.e. 7 steps for LT-A) & Time of Usage wise (i.e. LT-D3: Flat, Peak, Off Peak, Super Off Peak) sales Report (No. of Consumer, Sales Unit, Demand Charge, Total Bill, Total Billed Consumer in a FY) from FY:2010-11 to onwards. 7. Sales, Energy, Demand, Vat, Collection, Bill, Billing rate report 8. Electricity Sales Journal - KWH [Detail & Summary] 9. Electricity Sales Journal - Taka [Detail & Summary] 10. Debit /Credit Journal 11. Disconnection Reconnection Report for Non-Payment List - by different parameters 12. List of Disconnected consumers, outstanding, fixed for illegal consumer 13. Consumer Subsidiary Ledger 14. Consumer Subsidiary Ledger with Rebate 15. Consumer Subsidiary Ledger Control 16. Account-wise Summary Balance 17. Quarterly Rebate Statement 18. Collection Register 19. Collection Report 20. Calculate Import Units from Energy Auditing Office, BPDB, Khulna, Jashore, Barishal (including Circle Offices) 21. Feeder-wise MOD 22. Prepare MOD (Central, circle, and ESU-wise) 23. Defaulter List (Ascending, Descending, Utility, Category) 24. Certificate for Payment/Non-payment 25. Aging report by book/billing	32. Bill Rebate Information 33. Monthly system loss 34. MOD (Monthly Operational Data) Prepare. 35. Report of missing customers during BPDB Tenure (number, collection, arrears) from 6 circles 36. Prepare consolidated collection statement of postpaid consumers through various banks and MFS 37. Prepare report of mobile court/departmental disconnection of illegal connections and fine realization 38. Prepare central and circle-wise commercial targets of WZPDCL 39. Prepare MIS Report (Executive Summary) 40. Bill of Import Units (BPDB and PGCB bills) 41. Prepare arrears report of government, semi-government, private institutions, autonomous bodies 42. Rebate adjustment information against religious establishments 43. City Corporation/Municipality/Ministry, Arrear information (Monthly, Yearly) 44. Freedom Fighters/Model Mosque/Temple Rebate information (Monthly/Half Yearly/Yearly) 45. Preparation of ESU wise Per Month Target Achievement report 46. New Connection Report