General Experience of the Firm
RK Software (Bangladesh) Limited

Sl.	Project Name, Country & Duration	Name of Employer & Contact Person	Services Provided, Project Period and status	Value of Contract (Tk. in Lac)
1.	**Project Name:** Information & Communication Technologies (ICT) Infrastructure for National Urban Data Centre (NUDC) & Two Piloting City Corporations (CCs), and Software Development for Modernizing and Computerizing in 7 CCs Municipal Financial and Revenue Management System. **Country: Bangladesh** **Project Duration:** January 2016 – June 2018	**Employer:** Urban Public Environmental Health Sector Development Project. **Contact Person:** N/A **Address:** Urban Public Environmental Health Sector Development Project. Nagar Bhaban Level 11, 5 Phoenix Road Dhaka-1000.	**Service Provided:** - Development of Revenue Management System (RMS) and Double Entry Accrual Accounting System (DEAAS) Software for 7 (Seven) City Corporation. - Supply, installation, testing and commissioning of required hardware and accessories for National Urban Data Centre (NUDC). Hardware included Servers, Storage, Tape Library, Routers, Switches, Firewalls and other network accessories. Establishment of network and internet connectivity between NUDC and 7 City Corporations. - Supply of required hardware and accessories for Dhaka South City Corporation (DSCC) and Dhaka North City Corporations (DNCC). Hardware included Servers, Tape Library, Routers, Switches, Firewalls and other network accessories. Establishment of network and internet connectivity between City Corporation Servers and NUDC as well as respective Zonal Offices. - Implementation of RMS and DEAAS software in DSCC and DNCC. - Training on hardware and system as well as on networking in 7 CCs - Training on application software (RMS, DEAAS) in 7 CCs - Technical Hand Holding Support Services (HHSS)	18,91,34,756.40/- BDT.

Sl.	Project Name, Country & Duration	Name of Employer & Contact Person	Services Provided, Project Period and status	Value of Contract (Tk. in Lac)
			Data Entry and validation services in 7 CCs **URL:** N/A	
2.	**Project Name:** Strengthening Revenue Automation System of Dhaka North City Corporation **Country: Bangladesh** **Project Duration**: February 2021-Ongoing	**Employer:** Dhaka North City Corporation **Contact Person:** ICT Cell **Address:** Dhaka North City Corporation, Nagar Bhaban, Dhaka	**Service Provided:** ICT Consultancy Services for Revenue Management System (RMS) Software Of Dhaka North City Corporation (DNCC): Issuance of Holding Tax, Trade License with online payment of fees and Accounts related all posting with Network Maintenance & Operation Including Internet Service for Server side for DNCC **URL:** https://dncc.gov.bd	5,57,67,250.00/- BDT.
3.	**Project Name:** Online Collection of Fees for Printing and Delivery of New and Renewed Trade License for Dhaka North City Corporation. **Country: Bangladesh** **Project Duration**: February 2023-Ongoing	**Employer:** Dhaka North City Corporation **Contact Person:** ICT Cell **Address:** Dhaka North City Corporation, Nagar Bhaban, Dhaka	**Service Provided:** Online Collection of Fees for Printing and Delivery of New and Renewed Trade License for Dhaka North City Corporation in a secured trade license paper with special security features. **URL:** https://dncc.gov.bd	850,00,000/- BDT

Sl.	Project Name, Country & Duration	Name of Employer & Contact Person	Services Provided, Project Period and status	Value of Contract (Tk. in Lac)
4.	**Project Name:** Maintenance and Operation of Chattogram City Corporation. Brief Description: Maintenance and Operation, Up-gradation of existing Software (RMS and DEAAS) and Citizen Portal; Network Maintenance & Operation Including Internet Service for Server side; Holding Tax, Trade License and Accounts related all posting and Printing, Required Paper, Toner supply. **Country: Bangladesh** **Project Duration**: May 2021-Ongoing	**Employer:** Chattogram City Corporation **Contact Person:** ICT Cell **Address:** Chattogram City Corporation, Nagar Bhaban, Chattogram.	**Service Provided:** Maintenance and Operation of Chattogram City Corporation. Brief Description: Maintenance and Operation, Up-gradation of existing Software (RMS and DEAAS) and Citizen Portal; Network Maintenance & Operation Including Internet Service for Server side; Issuance of Holding Tax, Trade License with online payment of fees and Accounts related all posting and Printing, Required Paper, Toner supply of Chattogram City Corporation.	2,41,80,800.00/- BDT.
5.	**Project Name:** ICT Consultancy Services for Re-engineering, Upgradation & Modification, Operation & Maintenance, Training and Support Services regarding existing Software, Hardware and Network of Dhaka South City Corporation **Country: Bangladesh** **Project Duration**: July 2019 - Ongoing	**Employer:** Dhaka South City Corporation **Contact Person:** ICT Cell **Address:** Dhaka South City Corporation, Nagar Bhaban, Dhaka	**Service Provided:** ICT Consultancy Services for Re-engineering, Upgradation & Modification, Operation & Maintenance, Training and Support Services regarding existing Revenue Management System and Double Entry Accrual Accounting Software, Hardware and Network support of Dhaka South City Corporation	4,94,90,000.00/- BDT.

| 6. | **Project Name:** TotalePay Payment Portal & Related Services

Country: USA

Project Duration:
February 2008 to January 31, 2013 | **Employer:**
TotalePay Crop

Contact Person:
N/A

Address:
580 5th Ave, New York, NY, 10069 | **Service Provided:**
RK Software, Inc have served as the Key prime technology provider for TotalePay Corp an online money service business and a third party ACH (Automated Clearing House) provider. TotalePay is a B2B as well as B2C webportal. It also provides custom payment solutions to many of its clients from time to time. RK Software, Inc have been associated with TotalePay from its very inception right from creation of the logo, branding, business process determination and risk management activities.
TotalePay provided the capability to enter transaction data over the phone or through the internet browsers present in the smart phones and PDA over a cloud environment. As this was pertaining to financial transaction security was of utmost importance.
Some of Our Key roles performed in Various **Web Application projects** for TotalePay are as follows: Web Portal Design & Development: RKSI developed an interface for digitization of the legal contract that was sent to TotalePay customer and created an automated interface for the TotalePay administrator to send the digitized document in an eBook format to the cusomter. RKSI Project Managers with the help of experienced Business Process Analysts have been involved in identification of the requirements in the very inception and involved in generating various workflows in the e-commerce area and Automated Clearing House Payment Implementation. Connectivity of the Accounting System to the Automated Clearing House Transactions were some of the instances of the workflow that were created. RKSI System Analysts & Business Process Analysts analyzed the initial business activities and created various process flow diagrams, clients | **US$:**
5,250,000.00 |

			belonging to TotalePay to assess the Risk on the particular clients. The PC based applications developed for TotalePay were also integrated with various third party applications like Epicware (for checking the aba routing number and the pattern for the account numbers), PDFWriters(for writing the reports to PDF documents) using Application Programming Interfaces provided by the Vendors for the third party applications. RKSI Network Professionals provided consulting support to TotalePay for the maintainence of the various Servers, firewall, CISCO and Switches. The Internet Connectivity and integration between various providers like Sattelite Connection from Tackyon and T1 from Verzon was implemented by RKSI technical people. Implementing BGP protocol to ensure uninterrupted connectivity is amongst some of the work done in the integration area.	
7.	**Project Name:** Automation of Battery Park City Authority **Country: USA** **Project Duration**: January 2011- January 2012	**Employer: Battery Park City Authority** **Contact Person:** N/A **Address: 200 Liberty Street,24th Floor, New York, NY 10281** 212-417-2021 freddy.belliard@bpca.ny.gov	**Service Provided:** Data Driven Website Manage and Maintain, Contract Data and Forms Distribution System & Management, Automatic Library Management and Archival System, PDF Based eForms and eBook System. Alert System Development, Website Design, Scripting and Coding. Flash Coding and Web Application Development.	**US$:600,000.00**
8.	**Project Name:** Road Test Modernization Project **Country: USA** **Project Duration**: September 2009 to September 2011	**Employer:** New York State Department of Motor Vehicles **Contact Person:** N/A **Address:**	**Service Provided:** Requirement Specification analysis, Conducting Market Survey and developing Case studies, Conducting Feasibility Analysis of the Road Test Mechanism and developing process flows and identifying possible improvements. Data Security Implementation was a	**US$: 220,000.00**

Sl.	Project Name, Country & Duration	Name of Employer & Contact Person	Services Provided, Project Period and status	Value of Contract (Tk. in Lac)
		Albany, New York State (518) 474-5289 Michelen.Gregware @dmv.ny.gov	major part of the requirement Analysis. **Analyze Statistical Data from the DMV on the past data.**	
9.	**Project Name:** Bank of India (New York) **Country: USA** **Project Duration:** January 2010 to running	**Employer:** Bank of India (New York) **Contact Person:** N/A **Address:** **277 Park Ave, 277 Park Ave B/t 47th & W 48th St, New York, NY10172** (212) 753-6100 subiman.roy@bank ofindia.co.in	**Service Provided:** RK Software is one of the major software vendors of Bank of India (New York Branch). RK Software provides a range of services including but not limited to website modification, implementation of coding changes, new feature additions and compliance solutions. RKSI also created an oracle based account view and content management system where they can create document archive for their forms and legal documents. In the Account View they can view their account details and transaction information. Bank Transactions were viewed in utmost secure environment; the end customer had the capability to access web service to create report for Smartphone. RKSI has performed various projects in Bank of India which includes various database programming including data audit reports, anti money laundering reports and financial transaction analysis report. Some of these reports are viewed by internet program using internet scripting language.	**US$: 200,000.00**
10.	**Project Name:** Alzheimer's & Caregiver Resource Center. **Country: USA** **Project Duration:** August 2004 to ongoing	**Employer:** Department For the Aging **Contact Person:** N/A **Address:** 2 Lafayatte Street, New York, New York 212-442-6660 rfenley@aging.nyc. gov	**Service Provided:** • **Internet Web Application Development,** • **Data Driven Content Management System.** • **Automatic Language Translation,** • **Content Tracking Via Database** • **Web based Training Materials Development**	**US$:** 150,000.00

Sl.	Project Name, Country & Duration	Name of Employer & Contact Person	Services Provided, Project Period and status	Value of Contract (Tk. in Lac)
			• **Training CD Development**	
11.	**Project Name:** Sonali Exchange Co, Inc (A Subsidiary of Sonali Bank) **Country: USA** **Project Duration**: December 2003 to ongoing	**Employer:** Sonali Exchange Co, Inc (A Subsidiary of Sonali Bank): **Contact Person:** N/A **Address:** **336 East 45th Street, 8th Floor, , New York, NY 10017** **212-808-0790 compliance@sonaliexchange.com**	**Service Provided:** • **Internet Web Application Development,** • **Data Driven Content Management System.** • **Automatic Language Translation,** • **Content Tracking Via Database** • **Web based Training Materials Development** • **Training CD Development**	**US$: 400,000.00**
12.	**Project Name:** The City of New York Financial Management System (FISA) **Country: USA** **Project Duration**: June 2013 to May 2016	**Employer:** FISA City of New York **Contact Person:** N/A **Address:** 404 10th Avenue, New York, NY 10001 212 857 1112, **galessi@fisa.nyc.gov**	**Service Provided:** Project Management, Project Programming, Business Analyst, Security Analyst, Network Administration.	**US$: 2,040,000.00**
13.	**Project Name:** Revenue Assurance and Fraud Management System (RAFM). **Country: Bangladesh** **Project Duration**: May 2013 – Ongoing	**Employer:** Teletalk Bangladesh Ltd. **Contact Person:** N/A **Address:** House # 41, Road # 27, Block # A, Banani, Dhaka -1213.	**Service Provided:** Implement Revenue assurance and Fraud Management system including complete "turn-key" solution and support through Managed Services Model. . Also provided Hardware components (Server, Network Equipment, Storage Devices, etc.), Software components (OS, DBMS, Vendor Software, third party Software, etc.) and Managed Services Components (Resources, SLAs, KPIs, etc.) **URL:** https://www.teletalk.com.bd/bn	5,65,08,000.00/-BDT.

Sl.	Project Name, Country & Duration	Name of Employer & Contact Person	Services Provided, Project Period and status	Value of Contract (Tk. in Lac)
14.	**Project Name:** e-Publication and MIS System **Country: Bangladesh** **Project Duration**: November 2012– June 2013	**Employer:** Bangladesh Bureau of Statistics **Contact Person:** N/A **Address:** E-27/A, Agargaon, Dhaka-1207 Ph.-9112589 Email: dg@bbs.gov.bd	**Service Provided:**	1,0,400,000.00/- BDT.
15.	**Project Name:** Supplying and DNCC Holding TAX Collection Module through MMBL Branch Channel (OTC). **Country: Bangladesh** **Project Duration**: March, 2022 – May, 2022	**Employer:** Modhumoti Bank Ltd. **Contact Person:** N/A **Address:** Khandker Tower (Level-7 &8) 94, Gulshan Avenue, Gulshan-1, Dhaka-1212	**Service Provided:** DNCC Holding TAX Collection Module through MMBL Branch Channel (OTC)	4,70,000.00/- BDT.
16.	**Project Name:** Supplying and DSCC Holding TAX Collection Module through MMBL Branch Channel (OTC). **Country: Bangladesh** **Project Duration**: November, 2020 – January, 2021	**Employer:** Modhumoti Bank Ltd. **Contact Person:** N/A **Address:** Khandker Tower (Level-7 &8) 94, Gulshan Avenue, Gulshan-1, Dhaka-1212	**Service Provided:** DSCC Holding TAX Collection Module through MMBL Branch Channel (OTC)	3,96,000.00/- BDT.