

SMART SOLUTIONS – TECHNICAL OPERATIONS, MAINTENANCE, SUPPORT, OPTIMIZATION AND DEVELOPMENT

Issued by: Footwear Leathergoods & Accessories Exporters Association (FLAXA)

Reference: FLAXA/Smart-Solutions/ToR/256/2026

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1. Purpose

FLAXA operates the **Smart Solutions platform**, which supports its digital services and operational activities. FLAXA intends to appoint a qualified IT company to take **full technical responsibility** for the Smart Solutions platform, including its ongoing operation, maintenance, troubleshooting, deployment, infrastructure, databases, security, optimization, and development.

The Smart Solutions platform currently includes the following modules/portals:

1. Member Portal
2. DSS Portal (Services and File Processing Portal)
3. Compliance Portal
4. Admin HR Portal
5. Accounts Portal

The appointed IT company will work closely with FLAXA to ensure that Smart Solutions remains **stable, secure, maintainable, efficient, and capable of continued development**. The engagement is specifically for Smart Solutions and does not include FLAXA's overall IT environment unless separately agreed.

2. Objectives

The key objectives of the assignment are to:

- Ensure stable and reliable operation of Smart Solutions.
- Resolve existing technical problems and recurring issues.
- Improve system performance, security, and reliability.
- Reduce unnecessary technical complexity and technical debt.
- Establish consistent and maintainable technical practices.
- Support ongoing development and enhancement.
- Maintain appropriate technical documentation.
- Strengthen FLAXA's internal understanding and technical capability.

The long-term objective is to strengthen FLAXA's internal technical capability so that Smart Solutions can eventually be **operated, maintained, troubleshot, deployed, and developed independently by FLAXA**.

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3. Scope of Services

The appointed IT company shall provide comprehensive technical services covering the application, database, infrastructure, deployment environment, integrations, and related technical components of Smart Solutions.

3.1 System Assessment and Stabilization

The IT company shall develop a comprehensive understanding of the existing Smart Solutions codebase, database, modules, architecture, business workflows, integrations, deployment processes, infrastructure, dependencies, and communication between system components before undertaking major technical changes.

The company shall identify and address existing system issues, instability, recurring problems, technical risks, and operational bottlenecks, with emphasis on **identifying and resolving root causes** rather than repeatedly applying temporary fixes.

3.2 Maintenance and Technical Support

The IT company shall provide ongoing maintenance and technical support for Smart Solutions, including troubleshooting, bug fixing, database issues, server and application issues, integrations, backup and recovery, monitoring, and other operational problems.

The company shall investigate recurring issues to their root causes and address them with appropriate technical solutions.

3.3 Codebase and Technical Optimization

The existing codebase shall be reviewed to **identify unnecessary complexity, obsolete or unused code, inactive features, redundant components, unnecessary dependencies, and other technical debt.**

Where appropriate, the IT company shall recommend and implement improvements to simplify the system, improve maintainability, and enhance performance. Significant changes affecting existing functionality shall be coordinated with FLAXA.

3.4 Performance and Operational Efficiency

The IT company shall monitor and assess system performance and operational workflows. The IT company shall **review and appropriately optimize, redesign, modify, or, where justified, remove features or processes that cause significant resource consumption, database load, slow response, stability problems, or disruption to operational workflows.**

3.5 Technical Structure and Standardization

Where technically practical, the IT company shall work toward a **consistent and maintainable technical stack, code structure, development approach, and deployment environment.**

The objective is to reduce unnecessary technologies and complexity and make Smart Solutions easier to deploy, maintain, troubleshoot, develop, and eventually operate internally by FLAXA.

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3.6 Development and Enhancement

The IT company shall support the development and enhancement of Smart Solutions according to FLAXA's requirements and priorities. **This may include new functionality, improvement of existing features, workflow improvements, user-interface and backend improvements, database optimization, API development, and third-party integrations.**

The IT company shall also be responsible for appropriate **quality assurance and testing** of changes before deployment to the production environment.

Development and enhancement activities should follow maintainable technical practices and should avoid introducing unnecessary technical debt or negatively affecting existing system performance. Changes shall be properly tested and validated before production deployment.

3.7 Infrastructure and Deployment

The IT company shall provide technical management and support for the infrastructure and hosting environment of Smart Solutions, including **cloud hosting resources where applicable, application and database servers, server configuration, operating system and service management, environment configuration, background services, scheduled tasks, SSL/TLS, monitoring, backup, recovery, disaster recovery, and rollback procedures.**

All critical operational procedures should be properly documented.

3.8 Documentation

The IT company shall **maintain accurate and up-to-date technical documentation covering the user manual, system architecture, codebase, database, infrastructure, deployment procedures, APIs, integrations, configurations, backup and recovery procedures, major technical decisions, and known technical issues.**

Documentation shall be maintained in a manner that supports the continued operation and management of the platform.

3.9 Knowledge Transfer

The IT company shall support continuous knowledge transfer to FLAXA regarding **system architecture, operation, deployment, troubleshooting, database management, infrastructure, security, maintenance, and development practices.**

Knowledge transfer should progressively strengthen FLAXA's internal technical capability.

4. FLAXA Ownership and Control

FLAXA shall retain **full ownership and control** of Smart Solutions and its **critical technical assets, including the source code, repositories, databases, servers, hosting or cloud resources, domains, applications, APIs, third-party services, backups, documentation, and deployment resources.**

The appointed IT company shall receive the access necessary to perform its responsibilities but shall not become the sole owner or controller of critical technical assets.

All significant technical decisions and changes shall remain transparent to FLAXA.



5. Collaboration and Governance

The appointed IT company shall work closely with FLAXA throughout the engagement.

The company shall provide appropriate technical advice, communicate significant issues and risks, discuss major technical changes, coordinate development priorities, and maintain transparency regarding the technical condition of Smart Solutions.

Major architectural, security, operational, or user-impacting changes shall be discussed with FLAXA before implementation.

6. Deliverables

The engagement is expected to produce, as applicable:

1. Initial technical assessment and prioritized action plan.
2. System stabilization and resolution of critical technical issues.
3. Ongoing maintenance and technical support.
4. Performance and technical optimization.
5. Controlled development and enhancement.
6. Updated technical documentation.
7. Regular technical status and issue reporting.
8. Appropriate backup, recovery, deployment, and operational procedures.
9. Continuous technical knowledge transfer.

The detailed deliverables, timelines, and service levels may be finalized with the selected IT company based on the proposed approach.

7. Required Capability and Experience

The appointed IT company should have a minimum of **5 years of relevant experience** in IT services, software development, system maintenance, or related technical services.

The company should have demonstrated experience in application development, database and server management, infrastructure, deployment, DevOps, security, troubleshooting, optimization, integrations, and technical support.

Experience with complex business applications, ERP-type systems, or similar platforms will be an advantage.

The company should have a qualified technical team capable of handling the required development, database, infrastructure, testing, security, and support activities, with demonstrated experience in completing and supporting similar projects.

8. Company Information and Required Documents

Interested IT companies shall provide the following information and documents as part of their proposal:

1. **Company Profile** and brief organizational information.
2. **Legal and Registration Documents** and other applicable business documents.
3. **Relevant Project Experience**, including client, scope, duration, and services provided.
4. **Project Completion / Success Certificates or Client References**, where available.
5. **Proposed Manpower / Technical Team List**, including name, designation, qualifications, experience, and role.
6. **Focal Person Details**, including name, designation, phone number, and email address.

9. Duration

The initial engagement is expected to be for 6 months, subject to the final agreement between FLAXA and the selected IT company.

The engagement may be extended based on performance, requirements, and mutual agreement.

10. Expected Outcomes

The engagement should progressively result in a more stable, secure, efficient, maintainable, and well-documented Smart Solutions platform.

It should also reduce recurring technical problems, unnecessary technical complexity, and technical debt while improving deployment, troubleshooting, development, and operational efficiency.

The appointed IT company should provide **timely technical support and prompt response to urgent incidents and critical system issues**, with appropriate prioritization and escalation to minimize service disruption and operational impact.

The engagement should also contribute to improved system availability, effective incident resolution, timely maintenance, and reliable technical support for FLAXA's operational requirements.

Most importantly, the engagement should contribute to the gradual development of FLAXA's internal technical capability and reduce long-term dependency on external technical support.

11. Proposal Submission

FLAXA invites qualified and experienced IT companies to submit their **Technical and Financial Proposal** based on the requirements outlined in this ToR.

The proposal should briefly demonstrate the company's relevant experience, understanding of the requirements, proposed approach, technical team/resources, and financial quotation.

Submitted To: Secretary General, FLAXA

Submission Deadline: 15th October 2026

Submission Method: Proposal may be submitted either by email to info@flaxa.org.bd or at the FLAXA Office at **Harbour Gulshan Link (1st & 2nd Floor), Ta-94/B, Middle Badda, Gulshan Link Road, Dhaka-1212, Bangladesh**

Contact Person: Mr. Md. Abdullah Hill Baki, Senior Manager (Accounts & Admin), baki@flaxa.org.bd

FLAXA reserves the right to evaluate proposals based on relevant experience, technical capability, proposed approach, resources, and financial proposal.

For and on behalf of

Footwear Leathergoods & Accessories Exporters Association (FLAXA)



Major Md. Rafiqul Islam (Retd.)
Secretary General