



**Cabinet
Division**
Government of the People's
Republic of Bangladesh

Bangladesh GRS Maintenance

Location of Assignment	Bangladesh
Client	P4D, British Council, Cabinet Division, Government of Bangladesh
Reference Contact	Jessica Magson Director of Programmes - Bangladesh British Council
Period of Activity	August 2022 to Present
Status	Ongoing
Nature of Work	<p>The solution we proposed included the GRS software maintenance and minor changes as per client's requirement. GRS data migration, monthly hosting support with computer council, SMS notification support, and other features were also included in the solution. This project is responsible for the operational maintenance and troubleshooting of the Grievance Redress System for an eleven-month period.</p> <p>The scope of this project also includes ISTL's consultation and guidance on backup scheduling, backend service execution, and server configuration for databases, applications, and load balancers in the data center.</p> <p>Reports are provided in a variety of circumstances. A monthly report is provided in full detail following the submission of the invoice. A quarterly report is provided, detailing the number of complaints received by district. Another report is provided during the sixth month of service, followed by a final report at the end of the service period.</p>
Total Man-Month	88