

Government of the People's Republic of Bangladesh

Internal Resources Division

National Board of Revenue (NBR)

Strengthening Domestic Revenue Mobilization Project (SDRMP)

**Terms & conditions (ToR) for Outsourcing Firms**

*[Handwritten signature]*

*[Handwritten mark]*

*[Handwritten mark]*

June 2026

**Strengthening Domestic Revenue Mobilization Project (SDRMP)**  
(Under Strengthening Institution for Transparency and Accountability (SITA)  
Project)

**SDRM/PIU/NCS-1: Outsourcing Manpower for PIU**  
(Office Assistant cum Computer Typist, Office Support, Cleaner)

*[Handwritten signatures]*

The National Board of Revenue (NBR) plans to implement a Domestic Revenue Mobilization (DRM) project under a proposed World Bank-financed SITA operation to strengthen revenue mobilization and tax administration in Bangladesh. The project will support the design and implementation of tax reforms through improved business processes, change management, capacity building, policy analysis, and communications. It will also focus on modernizing tax administration by automating income tax and VAT systems, ensuring interoperability among NBR and other government systems, strengthening IT capacity and enhancing taxpayer services and awareness. In addition, the project will support day-to-day operations, including the engagement of consultants, provision of office equipment, and coverage of necessary operational costs. To implement the project successfully sufficient manpower is an essential part. According to TAPP, manpower can be recruited through outsourcing. Following sections states the requirements, conditions and details for the outsourcing firm:

1. Leave, training, discipline, and other matters concerning the service personnel shall be determined through the agreement executed between the Non-consulting Service Procuring Entity and the Outsourcing firm.
2. Service personnel shall be entitled to 15 days of leave per calendar year. If any service employee requires leave exceeding the specified entitlement under special circumstances, they may proceed on leave after a prior written notification to the Project Director (PD). As a mandatory condition for such extended leave, the outsourcing firm must arrange a fully qualified substitute to ensure uninterrupted service delivery during that absence.
3. Outsourcing service personnel shall be bound to perform their duties during the regular office hours of the Service Purchaser (e.g., 9:00 AM to 5:00 PM).
4. Service personnel engaged under the outsourcing method shall be bound to perform any lawful duties assigned by the Project Director (PD).
5. The deserving firm must be equipped with appropriate skilled service personnel. The following qualifications & scope of services have to be strictly followed:

5(i) The Office Assistant-cum-Typist must have passed the Higher Secondary Certificate (HSC) or equivalent examination from any recognized board. Must be experienced in computer operations with proficiency in word processing and data entry, maintaining a minimum typing speed of twenty (20) words per minute in Bengali and thirty (30) words per minute in English. Age limit 18 to 60 years is required. He must be physically & mentally fit. Prior experiences will get advantage.

The Office Assistant-cum-Typist shall provide essential clerical, administrative, logistics assistance and data management services, demonstrating a high level of proficiency in computer operations and bilingual typing, with specific expertise in English and Bengali utilizing the Nikosh font. Strong practical command over Microsoft Office Suite (MS Word, MS Excel, PowerPoint) is needed. Crucially, the service personnel are required to ensure the timely delivery of all assigned outputs, including the preparation of basic reports, data entry, document preparation, the drafting of official correspondence, and all other designated typing



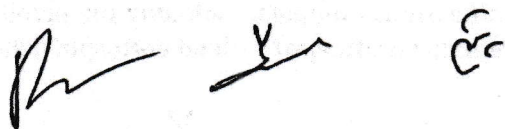
tasks. The scope of work encompasses comprehensive physical & digital file management with priority and the handling of all official correspondence with confidentiality, including mail and emails, alongside office coordination duties such as managing telephonic communications, taking detailed messages, greetings to & handle visitors & clients professionally. Furthermore, the incumbent shall monitor, operate and maintain standard office machinery including printers, scanners, and photocopiers, and provide logistical support by maintaining inventory, raising procurement requisitions, scheduling appointments, and arranging meeting/training rooms ensuring tech works & seating arrangements. Additionally, the Office Assistant-cum-Typist shall execute any other ad-hoc or auxiliary tasks as reasonably assigned by the Project Director (PD).

5(ii) The Office Support must have passed the Higher Secondary Certificate (HSC) or equivalent examination from any recognized board. Age limit 18 to 60 years is required. He must be energetic, physically & mentally fit.

The Office Support shall provide essential clerical, administrative, logistics assistance and outdoor services. The scope of work encompasses given routine operations by Procuring Entity, greetings to visitors & clients & maintain visitor's diary, arranging refreshment as per demand, any sudden office support needed by PE, arrange meeting/training rooms including logistics support, maintain receipt & dispatch operations of office, check & inform stock levels to PE, & distribute office supplies as per requisition and maintain office supplies register, operate & maintain standard office machinery including printers, scanners, and photocopiers, inform PE if any issue arise in office machineries or supplies & calling in technicians whenever repairs are needed as per demand. Additionally, incumbent shall execute any other ad-hoc or auxiliary tasks as reasonably assigned by the Project Director (PD).

5(iii) The Cleaner must possess basic literacy (general reading and writing skills) or have passed the Eighth (8th) Grade. The incumbent must be physically & mentally fit. Relevant work experience is required. Age limit of 18 to 60 years is required. The Harijon community will get priority.

The Cleaner shall focus on keeping the office clean, sanitary, and tidy. The scope of work encompasses daily comprehensive waste management, including the emptying and disposal of trash and recycling; thorough disinfection of high-touch surfaces, common areas, communal kitchens, and restroom facilities; and the regular cleaning, vacuuming, sweeping, and mopping of all flooring surfaces. In addition, the worker will do deeper cleaning tasks from time to time, such as cleaning windows, curtains, dusting high areas, and cleaning furniture fabric. They must follow safety rules at all times, which includes putting up "wet floor" signs and safely storing all cleaning chemicals. All tasks must be executed meticulously and discreetly to prevent disruption to daily office operations, organizational assets, or confidential workspaces. Personal hygiene & safety must be maintained. Additionally, incumbent shall execute any other ad-hoc or auxiliary tasks as reasonably assigned by the Project Director (PD).

Handwritten signatures and initials in black ink, including a large signature on the left, a smaller signature in the middle, and the initials 'E.C.' on the right.

6. Depending on the requirements, service personnel may be required to work beyond the standard working hours stipulated in the agreement, and they shall be bound to fulfill the responsibilities of their respective positions as per the decision of the Project Director (PD).
7. The Project Director (PD) may direct the Outsourcing firm to replace any service employee for specific reasons, such as negligence of duty, misconduct, etc. The Project Director (PD) may take immediate legal action for theft, negligence of duty, or any violation of rules.
8. The Outsourcing firm shall be held liable if any loss or damage is caused to the project due to the inefficiency or negligence of any employee engaged under the outsourcing method.
9. A non-disclosure undertaking, not to disclose any confidential information of the Non-consulting Service Procuring Entity must be submitted.
10. Service personnel shall not engage in any discussion or negotiation with the Procuring Entity regarding salaries and allowances.
11. No claim for compensation or any other demands can be raised against the Non-consulting Service Procuring Entity for any accidents occurring at the office or any other location.
12. If the performance or any other aspect of a service employee is not satisfactory to the Project Director (PD), the Outsourcing firm shall be bound to replace the employee unconditionally. Furthermore, termination of contract with outsourcing firm shall be followed as per the agreement.
13. Service personnel shall be entitled to two festival incentives, each at the rate of half (50%) of the monthly service fee, and a Baishakhi incentive at the rate of one-fifth (20%) of the monthly service fee.
14. The Outsourcing firm cannot replace any service employee without the prior approval of the Project Director (PD). Any service employee terminated/dismissed by the Service Purchaser cannot be re-appointed.
15. The service fees procured under the outsourcing process must be paid through banking channels into the service employee's personal bank account or Mobile Financial Services (MFS).
16. The per-capita service fee will be determined and the relevant rules will be followed in accordance with the Finance Division's Circular No. 07.00.0000.000.153.99.0001.21.178; Dated: 15/04/2025.
17. The service commission rate for the Outsourcing firm shall be 10% for rendering services through the service personnel.



18. The employees shall have a direct agreement with the Outsourcing Agency, not with the Non-consulting Service Procuring Entity.
19. In accordance with the agreement, the workplace for the required manpower will be stationed at the project office, or as determined by the Project Director (PD).
20. Any decision-making matters must be settled in accordance with the provisions of the Outsourcing Policy, 2025.
21. If the Outsourcing firm violates any terms of the contract, legal actions will be taken against them under the Public Procurement Act, 2006, and the Public Procurement Rules, 2025.

**Qualifications and Experience of the Outsourcing firms for Non-consulting services:**

1. Must possess an updated and valid Trade License, Income Tax Certificate, and VAT Registration Certificate.
2. Must have transaction capability through banking channels and a Solvency Certificate.
3. Must possess a registration and renewed license as a non-consultant service-provider contractor agency in accordance with the Bangladesh Labour Rules, 2015.
4. For the procurement of non-consulting services, the provisions of the Public Procurement Act, 2006, the Public Procurement Rules, 2025, and Outsourcing Policy 2025, must be followed.
5. Must have at least five (05) years of work experience prior to the publication of the advertisement in the newspaper.

১১/০৬/২৬  
01/06-26

01.06.2026

01.06.2026

**Government of the People's Republic of Bangladesh**  
**National Board of Revenue, SDRMP Project**  
**Rajashaw Bhaban, Plot-F1/A, Agargaon, Dhaka-1207**


Memo No: 08.01.0000.000.107.07.0001.2026.246

Date: 09/06/2026

**e-Tender Notice (OTM)**

e-Tender is invited in the National e-GP System Portal (<https://www.eprocure.gov.bd>) for the following procurement

Tender ID No.	Description	Procurement Nature	Tender Publication Date	Tender Closing Date
Tender ID: 1289849 Ref. No: 08.01.0000. 000.107.07.0001.202 6.230	Engagement of an outsourcing Firm for the supply of outsourced manpower (Office Assistant cum Computer Typist, Office Staff, Cleaner)	Physical Services	10-06-2026 Time: 10:00	24-06-2026 Time: 11:00

  
09/06/2026

(Md. Masudur Rahman Masud)  
Project Director

Strengthening Domestic Revenue Mobilization Project (SDRMP)