

Government of the People's Republic of Bangladesh
National Board of Revenue
Rajaswa Bhaban, Agargaon, Dhaka-1207

Ref. No.-08.01.0000.000.056.21.0001.26-546

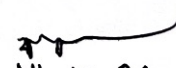
Date: 14 October, 2026

Request for Expressions of Interest (REOI)

Selection of Consulting Firm for "Software Development & Upgradation of Customs Bond Management System (CBMS) by Enhancement of Existing Modules, New Modules Incorporation, Geographical Expansion and Operation & Maintenance of CBMS"

KEY INFORMATION		
1	Ministry/Division	Ministry of Finance/Internal Resources Division
2	Agency	National Board of Revenue
3	Procuring Entity Name	Member (Customs: Export, Bond & IT), National Board of Revenue
4	Procuring Entity Code	-
5	Procuring Entity District	Dhaka
6	Title of Service	Software Development & Upgradation of Customs Bond Management System (CBMS) by Enhancement of Existing Modules, New Modules Incorporation, Geographical Expansion and Operation & Maintenance of CBMS [Package No. CS1]
7	Expression of Interest for Selection of	Software Firm (National)
8	EOI Ref. No.	08.01.0000.000.056.21.0001.26-546
9	Date	15.10.2026
10	Procurement Method	Quality and Cost Based Selection (QCBS)
11	Contract Type	Lump-sum
FUNDING INFORMATION		
12	Budget and Source of Funds	Revenue Budget, GoB
13	Development Partner (if applicable)	N/A
PARTICULAR INFORMATION		
14	Project/Programme Code (if applicable)	N/A
15	Project/Programme Name (if applicable)	N/A
16	EOI Publication Date and Time	15.10.2026
17	EOI Closing Date and Time	05.11.2026
18	Mode of EOI Submission	Online through the national e-GP system (www.eprocure.gov.bd) only
INFORMATION FOR APPLICANT		
19	Brief Description of the Assignment	The Government of the People's Republic of Bangladesh has allocated funds, and the National Board of Revenue (NBR) intends to apply a portion of these funds towards the cost of software services for the Enhancement, Upgradation, Geographical Expansion, Operation and Maintenance of the Customs Bond Management System (CBMS). CBMS is the digital platform of record for end-to-end management of bonded warehouse operations across Bangladesh, covering Bond License administration, e-Bond Register maintenance, HS Code and Co-efficient (DEDO) management, Utilization Permission (UP) and Utilization Declaration (UD) processing, lien bank coordination, audit management, Diplomatic Warehouse Management, Faceless Audit, AI/ML based Risk Management and related regulatory workflows under the Customs Act, 2023 and applicable Statutory Regulatory Orders (SROs). NBR intends to engage a qualified software firm to enhance, upgrade, geographically expand, and provide ongoing operation and maintenance support for CBMS, including re-architecture to a microservices-based platform, development of additional functional modules, integration with external systems (ASYCUDA World, Bangladesh Bank, BIDA, BEPZA, BSW, e-VAT, e-TIN and lien banks), and a Service Level Agreement (SLA)-based maintenance and support phase.
20	Experience, Resources and Delivery Capacity Required	The intending firm must meet the following minimum eligibility criteria: 1) Minimum 10 (ten) years of experience in Software Development and IT Solutions as a registered company in Bangladesh. 2) Up-to-date Trade License, Income Tax Clearance Certificate (e-TIN), Firm's Registration (Certificate of Incorporation), VAT Registration (BIN) & Bank Solvency Certificate. 3) Return of VAT and Income Tax for the last 3 (three) years. 4) Experience in software development, data migration and integration with other software systems for the Government of Bangladesh, with a single work order of at least Tk. 10 (ten) crore within the last 05 (five) years. Work Order/Contract Agreement must be submitted as documentary evidence. 5) At least 1 (one) contract for support and maintenance of software in a government or semi-government organization. Work Order/Contract Agreement/ Completion Certificate must be submitted as documentary evidence. 6) Must have valid CMMI Level 3 / ISO 27001 certifications. 7) Must have valid BASIS/BCS membership. 8) Average annual turnover of Tk. 20 (twenty) crore for the Financial Years 2023-24, 2024-25 and 2025-26. Audit reports of the said financial years need to be submitted.

		9) Minimum liquid assets, i.e. working capital, of Tk. 10 (ten) crore, evidenced by original Working Capital/Liquid Asset/Bank Solvency Certificate/Bank Credit Facility letter. 10) Minimum 60 (sixty) full-time ICT personnel dedicated to this assignment, with expertise in System Analysis, Software Engineering, Design, Development, Integration, Testing, QC, Training, Implementation and Support Engineering. The firm shall submit a detailed list of these personnel including each employee's name, designation, academic qualifications, year of professional experience, area of expertise, employment status, NID number, mobile number and official e-mail, etc. 11) Documents demonstrating the management and operational capacity of the firm (brochures, company profile and other documents describing expertise, strengths, core functions, products and services, similar project experience, and availability of relevant professional staff and resources to carry out this assignment). 12) Demonstrated experience in implementing microservice architectures, containerized deployments and API gateway-based integration at production scale. 13) Demonstrated experience in developing AI/ML-based software solutions (other than chatbot) will be given preference. 14) Experience in Software Solutions with Secure SDLC, IAM/RBAC, Audit Trail, Versioning. 15) Successful completion of at least 1 (one) solution involving complex mathematical processing. 16) Experience in Microservice (Kubernetes) Architecture and Oracle-Spring Boot/Java based Solutions will be given preference. 17) Experience in administering and managing 24/7 software application support services in the public sector. 18) Availability of adequately experienced technical professionals (Project Manager, Business Analyst, Senior/Mid/Junior Software Engineer, DevOps/Cloud Engineer, AI/ML Engineer, Cyber Security Specialist, UI/UX Expert, Database Administrator, QA & Testing Specialist, Network Engineer, Support Service Engineer, etc.) to carry out the assignment successfully. 19) Logistic capability, including a well-equipped office in Dhaka with necessary facilities. 20) Task Tracking and Monitoring System (TTMS)/e-Ticketing System to monitor the status of tasks assigned by the Procuring Entity. 21) Capability for re-engineering/restructuring existing software: Evidence of successful upgrading/re-engineering of at least one (1) legacy software system. 22) The intended firm must have at least 2 (two) successfully completed Government Software solutions. Completion certificates must be submitted.
21	Other Details	NBR now invites eligible consulting firms to indicate their interest in providing the services. Interested firms must provide information showing that they are qualified to perform the services, substantiated by brochures and other documents describing similar assignments, experience, availability of appropriate professional qualifications and experience among the applicant's staff, resources to carry out the assignment, and financial and logistic capability. 1) The software firm shall provide the contract agreement/ proof/completion certificates for criteria listed above which are applicable, including full contact details of the client's focal point/signatory/contact person. 2) Unless a different period is specified in the eligibility criteria above, all assignments shown as proof must be completed or ongoing within the last 10 (ten) years. 3) The EOI must be submitted online through the national e-GP system (www.eprocure.gov.bd) only. All supporting documents must be uploaded in PDF through the e-GP Document Library/mapping. Hard copy, e-mail or any other offline submission will not be accepted. 4) Uploaded documents should be clearly named and include a Table of Contents and page numbers.
22	Phasing of Services	Single package in phases: (1) inception, assessment and design; (2) development, re-engineering, enhancement and integration; (3) data migration, testing, deployment, geographical roll-out and training; (4) operation and maintenance under SLA
PROCURING ENTITY DETAILS		
23	Name of Official Inviting EOI	Farzana Afrose
24	Designation of Official Inviting EOI	Member (Customs: Export, Bond & IT)
25	Address of Official Inviting EOI	National Board of Revenue, Rajaswa Bhaban, Agargaon, Dhaka-1207
26	Contact Details of Official Inviting EOI	Phone: +880-2-222-217722, E-mail: bmap@nbr.gov.bd
27	The Procuring Entity reserves the right to accept or reject all EOIs.	


 14.10.26
 (Farzana Afrose)
 Member (Customs: Export, Bond & IT)
 National Board of Revenue, Dhaka