

**Bangladesh Telecommunication Regulatory Commission (BTRC)**

Plot#E-5/A, Agargaon Administrative Area

Sher-e-Bangla Nagar, Dhaka

www.btrc.gov.bd

**Request for Expression of Interest (EOI)**

1.	<b>Ministry/Division</b>	Posts and Telecommunications Division
2.	<b>Agency</b>	Bangladesh Telecommunication Regulatory Commission (BTRC)
3.	<b>Procuring Entity Name</b>	Director, Administration Division, BTRC
4.	<b>Procuring Entity Code</b>	Not Applicable
5.	<b>Procuring Entity District</b>	Dhaka
6.	<b>Expressions of Interest for Selection of</b>	Design, Development and Maintenance of Social Obligation Fund (SOF) Management System for Bangladesh Telecommunications Regulatory Commission (BTRC).
7.	<b>EOI Ref No</b>	14.32.0000.000.400.07.0010.24.265
8.	<b>Date</b>	18.02.2026
<b>KEY INFORMATION</b>		
9.	<b>Procurement Method</b>	Quality and Cost Based Selection (QCBS)
<b>FUNDING INFORMATION</b>		
10.	<b>Budget and Source of Funds</b>	Government of Bangladesh (GoB)
11.	<b>Development Partners</b>	Not Applicable
<b>PARTICULAR INFORMATION</b>		
12.	<b>Project/ Program Code</b>	Not Applicable
13.	<b>Project/ Program Name</b>	Not Applicable
14.	<b>EOI Submission Location</b>	BTRC, Plot#E-5/A, Agargaon Administrative Area, Sher-e-Bangla Nagar, Dhaka-1207.
15.	<b>EOI Closing Date and Time</b>	10.03.2026; 02:00 PM
<b>INFORMATION FOR APPLICANT</b>		
16.	<b>Brief Description of the Assignment</b>	<p>The objective of this project is to design, develop, and implement a Social Obligation Fund Management System (SOFMS) integrated with relevant Government Resource Planning (GRP) modules for the Bangladesh Telecommunication Regulatory Commission (BTRC) to ensure efficient, transparent, and accountable management of SOF funds.</p> <p>The system will enable end-to-end financial management, budgeting, project monitoring, inventory and asset tracking through a standardized GRP framework. It will provide real-time visibility through dashboards and MIS for monitoring project progress, fund utilization, compliance, and performance. The project aims to strengthen governance, auditability, and timely execution of SOF-funded initiatives in alignment with Government of Bangladesh rules and GRP standards. (Detailed ToR and others relevant information are available at BTRC website: <a href="http://www.btrc.gov.bd">www.btrc.gov.bd</a>)</p>
17.	<b>Required Experiences, Resources &amp; Capacity</b>	<ol style="list-style-type: none"><li>1. Shall have minimum 10 (Ten) years' experiences in ICT business as a registered company/entity in Bangladesh.</li><li>2. Must have design, development and maintenance experience of at least 03 (Three) large-scale automation projects in the public sector with valid completion certificates. (Procuring Entity may verify the certificates).</li><li>3. The bidder must have successfully completed at least one e-Government project of similar complexity involving large-scale automation including stakeholder integration and payment gateway integration within the last five years in the public sector with a minimum contract value of BDT 5.00 (five) crore under a single contract.</li><li>4. The bidder shall have a valid Trade License for at least 10 (Ten) years, updated Income TAX certificate with acknowledgement slip and BIN certificates from the respective TAX Circle/VAT Division.</li><li>5. Must have BASIS membership for the last 5 years (Please submit initial &amp; updated membership certificate)</li><li>6. The Firm shall submit an audit report for the previous 3 (three) years. Where summarize, the average annual turnover of the firm must not be below BDT 05 (Five) crore in the last 03 (three) years.</li><li>7. The bidder must submit proof of evidence (completion certificate/</li></ol>

		<p>contract agreement) to comply with the requirement.</p> <p>8. Bidder shall be ISO 9001 and ISO 27001 certified ISO/IEC 20000 certified bidders will have an advantage.</p> <p>9. The firm must have a minimum 35 (thirty-five) full-time ICT personnel related to Project Management, System Analyst, Solution Architect, Software Development, Database Administrator, Data visualization, integration, Security, QA, DevOps, UI/UX expert, Infrastructure, Training Expert and support engineer. To demonstrate the human strength, the bidder must give a list for employees mentioning educational qualification, year of experience and experience in relevant projects.</p> <p>10. Must submit the management and logistic capacity of the firm/company (Website link/brochures and other documents describing company's expertise, strength and experience, core functions, products and services, similar assignments or project experience, availability of relevant professional staff and experience among applicant's staff/resources, well-equipped office space with necessary facilities) to carry out this assignment.</p> <p>11. Joint Venture is not allowed.</p>			
18.	<b>Submission of EOI (Minimum documents requirements):</b>	<p>The Applicant must submit the following documents along with the EOI:</p> <ol style="list-style-type: none"> <li>1. Certificate of Incorporation, up-to-date valid Trade License, TIN certificate, Tax Clearance Certificate and VAT Registration Certificate.</li> <li>2. Company brochure/profile covering company expertise, strength and experience.</li> <li>3. Original copy of an up-to-date Bank Solvency Certificate (not more than 30 days old from the date of submission of the EOI).</li> <li>4. Necessary documents proving project related experience i.e. Completion Certificate/ Appreciation Letter/ Contract Agreement.</li> </ol>			
19.	<b>Other details</b>	<p>(a) Submission to the EOI should be made in closed format bearing the name and address. EOI No. &amp; date and be addressed to the EOI issuing authority in 02 (Two) copies. i.e one copy original and 1 (One) copy photocopy. Two copies shall have to be covered within a single packet. The bidder shall have to mention the page number serially on every page of submitted EOI Document. Also, EOI relevant documents (Soft Copy) should be saved in a pen drive and submitted.</p> <p>(b) Late submission (mention date and time) shall be rejected.</p>			
20.	<b>Association with foreign firms is</b>	Not Encouraged			
21.	<b>Ref No</b>	Phasing of Services	Location	Indicative Start Data	Indicative Completion Date
	14.32.0000.000.400.07.0010.24.265	Not Applicable	Dhaka	After contract signing	180 Days
22.	<b>Phasing of Services</b>	Not Applicable			
<b>PROCURING ENTITY DETAILS</b>					
23.	<b>Name of Official Inviting EOI</b>	Mohammad Rohol Amin			
24.	<b>Designation of Official Inviting EOI</b>	Director, Administration Division			
25.	<b>Address of Official Inviting EOI</b>	BTRC, Plot#E-5/A, Agargaon Administrative Area, Sher-e-Bangla Nagar, Dhaka-1207.			
26.	<b>Contact details of Official Inviting EOI</b>	Tel.- +880255667766 (Ext.-105) E-mail:- secretary@btrc.gov.bd			
27.	<b>The procuring entity reserves the right to accept or reject all EOI's.</b>				

(Mohammad Rohol Amin)

Director

Administration Division, BTRC

Tel: +880255667766 (Ext.-105)

E-mail: secretary@btrc.gov.bd

## Terms of Reference (ToR)

### Design, Development and Maintenance of Social Obligation Fund (SOF) Management System for Bangladesh Telecommunications Regulatory Commission (BTRC).

#### Background of this Project:

The Bangladesh Telecommunication Regulatory Commission (BTRC) serves as the regulatory authority for the telecommunications sector in Bangladesh, established in 2002 under the Bangladesh Telecommunication Act. Tasked with overseeing the orderly development and operation of telecommunications services and infrastructure, BTRC plays a pivotal role in licensing, tariff regulation, spectrum allocation, and industry compliance. Beyond its regulatory functions, BTRC embraces a broader social obligation to ensure equitable access to hard-to-reach areas.

In managing funds derived from licensing fees, spectrum auctions, and regulatory fines, BTRC aims to foster the growth of Bangladesh's telecommunications infrastructure and services. This fund management goes beyond financial stewardship, holding significant social implications. Efficient allocation and utilization directly impact the accessibility, affordability, and quality of telecommunications services, contributing to bridging the digital divide, promoting economic development, and empowering marginalized communities.

The development of a Social Obligation Fund (SOF) Management System is essential to strategically address these obligations. This system must integrate principles of transparency, accountability, and social responsibility, ensuring effective utilization of resources for initiatives with tangible socio-economic impact.

#### Objective of this Project:

The objectives of developing and implementing a **Social Obligation Fund (SOF) Management System**, along with the **implementation, Customization and integration of Government Resource Planning (GRP) modules**, for the Bangladesh Telecommunication Regulatory Commission (BTRC) are to:

- Ensure the efficient, transparent and targeted utilization of Social Obligation funds for designated telecommunications initiatives.
- Optimize the effective use of financial resources to support the development, expansion, and enhancement of Bangladesh's telecommunications infrastructure and services under SOF.
- Implement and integrate relevant GRP modules (as per requirements) with the SOFMS to establish an end-to-end, standardized government ERP/GRP framework for financial management, budgeting, human resources, and asset tracking.
- Establish an online mechanism to monitor, track, and evaluate the progress, performance, and compliance of SOF-funded projects in real time.



- Monitor that SOF projects are executed in a timely and efficient manner, meeting predetermined objectives and delivering value for allocated funds.
- Maintain and manage project-wise inventories and assets through integrated GRP Inventory and Asset Management modules to ensure accurate tracking, accountability, and lifecycle management.
- Develop a real-time dashboard and management information system (MIS) that provides comprehensive and consolidated views of ongoing projects, financial utilization, budget status, procurement, and asset deployment.
- Establish and enforce clear policies, guidelines, reporting standards, and oversight mechanisms for SOF fund allocation, utilization, financial control, and compliance, aligned with Government of Bangladesh rules and GRP standards.
- Establish clear guidelines, reporting project requirements, and oversight mechanisms for fund allocation and utilization.
- Strengthen transparency, accountability, auditability, and governance through standardized GRP workflows, role-based access control, and complete audit trails across SOF and GRP operations.

### **Scope of work & Services:**

- a) Requirements Gathering: Engage with relevant stakeholders at BTRC to gather comprehensive and detailed requirements. Formulate, validate, and submit the Business Requirement Specification (BRS) based on the collected information.
- b) Requirements Analysis and Documentation: Analyze the gathered requirements and translate them into system requirements. Prepare and validate the prototype covering functional requirements. Software Design Document (SDD) outlining the technical specifications and design considerations.
- c) Software Development: Design, develop, and implement web-based Social Obligation Fund (SOF) Management System in adherence to the defined functional and non-functional requirements using a microservice architecture.
- d) API Integration: Integrate 2 to 3 APIs seamlessly to fetch essential data from existing systems, ensuring a cohesive and interoperable software environment.
- e) User Acceptance Testing (UAT):
  - Provide UAT test cases.
  - Conduct UAT sessions to validate stakeholders' requirements.
  - Incorporate UAT feedback in the proposed system.
  - Finalize the requirements through UAT Sign-off.
- f) End-User Training: Conduct training sessions to equip end-users with the necessary skills to effectively utilize the software.
- g) Technical/System Admin Training: Conduct training sessions for the module admin, super-admin for the system configurations for necessary skills development.



- h) **User Manual Creation:** Develop a comprehensive user manual that exposes all processes in a clear and easily understandable manner, facilitating smooth user adoption and operation of the system.
- i) **Hardware Delivery:** Deliver the specified server(s) and necessary hardware components as outlined in the Hardware Requirement Section, ensuring the infrastructure is in place to support the software solution.

**Quality Assurance:** Implement rigorous quality assurance processes to validate that the software meets the specified requirements, ensuring reliability, security, and performance. Provide test cases with test results as testing evidence documentation.

**Deployment:** At the development stage based on the LLD, a development team will be mobilized who will start the coding process following the standard code convention, code level documentations, header of each file, algorithms, interfaces, code compression and APIs should be supplied with proper description within the given schedule as per the plan. The team will strictly follow the standard procedure of version control of codebase, database and related files using stable online version control tools and preferably the test driven development (TDD) approach to minimize testing and development time on each release.

The vendor will use standard project management tools to manage and track issues as well as monitor development progress. The nominated representative from the project management needs to have access and control to the version control system and in project management tools to review and monitor the development process. The main components of the software will be web-based applications. It should be run in the Windows/ Linux operating system at the user's end and should be compatible with all major browsers.

The System UI should be compatible with Tab and Smart Phone browsers.

The system's default language will be Bangla. The SOFMS system should support multilingual option i.e. Bangla and English for the Web version. All the user interfaces will be able to display and input controls can take input in both Bangla and English. System users can choose and set his/her preferred language in profile settings for the system interfaces. The system should support Unicode for the Bangla Language.

**Post-Implementation Support:** Provide ongoing support post-implementation to address any issues, updates, or enhancements required.

**Maintenance and Support Services:** Service Level Agreement and the Maintenance Period will be thirty-six (36) months after go-live of the system.

**Project Management:** The successful bidder will assign a Project Manager who will:

- Prepare and submit Project Inception Report to BTRC.



- Manage project related activities and monitor the project progress.
- Maintain communication with all stakeholders throughout the project timeline.
- Conduct all other project related activities and prepare relevant documents.

**Functional and Technical Requirements:** The proposed system will have following functional and non-functional features:

Table-1: SOFMS Functional Requirements

SL	Particulars	Functionalities
1.	<b>Licensees' Information</b>	a. Integration with LIMS
2.	<b>Revenue Calculation</b>	b. Integration with GRP Module or necessary input forms c. Automatically calculation of SOF funds from Gross Revenue by BTRC.
3.	<b>Approval of Contribution and Collection Process</b>	a. Login to the system b. SOF Contribution List <ul style="list-style-type: none"> <li>• Search/Filter</li> <li>• View Supporting Documents</li> <li>• Detailed Information</li> </ul> c. Verify Contribution d. Receive/Collect the Contribution e. Contribution Verification Dashboard
4.	<b>Bank Related Issues Management</b>	a. Login to the system b. SOF Contribution List <ul style="list-style-type: none"> <li>• Search/Filter</li> <li>• View Supporting Documents</li> </ul> c. Contribution Detailed Information d. Bank Account Management (Integration with GRP Module)
5.	<b>Project Management</b>	a. Login to the system by Project Director b. Project Setup c. Updated status of the project d. Dashboard
6.	<b>Project Funding</b>	a. Details of fund disbursement against the projects. b. The user will be notified while the project authority e.g., PD receives the fund by updating status as "Received". c. The user will have the ability to update the funding information whenever required.

		d. The user will have a dedicated list of the summary and detailed funding information.
7.	<b>Project Equipment Management</b>	<p>a. Project Office User Registration</p> <p>b. Project Office User Login</p> <p>c. Equipment Entry: For the equipment entry, following options need to be considered: (Integration with GRP Module)</p> <ul style="list-style-type: none"> <li>● Project selection</li> <li>● Equipment category/sub-category</li> <li>● equipment name</li> <li>● acquisition date</li> <li>● warranty period</li> <li>● SL. No/IMEI/MAC (where applicable)</li> <li>● Batch/Tag etc.</li> </ul> <p>d. Equipment Distribution: To keep record in the proposed system, project office user will input the following information: (Integration with GRP Module)</p> <ul style="list-style-type: none"> <li>● Project selection</li> <li>● Recipient details e.g., Organization, Recipient Name, Contact Information etc.</li> <li>● Equipment category selection</li> <li>● Equipment quantity</li> </ul> <p>e. Equipment List (Integration with GRP Module)</p>
8.	<b>Real Time Project Information</b>	<p>a. Fund Information Update</p> <p>b. Bank Account Information</p> <p>c. Add/Update Bank Interest</p> <p>d. Keep Record of the Project Expenditure, Income etc. through accounting voucher</p> <p>e. Reporting</p>
9.	<b>GEO Location and Site Information</b>	<p>Project Office Users will have the ability to add/update various project particulars such as project site information with GEO location tagging. Below are the details:</p> <ul style="list-style-type: none"> <li>● Project Location: Users input details such as Division, District, Upazila, and Union.</li> <li>● Project Site Information: This includes the location and contact point details.</li> <li>● GEO Location: Users can set the GEO location (latitude and longitude) of the project site for precise mapping.</li> <li>● Attachment/Upload: Users can attach/upload additional project-related documents for comprehensive documentation.</li> </ul>
10.	<b>Miscellaneous</b>	<p>a. Setup and Configuration</p> <p>b. Role-Based Access Control (RBAC):</p> <ul style="list-style-type: none"> <li>● Role Creation</li> </ul>

		<ul style="list-style-type: none"> <li>● Role Assignment</li> <li>● User Management</li> </ul> <p>c. Essential Policy Setup</p>
11.	<b>Document Management</b>	<p>a. Secure archiving</p> <p>b. version control</p> <p>c. access logs</p> <p>d. document workflow routing</p>

### Hosting Requirements

The vendor is to submit a "Hosting Architecture & Requirements" in their technical proposal for this SOFMS to be hosted in BTRC's own data center. Besides, Integration of GRP to be hosted in government provided data center i.e. National data center (NDC) and operating cost of one year is to be included in the Financial Proposal.

### Costing for GRP Module:

SOF will bear the license and user costs for the GRP modules as defined by BCC under the ICT Division, where applicable. SOF will also bear the cloud hosting costs in accordance with the rates defined by BCC under the National Data Center (NDC) pricing for the use of GRP modules. Such costs may be payable on a monthly or yearly basis, per module and per user, as determined by BCC in accordance with applicable Government rules and operating cost of one year is to be included in the Financial Proposal.

### Non-Functional Requirements:

#### a) Security:

- Access control mechanisms will be employed, utilizing Triple-A concepts (Authentication, Authorization, and Access Control) to manage user roles and privilege levels in alignment with contemporary security practices.
- Password enforcement rules will be definable, encompassing criteria such as minimum password length and the requirement for alpha-numeric characters.
- Passwords will be securely stored by encrypting them using a robust encryption algorithm or a stronger process.
- An automated system will be provided to allow users to retrieve or change forgotten passwords.
- The session policy will be stateless, requiring users to obtain an access token for system access.
- Comprehensive security checks will be conducted to address vulnerabilities, including Cross-Site Request Forgery (CSRF), Cross-Site Scripting (XSS), Session Hijacking, Session Fixation, SQL Injection, Input Validation/Filtering, Output Escaping, Code Injection, and Secure File Access. Developer should Submit the (Vulnerability assessment & Penetration Testing (VAPT) Certificate obtained from BUET or BCC before live testing.

#### b) Performance:

- The system will deliver fast and consistent response times, ensuring a

maximum user response time of less than 2 seconds for the appearance of the next screen or the refreshing of the existing screen during data submission.

- System speed and efficiency will remain unaffected even with growing volumes, particularly during search operations, reporting, online processes, and batch processes.
- The system will maintain operational efficiency with good response times, utilizing low bandwidth.

**c) High Availability:**

- All system components will incorporate sufficient redundancy measures to ensure high availability of the application.
- The system will be designed for 24x7 operations, anticipating occasional system failures, and will be configured to recover from component or server failures with minimal application downtime.

**d) Manageability (Version Control and Management):**

- The system will feature versioning capabilities to track document and process revisions systematically.
- Version control will be facilitated through a tool such as Git, ensuring efficient management of changes and revisions.

**e) Scalability:**

- All system components will be designed to support scalability, accommodating continuous growth to meet evolving requirements.
- The solution will be scalable, allowing expansion or upgrades on demand, a crucial aspect given the constant deployment of the newly proposed components.

**Important Note:**

- a) Above mentioned functional and non-functional requirements need to be analyzed in detail before starting the software design and development.
- b) Total number of users as required by BTRC.
- c) Total number of reports as required by BTRC.



**Hardware Requirements:**

SL	Description	Qty	Requirements	
i.	<b>Server Infrastructure</b>	1	<p>The Server Infrastructure should be maintained for two separate environments:</p> <p><b>Production (Live) Environment</b>  <b>Application Server:</b> 16vCPU, 32GB RAM and Storage of 200GB  <b>Database Server:</b> 8vCPU, 24GB RAM and Storage of 300GB</p> <p>The proposed infrastructure must support vertical and horizontal scalability, and resources (CPU, RAM, storage) shall be expandable/upgradable at any stage of the project without service disruption, subject to approval by the authority.</p>	
ii.	<b>Laptop</b>	3	a. Brand	Mentioned by bidder
			b. Model	Mentioned by bidder
			c. Processor	Intel
			d. Generation	Min 12th Gen
			e. Processor Model	Min Core i5
			f. CPU Cache	Min 12MB
			g. Display Size	Min 13 inch
			h. Display Type	FHD+ WUXGA
			i. Display Resolution	1920x1200 or Equivalent
			j. RAM	Min 16GB
			k. SSD	Min 512GB
			Graphics Chipset	Iris
			l. Operating System	Win- 11 Pro
			m. Bag	Premium Quality with Laptop Brand Logo
			n. Warranty	01 Year (Full)
iii.	<b>Monitor</b>	1	Display Type	LED
			Screen Size	65"
			Resolution	4K UHD (3,840 x 2,160)
			Refresh rate	60Hz
			Processor	Crystal Processor 4K
			Operating System	Tizen Smart TV
			USB	1 x USB-A
			HDMI	HDMI x 3
			Bluetooth	Yes (BT5.2)
			Wi-Fi	Yes (WiFi5)
			Others	Anynet+ (HDMI-CEC) 1x Ethernet (LAN)

				1/1 (common usage for Terrestrial)/0
			Audio Output	Sound Output (RMS): 20W
			Speaker System	2CH
			Remote Control	Yes - TM2360E Model
			Standby Power Consumption	Power Consumption (Max): 170W
		Dimension (L x W x H)		Package size (WxHxD): 1606 x 950 x 179 mm
				TV Size with Stand (WxHxD): 1452.9 x 879.5 x 267.4 mm
				TV size without stand (WxHxD): 1452.9 x 834.0 x 60.6 mm
				Base/Foot Size (WxD): 1025.5 x 267.4 mm
				VESA mount (Not included): 400 x 300 mm
			Weight	23.0 kg
			Warranty	3-years (Full)

#### 1. System Development Tools:

- Backend: PHP/Java will be the primary programming language for backend development.
- Development Framework: PHP Laravel 8.x / Spring Boot 3.x or the upper version will be considered as the backend development framework. BCC-GRP Modules will be implemented according to their developed framework and versions as it is.
- Frontend: React / Angular / nextJS will be the primary frontend framework, supplemented with additional libraries such as Redux / Zustand for state management, React Router for client-side routing, and Material-UI for UI component design.
- Database: PostgreSQL / MySQL will be used as the relational database management system.
- API: RESTful APIs will be designed and implemented to facilitate communication between the frontend and backend components.
- Dependency Management: Composer will be used for PHP package management, while NPM (Node Package Manager) will handle JavaScript dependencies. Gradle / Maven to manage Java and spring boot libraries.
- Local Development: Docker containers or similar virtualization tools will be utilized to maintain consistent development environments across team members.
- Security: Best practices for security, including input validation, authentication, authorization, and encryption, will be implemented to safeguard the application against common vulnerabilities.



- Performance: Performance optimizations, including code splitting, lazy loading, and caching, will be implemented to enhance the speed and responsiveness of the application.
- Responsive Design: The front end will be designed to be responsive, ensuring optimal user experience across various devices and screen sizes.
- Version Control: Git will be employed for version control, utilizing platforms like GitHub, GitLab, or Bitbucket for repository hosting and collaboration.

## 2. Key Deliverables with Payment Schedule

SL	Deliverable	Duration
1.	Delivery of Inception Report	1 Month
2.	Delivery of SRS and Prototype	2 Month
3.	Implementation of GRP Modules	5 Months
4.	<ul style="list-style-type: none"> <li>● Design and Development of the Social Obligation Fund (SOF) Management System.</li> <li>● Delivery of Software Design Document (SDD).</li> <li>● Conduct UAT sessions and sign-off.</li> </ul>	4 Months
5.	Integration with GRP modules	2 Months
6.	<ul style="list-style-type: none"> <li>● Conduct user training.</li> <li>● Delivery of user manual.</li> <li>● Deploy the software solution to the server and go-live.</li> <li>● Handover the source code.</li> </ul>	0.5 Month
7.	<ul style="list-style-type: none"> <li>● Total Month for Completion</li> </ul>	6 Months
8.	<ul style="list-style-type: none"> <li>● Delivery of Maintenance and support (full time 02)</li> </ul>	36 Months

### Minimum Resource Requirements and Team Composition:

The minimum number of required professional staffs, their qualification and experience of professional staffs must be as follows:

Designation	Experience & Qualification
Project Manager (01 person)	<ul style="list-style-type: none"> <li>● Minimum Masters in Computer Science and Engineering or relevant degree from UGC approved university.</li> <li>● Minimum 12 years of progressive experience in managing large scale IT projects.</li> <li>● At least three of these years should consist of working as the Team Leader/Project Manager.</li> <li>● Must have Project Management certification (e.g. PMP)</li> <li>● Must have experience in leading such an assignment/ role including software design and development.</li> </ul>

	<ul style="list-style-type: none"> <li>At least three of these years should consist of working as the Team Leader/Project Manager.</li> </ul>
Solution Architect (01 person)	<ul style="list-style-type: none"> <li>Minimum Masters in Computer Science and Engineering or relevant degree from UGC approved university.</li> <li>Minimum 10 years of progressive experience in managing large scale IT projects.</li> <li>Must have experience in leading such an assignment/ role including software design and development.</li> <li>Having professional certification will be have additional advantage.</li> </ul>
Database Administrator (01 person)	<ul style="list-style-type: none"> <li>Minimum Bachelors in Computer Science and Engineering or relevant degree from UGC approved university.</li> <li>Minimum 08 years of progressive experience in the related field.</li> <li>Having additional Certification in the field of database administrator or database management will be preferable.</li> </ul>
Business Analyst (02 person)	<ul style="list-style-type: none"> <li>Minimum Bachelors in Computer Science and Engineering or relevant degree from UGC approved university.</li> <li>Minimum 05 years of progressive experience in the sector of software development.</li> <li>Must have relevant experience in business requirement analysis &amp; Software requirement analysis.</li> </ul>
System Analyst (01 person)	<ul style="list-style-type: none"> <li>Minimum Bachelors in Computer Science and Engineering or relevant degree from UGC approved university.</li> <li>Minimum 05 years of progressive experience in the sector of software development.</li> </ul>
UI/UX Designer (02 persons)	<ul style="list-style-type: none"> <li>Minimum Bachelors in any discipline from UGC approved university.</li> <li>Must have knowledge about figma or AdobeXG</li> <li>Minimum 04 years of progressive experience in the sector of graphics designing for software development purposes.</li> </ul>
Senior Software Developer (02 persons)	<ul style="list-style-type: none"> <li>Minimum Bachelors in Computer Science and Engineering or relevant degree from UGC approved university.</li> <li>Relevant work experience in Laravel/Spring Boot and PHP/Java.</li> <li>Must have knowledge about React JS or AngularJS or Next.js.</li> <li>Minimum 08 years of progressive experience in the related field.</li> </ul>
Software Developer (07 persons)	<ul style="list-style-type: none"> <li>Minimum Bachelors in Computer Science and Engineering or relevant degree from UGC approved university.</li> <li>Relevant work experience in Laravel/Spring Boot and PHP/Java.</li> <li>Must have knowledge about React JS or AngularJS or Next.js.</li> <li>Minimum 05 years of progressive experience in the related field.</li> </ul>
QA Specialist (02 person)	<ul style="list-style-type: none"> <li>Minimum Bachelors in Computer Science and Engineering or relevant degree from UGC approved university.</li> <li>Minimum 03 years of progressive experience in the related field.</li> <li>Having professional certification will have additional advantage</li> </ul>
Dev Ops Engineer (02 person)	<ul style="list-style-type: none"> <li>Minimum Bachelors in Computer Science and Engineering or relevant degree from UGC approved university.</li> <li>Minimum 04 years of progressive experience in the related field.</li> </ul>

Cyber Security Expert (01 person)	<ul style="list-style-type: none"> <li>• Minimum Bachelors in Computer Science and Engineering or relevant degree from UGC approved university.</li> <li>• Minimum 05 years of progressive experience in the related field.</li> </ul>
Interoperability Expert (01 person)	<ul style="list-style-type: none"> <li>• Minimum Bachelors in Computer Science and Engineering or relevant degree from UGC approved university.</li> <li>• Minimum 05 years of progressive experience in the related field.</li> </ul>
Network Administrator (01 person)	<ul style="list-style-type: none"> <li>• Minimum Bachelors in Computer Science and Engineering or relevant degree from UGC approved university.</li> <li>• Minimum 05 years of progressive experience in the related field.</li> </ul>
Trainer (01 person)	<ul style="list-style-type: none"> <li>• Minimum Bachelors in Computer Science and Engineering or relevant degree from UGC approved university.</li> <li>• Minimum 05 years of progressive experience in the related field.</li> </ul>
Implementation Engineer (02 person)	<ul style="list-style-type: none"> <li>• Minimum Bachelors in Computer Science and Engineering or relevant degree from UGC approved university.</li> <li>• Minimum 05 years of progressive experience in the related field.</li> </ul>
Technical Document Writer (02 person)	<ul style="list-style-type: none"> <li>• Minimum Bachelors in Computer Science and Engineering or relevant degree from UGC approved university.</li> <li>• Minimum 05 years of progressive experience in the related field.</li> </ul>
Support & Maintenance Engineer (04 persons)	<ul style="list-style-type: none"> <li>• Minimum Bachelors in Computer Science and Engineering or relevant degree from UGC approved university.</li> </ul> <p>Minimum 02 years of progressive experience in the sector of IT Support and maintenance.</p>

**Duration of the contract:** Total duration of design and development period of the SOF Fund Management System will be 06 months and support and maintenance period will be 36 months after go-live of the system.

**Intellectual Property Right:** The copyright of the delivered system will be owned by BTRC. The consulting firm must provide all source codes with relevant documentation to BTRC. The consulting firm should properly document all such codes and deliver them to the project and cannot claim any royalty or authority of any sort in case of replicating the source code /database or any other deliverables under this ToR for any future use that the Government of Bangladesh may see fit. Furthermore, the consulting firm shall not use any library or code that has any other copyright claim associated with it, which will prevent or restrict the smooth transfer of ownership in any way.



**Required Experiences, Resources & Capacity of the Consulting Firm:**

1. Shall have minimum 10 (Ten) years' experiences in ICT business as a registered company/entity in Bangladesh.
2. Must have design, development and maintenance experience of at least 03 (Three) large-scale automation projects in the public sector with valid completion certificates. (Procuring Entity may verify the certificates).
3. The bidder must have successfully completed at least one e-Government project of similar complexity involving large-scale automation including stakeholder integration and payment gateway integration within the last five years in the public sector with a minimum contract value of BDT 5.00 (five) crore under a single contract.
4. The bidder shall have a valid Trade License for at least 10 (Ten) years, updated Income TAX certificate with acknowledgement slip and BIN certificates from the respective TAX Circle/VAT Division.
5. Must have BASIS membership for the last 5 years (Please submit initial & updated membership certificate)
6. The Firm shall submit an audit report for the previous 3 (three) years. Where summarize, the average annual turnover of the firm must not be below BDT 05 (Five) crore in the last 03 (three) years.
7. The bidder must submit proof of evidence (completion certificate/ contract agreement) to comply with the requirement.
8. Bidder shall be ISO 9001 and ISO 27001 certified ISO/IEC 20000 certified bidders will have an advantage.
9. The firm must have a minimum 35 (thirty-five) full-time ICT personnel related to Project Management, System Analyst, Solution Architect, Software Development, Database Administrator, Data visualization, integration, Security, QA, DevOps, UI/UX expert, Infrastructure, Training Expert and support engineer. To demonstrate the human strength, the bidder must give a list for employees mentioning educational qualification, year of experience and experience in relevant projects.
10. Must submit the management and logistic capacity of the firm/company (Website link/brochures and other documents describing company's expertise, strength and experience, core functions, products and services, similar assignments or project



experience, availability of relevant professional staff and experience among applicant's staff/resources, well-equipped office space with necessary facilities) to carry out this assignment.

11. Joint Venture is not allowed.

  
18.02.2026