**GOVERNMENT OF THE PEOPLE’S REPUBLIC OF BANGLADESH**



**Ministry of Finance/Internal Resources Division**

**National Board of Revenue**

**(NBR)**

**Term of References (TOR)**

**FOR**

**Selection of National Consulting Firm**

**For**

**UPGRADATION OF THE EXISTING NBR WEBSITE FOR PROACTIVE DISCLOSURE UNDER RTI ACT, 2009**

**“VAT and Supplementary Duty Act,2012(online) Implementation Project”**

**Package No: SD-34/2014-15**

# Section 6. Terms of Reference

1. **Background**

The National Board of Revenue (NBR) is the apex authority for tax administration in Bangladesh. One of the main responsibilities of NBR is to collect revenue for the government. The NBR has been performing its major role through three tax-typed functional wings namely the Customs wing, VAT wing and Income Tax wing.

NBR has taken initiatives to modernize its tax operations under all wings. Value Added Tax (VAT) and Supplementary Duty Act, 2012 has been enacted for establishing a modern function based taxpayer service oriented VAT administration. Transparency and accountability is one of the key commitments of the Government. NBR wishes to establish an automated mechanism that will ensure a greater transparency and accountability within the department.

Under the VAT Online Project (VOP), NBR is required to carry out proactive disclosure of information in full compliance with the provisions for this in the Bangladesh RTI Act 2009 and RTI Regulations. It is also required to proactively disclose additional performance-related information, e.g. details of tax collections, taxpayer perception surveys, and complaints to contact centres. The proactive disclosure interventions under VOP will go a long way to promoting greater transparency in the functioning of the VAT Wing, in turn increasing public confidence in the organization and tax compliance.

1. **Objectives**

Against the background described above, NBR has decided to achieve the following objectives:

Re-design NBR website (www.nbr.gov.bd) as per the Client's requirement;

Develop a mechanism that will ensure easy compliance of RTI and other requirements;

Develop a role based user group for NBR and field offices so that concerned officer responsible for specific activity can upload data in the website from their respective offices without support from NBR Admin;

Migrate all data from old website (www.nbr-bd.org) to new official website (www.nbr.gov.bd) so that old one could be discontinued from a certain point of time;

Develop FAQs and upload in the website by the consultant after proper approval from NBR;

Ensure maximum security of the website by using latest technologies;

Train NBR officials (All wings and field offices) so that they can upload data from their respective offices;

Increase visibility and achieve Alexa ranking below 200 in Bangladesh by SEO within the contract period.

1. **Present situation**

NBR is in the process of modernization agenda. The World Bank has assessed NBR Official website (www.nbr.gov.bd) and submitted a report that aims to provide an assessment of the website and its ease of use and usefulness to the public. An assessment was undertaken to determine the extent to which the website: (a) meets the expectations of the proactive disclosure rules of the Right to Information Act, 2009; and (b) meets the expectations of the user with the current content and layout. This assessment was undertaken as part of the UK government’s DFID-financed technical assistance program managed by the World Bank to support the implementation of the Right to Information Act, 2009. The website grossly meets the requirement of advance user and is not fully focused for mass taxpayer. There are lots of areas for improvement.

1. **Assignment Location**

The location of the assignment will be at Dhaka, Bangladesh.

1. **Assignment Duration**

The consulting services will be carried out over a period of four (4) months comprising of key professional staff as detailed in Table 1 below.

The assignment is expected to commence in July/15 and Intended Completion Date is September/15.

**Table 1: Requirements of Key Professionals**

|  |  |  |
| --- | --- | --- |
| **Sl. No** | **Positions** | **Remarks** |
| (i) | Team Leader/System Analyst (1) | Spread-over 4 months |
| (ii) | Programmers (2) | Spread-over 4 months |
| (iii) | IT Training Specialist (1) | Spread-over 4 months |
| (iv) | Content Developer (1) | Spread-over 4 months |
| (v) | Software Testing Expert (1) | Spread-over 4 months |
| (vi) | Web designer (1) | Spread-over 4 months |
| (vii) | Search Engine Optimization (SEO) Expert (1) | Spread-over 4 months |

1. **Qualification Requirements of Experts**

The qualification requirements of the Key Professional are given in Table 2 below:

**Table 2: Requirements of Qualification of the Key Professionals**

|  |  |  |
| --- | --- | --- |
| **Sl. No** | **Position(Nos)** | **Qualification Requirements** |
| (i) | Team Leader/System Analyst (1) | * Masters or 4 years graduation from any recognized university in any subjects * Should have minimum of 7 (seven) years of working experience in the related area * Proven experience in the system analysis of the similar type of project * Proven experience in completion of at least 2 (two) projects of similar type and complexity, preferably government projects. * Extensive knowledge in data processing, hardware platforms, and enterprise software application * Proven experience in database design in SQL * Technical experience in systems networking, web development and user support * Background in web based software development * Good working skills in Microsoft Office Products, Microsoft Visio, Microsoft Project. |
| (ii) | Programmers (2) | * Masters or 4 years graduation from any recognized university in IT related subject * Should have minimum of 5 (five) years of working experience in the related area * Proven experience in completion of at least 2 (two) projects of similar type and complexity, preferably government projects. * Extensive knowledge in data processing, hardware platforms, and enterprise software application * Proven experience in database design in SQL * Background in web based software development using latest version of PHP, NET, Joomla. * Should have adequate knowledge and practical skill on security issues related to web-based system. |
| (iii) | IT Training Specialist (1) | * Masters or 4 years graduation from any recognized university in IT related subject * Should have minimum of 7 (seven) years of working experience in the IT Industry * Proven experience in completion of at least 2 (two) projects of similar type and complexity, preferably government projects * Extensive knowledge in data processing, hardware platforms, and enterprise software application * Should have proven experience and skill in training on the similar systems, preferably government projects. * Should have adequate knowledge on contents and organization related to this assignment. |
| (iv) | Content Developer (1) | * Should have Masters degree * Should have minimum 20 years of working experience in Customs, Excise and VAT Department * Should have proven writing-experience on tax matters to the taxpayers * Should have proven excellent capability of legal translation from Bangla to English and vice versa * Have experience in developing web content both in Bangla and English |
| (v) | Software Testing Expert (1) | * Masters or 4 years graduation from any recognized university in IT related subject * Should have minimum of 3 (three) years of working experience in the related area * Proven experience in completion of at least 2 (two) projects of similar type and complexity, * Experience in test planning, testing techniques (Test design and test execution), reporting defects and test results, queering databases, operating test automation tools and programming. |
| (vi) | Web Designer (1) | * Should have graduation from any recognized university in any subject * Should have minimum of 3 (three) years of working experience in the area of Web-design * Proven experience in Photoshop , Illustrator, Indesign, Flash, 3D design, Animation, etc. related to the design * Should have experience in responsive design of website |
| (vii) | SEO Expert (1) | * Should have graduation from any recognized university in any subject * Should have minimum of 3 (three) years of working experience in the area of SEO * Proven experience in Google Indexing, Book Marking, Pinging, Social Media Coverage, Social Media Advertisement, Keyword search, Google Panda, Facebook Marketing, Article Posting, Blogging, Forum Posting, Comments Posting, Answer Posting, Directory Submission, Press release and business network submission. |

1. **Maintenance**

(i) The services for maintenance of the website will be carried out over a period of 4 (four) years from the date of acceptance of the delivery by the Client.

1. **Estimated Budgets**

The budget for the proposed service is estimated at a fixed amount of BDT 31.72 lac excluding applicable VAT and Advance Income Tax (AIT) to be deducted at source by the Client.

1. **Scope of Services**
   1. **Functional Requirements**

(i) The website will be bi-lingual. All contents should be developed in both Bangla and English language.

(ii) Present website should be re-designed. Consultant should present multiple themes of design. Design should be finalized after approval of the PIU. Design should contain all present contents and new functions for tax and RTI functions. It should be user friendly and eye soothing. It should represent NBR's motto and Government's objectives.

(iii) All disconnected links should be repaired and contents should be developed and uploaded.

(iv) Google Custom Search to be included for internal and external search.

(v) Consultant should develop approximately 450 FAQs (10% less or more) on VAT (approx 250), Customs (approx 100), Income Tax (approx 50) and General Issues (approx 50). Consultant should prepare FAQs and answer in Bangla in consultation with the Client. After getting approval from Client, these should be translated into English and getting further approval for English version, FAQs should be uploaded.

(vi) All present functionality should be remained as it is or with some modifications as required. Process flow may be modified as required. Besides, new functionality should be added like Baggage Rules, Check posts, Customs Duty Calculator (not Income Tax Calculator), etc.

(vii) All Field offices (Including Customs, VAT, Income tax, Directorates, Academies) should be redesigned as per client's requirements and data should be prepared and uploaded.

(viii) Policy of Proactive Disclosure under Right to Information Act, 2009 should be included in this system. To implement this, a system should be included where-

* all field offices under VAT administration will be capable to receive queries from citizen
* Officers working as Information Officer (IO) will be able to reply by this system
* A monthly report at different stages like Commissionerate, NBR, etc will be generated automatically and IOs will be capable to add information of manually processed application to the online applications.
* NBR will be capable to send a monthly/quarterly RTI report to Information Commission from the system via email or any other applicable mean.
* VAT Field offices will be capable to handle their pages.
* The generic list of types of information to be proactively disclosed needs to be developed into a list specific to the VAT Wing:

|  |  |  |
| --- | --- | --- |
| **#** | **Type of Information** | **Generic Description** |
| 1 | Institutional | Laws, rules, regulations, functions, powers |
| 2 | Organizational | Organizational structure, details of facilities and employees, officers names and contact information, (pay structure) Directory of officers and employees |
| 3 | Operational | Policies, strategies, plans, progress reports (including annual reports), evaluations |
| 4 | Services | Public services provided, how to access these, fees, documents required, forms... |
| 5 | Budget | Current budget, previous budget and actual expenditure, audit reports  Budget of authority and its subordinate offices |
| 6 | Subsidies | Stipends, subsidies, safety net allocations |
| 7 | Permits, Licenses | Concessions, grants, permits....objectives, beneficiaries, amount |
| 8 | Procurement | Procurement process, criteria, tender notices, decisions, awarded contracts, progress reports |
| 9 | Decisions and decision-making processes | Important decisions, esp. those directly affecting the public;  Decision-making procedures, and mechanisms for the public to have say |
| 10 | RTI | RTI explanation, application procedure, details of Designated Officers, contact details Detailed description of name, designation and address of Appellate Authority. Detailed description of names, designation and address of Information Commission and Commissioners  Copy of all applications accepted by authorities that contains following information: (a) name of authority which has accepted the request; (b) document requested for (c) date of request |

(10) Field office (Commissionerates, Directorates) will be capable to upload monthly revenue statement to their pages and a combined report will be generated in NBR Home page.

(11) All reports should be presented in tabular, graphical and text formats as per Client's requirements.

**b. User Role**

(1) The User role should be divided as per locations (national and entity) of the offices as the present site contains. The user of field offices will get the assigned pages only. For example NBR has 6 wings like (Admin, VAT, Customs, income tax, IT and Statistics), VAT has 12 Commissionerates, 2 Directorates, etc.

(2) NBR designated officer should be capable of administering and monitoring field offices activities

1. **Technology**

(1) Present site is developed in PHP. Up-gradation should be done using latest version of same technology.

(2) SSL should be used for sites security. Other technology as appropriate should be used to secure the site.

(3) The hosting of the site should be in cloud for interim period with unlimited space, 99.98% uptime efficiency, unlimited emails continuing present users of @nbr.gov.bd domain. No data should be deleted or altered from the inbox and outbox of present email users. After procurement of clients own data center, site should be shifted to own data centre.

(4) There should be proper backup plan. Backup should be done within maximum of 7 days.

(5) Consultant should monitor hacking tries and inform client weekly basis. If site is hacked or any type error found, consultant should resolve the problems within 6 hours.

(6) Google Analytics to be used for proper monitoring of visitors.

1. **Social Media Pages**

(1) Consultant should modify existing page /develop and maintain social media fan pages and in Wikipedia for NBR

(2) Consultant should maintain pages during the contract period.

(3) Data should be uploaded with proper approval of the client

(4) Page should obtain minimum one lakh likes during the contract period.

1. **Data Migration**

(1) Consultant should migrate all data/resources from www.nbr-bd.org site so that at one stage NBR can discontinue this one.

(2) No data/resource could be modified during migration.

1. **Future Integration with other systems**

(1) The website should be feed from Integrated VAT Management System (IVAS) which in the process of procurement, Income Tax system, Customs System and VAT Contact Centre (Call Centre) in near future. Consultant should keep provision so that it can be possible to integrate with these system in near future.

1. **Search Engine Optimization (SEO)**

(i) Consultant should implement possible all tools to achieve higher visibility to the taxpayers.

(ii) The site should be achieved an alexa ranking smaller than 200 in Bangladesh.

1. **Training**

**(a) User Training:** Consultant should train approx 150 (one hundred and fifty) officials from NBR Admin., NBR Statistics, VAT Commissionerate & Directorates, Custom House and Customs Directorate, Income Tax Zones and Directorates, and Academies. Training should be conducted at VAT Online Project IT Lab. Consultant should provide training contents and Client will provide other logistics and refreshments. This training should be one day long.

**(b) Administrator Training**: Advance administrator training for 5 (five) IT Officials (Programmer or Assistant Programmer) should be conducted at the same venue and same manner. This training should be of 3 (three) day long.

1. **NBR Support Team**

NBR shall set up a Support Team for proper implementation of the assignments.

1. **Information Security:**

Most of the organizations today use the Internet as a valuable business tools and depend upon it. Internet access exposes corporate resources to an ever-increasing number of security vulnerabilities. Whenever data is transferred between an organization’s internal network and an outside source, there are multiple risks, some of which can jeopardize data integrity.

Examples of today’s security challenge will include but are not limited to:

* + 1. Protecting data from viruses and worms introduced into the network via downloaded files and e-mail attachments.
    2. Controlling access to business sensitive data by internal and potentially external users; unauthorized access to protected data can result in legal issues and the loss of institutional secrets.
    3. Preventing the exploitation of internet access privileges by employees.

No data shall be disclosed to anyone by the consultant.

1. **Duties and responsibilities**
   1. **Client**

* Ensure preparation of requirements
* Ensure coordination among wings and field offices under NBR
* Provide Government documents (Law. SRO, GO, SO, legal document etc)
* Nominate personnel for training as per the schedule of training
* Arranging training facilities and place.
  1. **Consultant**
* Study present websites
* Prepare requirements
* Ensure proper documentation
* Present before client
* Get approvals from Client as required
* Prepare training schedule with the help of the client, prepare training manuals for the trainees and provide training to the trainees
* Submit reports for milestone deliverables on time.
  1. **Joint (Client & Consultant)**
* Ensure availability of appropriate personnel for discussion with Consultant during various stages of implementation.
* Ensure monthly Management Review of implementation.

1. **Deliverables**
2. **Reports in prescribed formats**

* Inception Reports (within 7 days of contract signing)
* Monthly Progress Reports (every month)
* Monthly SEO Reports (every month)
* Final Report (upon completion of services)
* Weekly report for data backup.

1. **Documentations**

* User Guide
* Training Manuals
* Business Requirements
* Specification Requirement of Software
* Maintenance plan
* Maintenance Log Sheet, etc