



GOVERNMENT OF THE PEOPLE'S REPUBLIC OF BANGLADESH

Request for Quotation Document (National) For Supply of Sohayok and Office Cleaning Service through Outsourcing

Strengthening Public Financial Management Program to Enable Service Delivery (SPFMS)
Scheme on "Improving Pension Management System and Quality and Timeliness of
Financial Reporting"
Finance Division, Ministry of Finance



**Guidance Notes on the use of
The Request for Quotation Document**

1. These guidance notes have been prepared by the CPTU to assist a Procuring Entity in the preparation of Quotation document, using the Standard Request for Quotation, SRFQ, for the procurement of low value simple Works and physical services. All concerned are advised to refer to the Public Procurement Rules, 2008 issued to supplement the Public Procurement Act, 2006; available on CPTU's website: <http://www.cptu.gov.bd/>. Notes and guidance are provided for both the Procuring Entity and the Quotationer.
2. The procurement under Request for Quotation Method (RFQM) shall follow the provisions pursuant to Rules 69 to 73 of the Public Procurement Rules, 2008 in accordance with Section 32 of the Public Procurement Act, 2006. SRFQ is based upon best national practices that have been adapted to suit the particular needs of procurement.
3. The use of SRFQ (**PW1**) applies when a Procuring Entity intends to select a Quotationer (a Contractor) for the Procurement of Works and physical services under RFQ Method (RFQM) pursuant to Rule 69(3) of the Public Procurement Rules, 2008.
4. Pursuant to Rule 71(1) and Rule 71(2) of the Public Procurement Rules, 2008, RFQ shall be invited through letter, Fax or e-mail. RFQ shall not be required to be advertised in the daily newspapers but for the minimum circulation the Procuring Entity shall publish that advertisement in its website (if any), including posting in the Notice Board and, shall send with request for publication to the administrative wing of some other Procuring Entities nearby.
5. Pursuant to Rule 71(3) of the Public Procurement Rules, 2008, RFQ Document shall be issued or made available to potential Quotationers '**free-of-cost**'.
6. The time-limit for Request for Quotation shall in no case exceed ten (**10**) days pursuant to Rule 71 (4) of the Public Procurement Rules, 2008.
7. No Securities such as Quotation Security (i.e. the traditionally termed Earnest Money, Tender Security) and Performance Security shall be required pursuant to Rule 70(6) of the Public Procurement Rules, 2008.
8. Submission, Opening and Evaluation of the Quotations shall respectively be dealt with pursuant to Rule 72(1), Rule 72(2) and Rule 73(1) of the Public Procurement Rules, 2008 as specified in the RFQ.
9. The criteria for evaluation, pursuant to Rule 70(4) of the Public Procurement Rules, 2008, shall be pre-disclosed.
10. Pursuant to Rule 69 (5) of the Public Procurement Rules, 2008 the Quotation for low value simple Works and physical services shall be on the basis of either '**Unit-Rate**' '**Lump-sum**' depending on the level of estimating the quantity of works. Such two different BoQ formats are attached with the RFQ Document. The Procuring Entity shall have the option to choose any one of these two BoQs, as appropriate, for a particular procurement.
11. Splitting the object of Procurement is not permissible pursuant to Rule 69(4) (ka) of the Public Procurement Rules, 2008.
12. The Procuring Entity shall invite the successful Quotationer to sign the contract, pursuant to Rule 73 (5) of the Public Procurement Rules, 2008, following recommendations of the Evaluation Committee and approval thereupon by the Approving Authority.
13. Provision of Retention Money (i.e. the traditionally termed Security Deposit) shall however be kept in Conditions of Contract pursuant to Rule 28 of the Public Procurement Rules, 2008.
14. The Defects Liability Period shall be 01 months.
15. The Procuring Entity shall further be required to maintain the record of procurement proceedings pursuant to Rule 43 of the Public Procurement Rules, 2008



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Government of the People's Republic of Bangladesh
Scheme on Improving Pension Management System and Quality and Timeliness of Financial Reporting
Strengthening Public Financial Management Program to Enable Service Delivery (SPFMS)
Finance Division, Ministry of Finance
Shoheed Prokousholi Bhaban (4th Floor), IEB, Ramna, Dhaka-1000

REQUEST FOR QUOTATION

for

Supply of Sohayok and Office Cleaning Service through Outsourcing

RFQ No:07.00.0000.000.07.093.24-177

Date: 29/12/2024

To

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1. The **Strengthening Public Financial Management Program to Enable Service Delivery (SPFMS)** has been allocated public funds and intends to apply a portion of the funds to eligible payments under the Contract for which this Quotation Document is issued.
2. Detailed Specifications and, Design & Drawings for the intended Works and physical services are available in the office of the Procuring Entity for inspection by the potential Quotationers during office hours on all working days.
3. Quotation is being requested on **Unit-Rate** basis.
4. Quotation shall be completed properly, duly signed-dated each page by the authorized signatory and submitted by the date to the office as specified in **Para 6** below.
5. No Securities such as Quotation Security (i.e. the traditionally termed Earnest Money, Tender Security) and Performance Security shall be required for submission of the Quotation and execution of the Works (if awarded) respectively.
6. Quotation in sealed envelope or by fax or through electronic mail shall be submitted to the office of the undersigned **on or before** 06 January, 2025. The envelope containing the Quotation must be clearly marked "Quotation for **Supply of Sohayok and Office Cleaning Service** and **DO NOT OPEN** before 06 January, 2025; 2.00 pm. Quotations received later than the time specified herein shall not be accepted.
7. Quotations received by fax or through electronic mail shall be sealed-enveloped by the Procuring Entity duly marked as state in **Para 6** above and, all Quotations thus received shall be sent to the Evaluation Committee for evaluation, without opening, by the same date of closing the Quotation.
8. The Procuring Entity may extend the deadline for submission of Quotations on justifiably acceptable grounds duly recorded subject to threshold of ten (10) days pursuant to Rule 71 (4) of the Public Procurement Rules, 2008.
9. Quotation shall be submitted as per Bill of Quantities of Works and physical services.
10. All Quotations must be valid for a period of at least **30 days** from the closing date of the Quotation.
11. No public opening of Quotations received by the closing date shall be held.
12. Quotationer's rates or prices shall be inclusive of profit and overhead and, all kinds of taxes, duties, fees, levies, and other charges to be paid under the Applicable Law, if the Contract is awarded.
13. Rates shall be quoted and, subsequent payments under this Contract shall be made in Taka currency. The price offered by the Quotationer, if accepted shall remain fixed for the duration of the Contract.
14. Quotationer shall have legal capacity to enter into Contract. Quotationer, in support of its qualification shall be required to submit certified photocopies of latest documents related to valid **Trade License**, upto date **Tax clearance certificate with TIN Number, VAT Registration Number, document related to at least one**

RFQ-Supply of Sohayok and Office Cleaning Service



- (1) **contract successfully completed of similar nature** and **Financial Solvency Certificate** from any scheduled Bank; without which the Quotation may be considered non-responsive.
15. Quotations shall be evaluated based on information and documents submitted with the Quotations, by the Evaluation Committee and, at least three (3) responsive Quotations will be required to determine the lowest evaluated responsive Quotations for award of the Contract.
 16. In case of anomalies between unit rates or prices and the total amount quoted, in the quotation submitted on unit rate basis, the unit rates or prices shall prevail. In case of discrepancy between words and figures, the former will govern. In case of quotation submitted on Lump-sum basis, if anomalies found between figures and words, the words will prevail. Quotationer shall remain bound to accept the arithmetic corrections made by the Evaluation Committee.
 17. The execution of Works and physical services shall be completed within 18 months from the date of commencement.
 18. Letter inviting the successful Quotationer to sign the Contract shall be issued within 07 (seven) days of receipt of approval from the Approving Authority. The Contract shall have to be signed within 14 (Fourteen) days of issuing such Letter of Invitation.
 19. The Procuring Entity reserves the right to reject all the Quotations or annul the procurement proceedings.

29.12.24

(Tanima Tasmin)

Program Executive & Coordinator
Scheme on 'Improving Pension Management System
and Quality and Timeliness of Financial Reporting'
Strengthening Public Financial Management Program
to Enable Service Delivery (SPFMS)
Finance Division, Ministry of Finance

Distribution:

1. <https://spfms.gov.bd/> the website,
2. Notice Board.
3. Office File.



Quotation Submission Letter

[Use Letter-head Pad]

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RFQ No: _____

Date: dd/mm/yy

To:

National Program Director
Strengthening Public Financial Management Program to Enable Service Delivery (SPFMS)
Scheme on Improving Pension Management System and Quality and Timeliness of Financial Reporting
Finance Division, Ministry of Finance
Shoheed Prokoushali Bhaban (4th Floor), IEB, Ramna, Dhaka-1000

I/We, the undersigned, offer to execute in conformity with the Conditions of Contract for execution of the Works and physical services named **Supply of Sohayok and Office Cleaning Service through Outsourcing.**

The total Price of our Quotation is [insert amount both in figure and words]

My/Our Quotation shall remain valid for the period stated in the RFQ Document and it shall remain binding upon us and, may be accepted at any time prior to the expiration of its validity period.

I/We declare that I/we have the legal capacity to enter into a contract with you, and have not been declared ineligible by the Government of Bangladesh on charges of engaging in corrupt, fraudulent, collusive or coercive practices. Furthermore, I/we am/are aware of Para 28(e) of the Conditions of Contract and pledge not to indulge in such practices in competing for or in executing the works.

I/We am/are not submitting more than one Quotation in this RFQ process in my/our own name or other name or in different names. I/We understand that your written invitation to sign the Contract shall become binding upon us, until a formal Contract is signed.

I/We have examined and have no reservations to the RFQ Document issued by you on [insert date]

I/We understand that you reserve the right to reject all the Quotations or annul the procurement proceedings without incurring any liability to me/us.

Signature of Quotationer with

Seal

Date:

RFQ-Supply of Sohayok and Office Cleaning Service



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Unit Rate Basis*

Bill of Quantities

| Item No. | Description of Service (specifications preferably built-in) | Unit | No. of Positions | Duration (Months) | Unit rates or prices quoted by the Quotationer (including tax-VAT where applicable) | | Amount |
|----------------------|--|--|------------------|-------------------|---|---------------------------------------|-----------|
| | | | | | In figures | In words | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 = 4x5x6 |
| A. Proposed Manpower | | | | | | | |
| 1 | Sohayok Service (As per performance Specification) | Person-month | 02 | 18 | | | |
| 2 | Office Cleaning Service (As per performance Specification) | Person-month | 01 | 18 | | | |
| | Sub Total-A: | | | | | | |
| B. | Tenderer's Commission (competitive) | - | - | - | | | |
| | Total Cost of the service (A+B) | | | | | | |
| | | * Reference is drawn to Rule 69 (5) of the Public Procurement Rules, 2008 and to the Para 4 of the Guidance Notes before opting for this Format. | | | | Total Amount (in figure and words) | |

* Reference is drawn to Rule 69 (5) of the Public Procurement Rules, 2008 and to the Para 4 of the Guidance Notes before opting for this Format.

Signature of the Quotationer with Seal

Date:dd/mm/yy

Note (use only when this method deemed appropriate):

1. Low value and simple and all the components of the Works can be estimated but not accurately determined.
2. Works executed are re-measured for payments.
3. Col. 1, 2, 3 & 4 to be filled in by the Procuring Entity and Col. 5, 6 & 7 by the Quotationer.



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National Program Director
Strengthening Public Financial Management Program to Enable Service Delivery (SPFMS)
Scheme on Improving Pension Management System and Quality and Timeliness of Financial Reporting
Finance Division, Ministry of Finance
Shoheed Prokousholi Bhaban (4th Floor), IEB, Ramna, Dhaka-1000

Invitation for signing Contract

[Rule 72 (5) of PPR,2008]

RFQ No. _____

Ref:

Date: dd/mm/yy

To:

[name of Contractor] _____

[address] _____

This is to notify you that your **Quotation** dated [dd/mm/yy] for the execution of the Works and physical services named [insert name of work] for the Contract Price of Tk [state amount in figures and in words] as corrected, has been approved by the competent authority.

You are thus requested to attend the office of the undersigned to sign the Contract within [insert days] of issuing this Letter of Invitation; but in no case later than [specify dd/mm/yy].

You may proceed with the execution of the Works only upon signing the Contract. You may also please note that this invitation shall constitute the formation of this Contract which shall become binding upon you.

We attach the draft Contract and all other documents for your perusal.

Attachment: Draft Contract

Signature of the Procuring Entity with name and designation

Date: dd/mm/yy



Contract Agreement

THIS AGREEMENT made on this [insert day] day of [insert month and year] between [name and address of Procuring Entity] (hereinafter called "the Procuring Entity") of the one part and [name and address of Contractor] (hereinafter called "the Contractor") of the other part:

WHEREAS the Procuring Entity invited Quotation for certain Works and physical services named [insert name of Works] and has accepted the Quotation submitted by the Quotationer for the execution of those works in the sum of Taka [insert Contract price in figures and in words] (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSED AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the General Conditions of Contract hereinafter referred to.
2. The documents forming the Contract shall be interpreted in the following order of priority:
 - (a) the signed Contract Agreement
 - (b) the Letter of Invitation
 - (c) the Conditions of Contract
 - (d) the Specifications
 - (e) the Design and Drawings
 - (f) the priced Bill of Quantities
 - (g) any other document listed anywhere in the Contract.
3. In consideration of the payments to be made by the Procuring Entity to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Procuring Entity to execute and complete the works and to remedy any defects therein in conformity in all respects with the provisions of the Contract.
4. The Procuring Entity hereby covenants to pay the Contractor in consideration of the execution and completion of the works and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Bangladesh on the day, month and year first written above.

For the Procuring Entity

For the Contractor

Signature

Name

Designation

National ID No.

In the presence of

Name



Conditions of Contract

1. Conditions of Contract contained herein shall be binding upon both the contracting parties for the purpose of administration and management of this Contract.
2. Implementation and interpretation of these Conditions of Contract shall, in general, be under the purview of the Public Procurement Act, 2006 and the Public Procurement Rules, 2008.
3. The Contractor shall have to commence the Works within **07 (Seven) days** of signing of the Contract Agreement and complete in conformity in all respects with the provisions of the Contract within **18 (Eighteen) months**.
4. The Contractor shall immediately submit to the Procuring Entity a Programme of Works showing the timing for all the activities and components of Service.
5. The Contractor shall maintain Pro Rata progress of the Service. Progress shall be determined in terms of the value of the works executed.
6. The Contractor shall be entitled to an extension of the Intended Completion Date if the Procuring Entity delays in handing over the Site or if Force Majeure situation occurs or for any other reasons acceptable to the Procuring Entity on justifiable grounds duly recorded.
7. The Procuring Entity shall check and verify the Service executed by the Contractor and notify the Contractor of any Defects found.
8. Notwithstanding any testing and examination, the Procuring Entity by visual inspection or field tests may instruct the Contractor to:
 - a. remove and replace any works or part thereof which is not in accordance with the Contract,
 - b. remove and re-execute any other work or part thereof which is not in accordance with the Contract, and
 - c. execute any work which is urgently required for the safety of the Works.
9. The Contractor shall submit to the Procuring Entity the progressive invoices for estimated value of works executed less the cumulative amount certified previously.
10. The Contractor shall be entirely responsible for payment of all taxes, duties, fees, and such other levies under the Applicable Law.
11. Notwithstanding any other practice, the method of measurement and mode of payment shall be based on the type of the Contract corresponding to the Bill of Quantities below:

Unit-rate Basis

Measurement shall be made of the net quantity of each item of the Works actually executed in accordance with the Bill of Quantities. The first progressive payment shall be made only after twenty (20) percent progress achieved. The Procuring Entity shall make payments to the Contractor in Taka currency, while the Final payment shall be made upon fulfilment of all contractual obligations by the Contractor.
12. The Contractor's rates or prices shall be inclusive of profit and overhead and, all kinds of taxes, duties, fees, levies, and other charges to be paid under the Applicable Law.
13. The total Contract Price is BDT [insert figure] BDT [in words].
14. No works under Extra Work Orders shall be permissible and, works under Variation Orders (except in case of Lump-sum basis) shall under no circumstances exceed fifteen (15) percent of the Contract Price subject to threshold specified in Rule 69 (1) and 69 (6) (ka) & (ga) of the Public Procurement Rules, 2008, as appropriate.
15. The Procuring Entity contracting shall amend the Contract incorporating required approved changes subsequently introduced to the original Conditions of Contract in line with Rules, where necessary.
16. The amount of Performance Security shall be 5% (five percent) of the Contract price in the currency of Bangladesh Taka. The amount of Performance Security may be progressively reduced in proportion to performance of services. The proceeds of the Performance Security shall be payable to the Procuring Entity unconditionally upon first written demand as compensation for any loss resulting from the Service Provider's failure to complete its obligations under the Contract.
17. The Contractor shall apply by notice to the Procuring Entity for issuing a Completion Certificate of the Works, and the Procuring Entity shall do so upon deciding that the work is completed.
18. The Procuring Entity shall, within seven (7) working days after receiving the Contractor's application:



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Performance Specifications and Drawings

- a. issue the Completion Certificate to the Contractor stating that the Works were completed in accordance with the Contract, or
 - b. reject the application, giving reasons and specifying the works required to be done/redone by the Contractor to enable issuance of the Completion Certificate.
19. The Procuring Entity shall Take-Over the Site and the Works not later than seven (7) working days of issuing the Completion Certificate.
20. The Procuring Entity may issue a notice for correction of Defects within fourteen (14) days from the Contractor's request for **Final Payment** stating the scope of corrections or additions that are necessary.
21. The Defects Liability Period of the Service shall be **01 (One) months** starting from the date of issuing the Completion Certificate by the Procuring Entity.
22. After the Defects Liability Period has passed and, the Procuring Entity has certified in the form of **Defects Corrections Certificate** that all Defects notified by the Procuring Entity to the Contractor before the end of this period have been corrected.
23. The Defects Liability Period may be extended for as long as the Defects notified by the Procuring Entity remain to be corrected.
24. If the Contractor has not corrected a Defect within the time specified in the Procuring Entity's notice, the Procuring Entity shall assess the cost of having the Defects corrected by it, and the Contractor shall remain liable to pay the expenditures incurred on account of correction of such Defects.
25. The Contractor shall keep the Procurement Entity harmless and indemnify from any claim, loss of property or life to himself/herself, his/her workmen or staff, any staff of the Procurement Entity or any third party while executing the work. Any claim arising out of execution of the works shall be settled by the Contractor at his/her own cost and responsibility.
26. Loss or damage to the Works or Materials to be incorporated in the Works between the Start Date and the end of the Defects Liability Period shall be remedied by the Contractor at the Contractor's own cost, if the loss or damage arises from the Contractor's acts or omissions.
27. The PG shall be returned to the Contractor within twenty eight (28) days after expiry of the Defects Liability Period.
28. The Procuring Entity may, by written Notice sent to the Contractor, terminate the Contract in whole or in part at any time, if the Contractor:
 - a) fails to sign the Contract or commence the Work within the specified time.
 - b) fails to achieve satisfactory progress of Works in accordance with the Programme of Works.
 - c) fails to complete the Work as per design, drawing and specifications.
 - d) after receipt of a written notice from the Procuring Entity does not remedy its failure within the time period specified therein.
 - e) in the judgement of the Procuring Entity, has engaged in any corrupt, fraudulent, collusive or coercive practices in competing for or in executing the Work.
 - f) fails to perform any other obligation(s) under the Contract.
29. The Procuring Entity and the Contractor shall use their best efforts to settle amicably all possible disputes arising out of or in connection with this Contract or its interpretation.
30. The Contractor shall be subject to, and aware of provision on corruption, fraudulence, collusion and coercion in Section 64 of the Public Procurement Act, 2006 and Rule 127 of the Public Procurement Rules, 2008.



Performance Specifications

(Terms of Reference)

Supply of Sohayok Service, Office Cleaning Service

A. Background and Objective of SPFMS

The Pension & Fund Management and Financial Reporting Scheme is a critical component of the Strengthening Public Financial Management to Enable Service Delivery (SPFMS) Program in Bangladesh, designed to address the growing challenges in managing pension systems and improving financial reporting. Bangladesh's civil service pension system, based on the Pension Act of 1871 and further amended over time, operates under a non-contributory, pay-as-you-go (PAYG) scheme, with pensions primarily funded through the government's recurrent budget. The system has faced increasing pressure due to the rising number of retirees, a shrinking workforce, and an escalating pension expenditure, which has led to significant sustainability concerns. The government's commitment to reform is part of a broader strategy to ensure a more efficient and transparent public financial management (PFM) system, including the modernization of pension processes and strengthening financial reporting frameworks.

The primary objectives of the Pension & Fund Management and Financial Reporting Scheme are to streamline pension processing and payment services while improving the overall management of pension and provident funds. The scheme aims to automate the pension processes, reduce backlogs, and introduce a more transparent and accountable system by integrating key stakeholders in a unified digital platform. This will ensure timely pension payments, enhance pensioner identification through national ID integration, and curb the issue of "ghost pensioners." Additionally, it seeks to improve General Provident Fund (GPF) management through centralized record-keeping and decentralized payments, making the system more efficient, user-friendly, and responsive to the needs of retirees.

The scheme also focuses on enhancing financial reporting in line with the objectives of the broader SPFMS program. It aims to strengthen the financial reporting process by improving the timeliness, accuracy, and transparency of government-wide audited financial statements. By aligning pension fund management with the Integrated Budget and Accounting System (iBAS++), the scheme will ensure better control over pension liabilities, improve budget planning, and support effective financial decision-making across ministries and agencies. Through these reforms, the scheme will not only enhance the financial sustainability of the pension system but also contribute to the efficient delivery of public services, ensuring a more equitable and comprehensive social security system for the citizens of Bangladesh.

1. SCOPE OF SERVICES BY THE SUPPORT STAFF

1.1. General:

The Support Staff shall work under the overall guidance and direction of the Program Implementation Team (PIT). The support staff shall carry out their tasks as per GOB rules & regulations, and in accordance with accepted standards. In conducting their work, the support staff shall co-operate fully with Government officials related to the Scheme who will provide appropriate co-operation; however, the support staff shall be solely responsible for their jobs.

1.2. Key Responsibilities / activities / Job Description of Support Staff:

1.2.1. Sohayok Services

- Ensure the hygiene and cleanliness of office space including visitor's lounge;
- Serving snacks and lunch as directed by the senior staff;
- Operating and maintaining photocopier, binding and laminating machine, etc.;
- Provide services of mail runner, receipt and dispatch;



- Attending the bell of the officers;
- Assisting workshops and seminars;
- Any tasks assigned by the Program Authority.

1.2.2. Office Cleaning Services

- Maintain the cleanliness of office space including furniture and office equipment;
- Undertake different cleaning tasks- dusting, sweeping, vacuuming, mopping, cleaning ceiling vents, restroom cleaning etc.;
- Carry out heavy cleansing tasks if required;
- Maintain stock/file rooms;
- Cooperate with the rest of the staff;
- Follow all health and safety regulations.
- Any tasks assigned by the Program Authority.

2. Duration of Assignment and Annual Performance Assessment:

It is expected that the services of the Support Staff will commence around January, 2025 and the duration of the assignment will be for June, 2026 18 (eighteen) months, (which may change depending on the project period). Selected staff will be governed by applicable GOB rules and regulations. There will be an annual performance assessment of the incumbents by **Scheme on Improving Pension Management System and Quality and Timeliness of Financial Reporting**. Satisfactory performance will be a condition for continuation of their services.

3. Support Staff Inputs:

| Sl. No. | Name of Post | Qualification | Place of Work / Working Area | No. of Positions | Duration (Months) | Total Required Man months | Monthly Pay Person |
|---------|-------------------------|--|------------------------------|------------------|--|---------------------------|--------------------|
| 1 | 2 | 3 | 6 | 7 | 8 | 9 | 10 |
| 1 | Sohayok Service | <ul style="list-style-type: none"> • HSC or equivalent • BA will be given preference • Similar work experience will be given preference • Age should be minimum 18 years | Dhaka | 02 | 18 months (which may change depending on the project period) | 36 | As per govt. rule |
| 2 | Office Cleaning Service | <ul style="list-style-type: none"> • Minimum education Qualification class-viii • Similar work experience will be given preference | Dhaka | 01 | 18 months (which may change depending on the project period) | 18 | As per govt. rule |



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4. Hours of Works for Support Staff

- 4.1. The support staff shall provide services at the place of Scheme office, Dhaka and field level Program Area (if required).
- 4.2. The support staff shall engage directly with the employer, follow the normal Working Hours and Holidays of the Client, and entitlement to leave as per the Client's Rules.
- 4.3. The employer shall pay the consolidated pay to the support staffs as described in the relevant and applicable Government circular subject to satisfaction of the Employer upon performance of the support staff. Pay of the staff shall be determined on the basis of the time actually spent in the performance of the service at the rates specified in the contract. Pays for periods of less than one month shall be calculated on the calendar day basis for time spent on the assignment (one day being equal to 1/no. of calendar days of that month).

5. Service Provider's Obligations

- 5.1. The Service Provider shall be the appointing authority of the support staff. They would also ensure the support staff carries the ID card provided by the Service Provider.
- 5.2. The Service Provider shall arrange an Orientation/On the Job Training for the Support Staff to understand the Program activities which will be helpful to carry out the tasks.
- 5.3. The Service Provider shall ensure proper assignment and performance of the support staff in line with the requirement of the Program Authority.
- 5.4. The Service Provider shall be responsible to provide service benefits, if any and insurance for sudden accident or death to all the appointed support staffs.
- 5.5. Medical fitness: Before commencement of services, the Service Provider shall ensure medical examination of the support staff by a qualified medical practitioner and furnish the Employer with a medical report having satisfactory evidence to the Employer that the support staff is in good health and is not subject to any physical or mental disability which may hamper with the performance of the services.
- 5.6. In the event that any of the support staff is found by the Employer to be incompetent, guilty of misbehavior or incapable in discharging the assigned responsibilities, the Employer may request the Service Provider, at the expense of the Service Provider, to forthwith provide a replacement with suitable qualifications and experience acceptable to the Employer.
- 5.7. The Service Provider shall replace the staff for leave, sickness, misconduct or whose performance will not be satisfactory with an appropriate support staff during the period of absence.
- 5.8. The Service Provider shall not replace any of the staff without prior consent of the Employer/purchaser. Should it become necessary for the Service Provider to replace any of the support staff specified by name in the staffing schedule, the Service Provider shall forthwith provide a replacement acceptable to the Employer with an equal or better qualification.
- 5.9. The Service Provider shall carry out the Services in accordance with the provisions of the Contract.

6. Employer

- 6.1. The Employer will check the qualification, experience, practical fitness and police verification of the support staff prior to recruitment, deployment, placement and replacement.
- 6.2. The Government/ Program Authority shall not issue any appointment letter in favor of any of the support staff.

7. Support to be provided by the Program

- 7.1. The Program will provide necessary administrative support to the Service Provider/ Support Staff for smooth functioning of the assigned tasks as per provisions of contract.

8. Payment

- 8.1. Payments of commission will be made through Account Payee cheque in favour of the Service Provider after deduction of applicable VAT and IT as per prevailing rates.



- 8.2. Payments will be made through Account Payee cheque in favour of the support staff.
- 8.3. The Support staff will be paid a gross consolidated pay in full without deducting VAT & IT as mentioned (Column 10 of the Table under Paragraph 3. Staff Inputs) above by the Service Provider.
- 8.4. The support staff shall be deployed as a full-time staff and overtime, will be paid if the support staff requires to work for extra time after office hours or on weekends or holidays for the sake of Program activities.
- 8.5. The pays of the support staff shall not be less than what will be fixed as per the Circular No.07.111.031.01.00.005.2010-500; Date- 18-12-2019.
- 8.6. The pays of Support Staff will be adjusted, along with other relevant costs and service charges, with any change(s) in the Government rules. All the consequential additional costs shall be borne by the Program Authority.
- 8.7. Then the Service Provider shall submit monthly bill along with supporting documents and monthly report within 2nd week of next month to the Program Office. The Employer shall make payments to the Service Provider in accordance with the provision of the contract and the Service Provider shall obtain / collect payment from the Office of the Program Director within 3rd week of next month.

9. Support Staff

- 9.1. Each of the Support Staff shall have CV with telephone nos. and address (Permanent & Present).
- 9.2. Each of the Support Staff shall provide National ID through the Service Provider.
- 9.3. Each of the Support Staff shall provide affidavit that he has no Criminal Case(s) or records against him.

10. Applicable Rules

- 10.1. Relevant Acts, Rules and Regulations of GoB for out sourcing will be applicable.

