

Transaction Advisory Services for Hi-Tech Parks in Bangladesh

IT/ITES/Hi- -Tech policy

Draft for discussion

May 2015

**Submitted by:
Ernst & Young LLP (EY)**

DISCLAIMER

This IT/ITES/ Hi-Tech Policy (the "Report") has been prepared by Ernst & Young ("we" or "us") based on the information and data provided by BHTPA (the "Client" or "you") and other offices of Government of Bangladesh and other data obtained from secondary sources including web resources, public-domain information sources and our internal databases, for the Project – Transaction Advisory Services for Hi-Tech Parks in Bangladesh

In the preparation of this report, we have relied upon the information provided by the Client and have not independently verified any of such information. However, based upon the review of such information we have, wherever necessary, sought the explanations for the key trends and salient features in respect thereof.

In view of the importance to our work of the information and representations supplied to us by the management of the Client, we shall not be responsible for any losses, damages, costs or other consequences, if information material to our work is withheld or concealed from or misrepresented to us.

We have taken due care to validate the authenticity and correctness of sources used to obtain the information; however, neither we nor any of our respective partners, officers, employees, consultants or agents, provide any representations or warranties, expressed or implied, as to the authenticity, accuracy or completeness of the information, data or opinions that third parties or secondary sources provided to us.

The information and images (if any) provided or analyzed in the Report have been collated from various industry sources, including web resources, public-domain information sources and our internal databases. We have ensured reasonable care to validate the data presented in the Report; however, we have not conducted an audit, due diligence or an independent verification of such information. It is also to be noted that the images presented (if any) are pictorial representations of the overall concept and are in no way intended to represent any concrete imagery for the proposed development.

Neither we, nor affiliated partnerships or bodies corporate, nor the directors, shareholders, managers, partners, employees or agents of any of them, make any representation or warranty, express or implied, as to the accuracy, reasonableness or completeness of the information contained in this Report. All such parties and entities expressly disclaim any and all liability for, or based on or relating to any such information contained in, or errors in or omissions from, this Report or based on or relating to the recipient's use of this report.

References to us in the report relate to our advice, recommendations and analysis and do not indicate that we take any responsibility for the information concerned or are assembling or associating ourselves with any financial information, including prospective financial information.

This report has been prepared for your internal use, on your specific instructions, solely for the purpose of the project and must not be used or relied upon for any other purpose. This Report is strictly confidential, and no part thereof may be reproduced or used by any other party other than you, except as otherwise agreed between you and us. If you are permitted to disclose a report (or a portion thereof), you shall not alter, edit or modify it from the form we provided.

This report has not considered issues relevant to any third parties. Use of this Report by any third party for whatever purpose should not, and does not, absolve such third party from using its own due diligence in verifying the Report's contents. If any third party chooses to rely upon any of the contents of this Report they do so entirely at their own risk, and we shall have no responsibility whatsoever in relation to any such use. We accept no duty of care or liability of any kind whatsoever to any such third party, and no responsibility for damages, if any, suffered by any third party as a result of decisions made, or not made, or actions taken, or not taken, based on this document, unless expressly agreed between you, us and such third party in writing.

Notwithstanding anything contained herein to the contrary, we shall not be liable for any loss of profit, data, goodwill or revenues, or for any indirect, incidental, consequential, special or punitive damages that you or any third party may incur as a result of your use of this report.

This report supersedes any previous oral presentations or summaries we may have made in connection herewith. Neither we nor any of our affiliates worldwide are responsible for revising or updating this report because of events or transactions occurring subsequent to the date of this report. Any updates or second opinions on this Report cannot be sought by the management from external agencies (including our affiliates) without our prior written consent.

The information contained in the report is based on judgmental estimates and assumptions, about circumstances and events. Accordingly, we cannot provide any assurance that the projected results will be attained in this ever changing dynamic market environment.

Further, neither this report nor any part of it shall form the basis of, or be relied upon in connection with, any contract or commitment whatsoever. This report is being supplied to you solely for your information and is confidential.

In taking any commercial decisions relating to our services or this report, you shall have regard to the restrictions and limitations on our scope of services, liability and duty of care as set out in the Engagement Agreement and this Report. Accordingly, you remain responsible for all management decisions relating to our services and/or this Report, including the use or implementation of this Report.

This disclaimer forms an integral part of the report.

@ Ernst & Young, 2015

Contents

1. Introduction.....	4
2. Draft IT/ ITES/ Hi-Tech Promotion Policy- 2015-21	5

Abbreviations

HTP	Hi-Tech Park
ICT	Information And Communication Technology
IT	Information technology
ITES	Information technology Enabled Services
STP	Software Technology Park
R&D	Research and Development

1. Introduction

Bangladesh Hi-Tech Park Authority (BHTPA) is implementing a project titled Support to Development of Kaliakoir Hi-Tech Park/IT parks (SDKHTP) for establishing Hi-Tech Parks/ IT parks in Bangladesh. Project is being implemented under the Private Sector Development Support Project (PSDSP) with the financial assistance from The World Bank and DFID. Under the SDKHTP project, EY has been appointed for providing Transaction Advisory Services (TAS).

One of the deliverables under this project is the 'IT/ITES/Hi-Tech policy & Bangladesh IT/ITES Industry roadmap report', draft of which has been discussed with HTPA and other stakeholders. Inputs received on the Policy and Roadmap Report have been incorporated in this revised version and being submitted to HTPA for necessary action.

Currently, Bangladesh has 'The ICT Policy 2009' which provides specific directions and guidelines reflecting the priorities of the Digital Bangladesh agenda. This policy aims at using IT for socio economic development. Vision of ICT Policy is to expand and diversify the use of ICTs to establish a transparent, responsive and accountable government; develop skilled human resources; enhance social equity; ensure cost-effective delivery of citizen-services through public-private partnerships; and support the goal of becoming a middle-income country within 2021 and join the ranks of the developed countries of the world within thirty years.

In 2009 the National ICT Policy was broadly reformulated across select areas including education, science and technology, infrastructural development, employment generation, private sector development, agriculture, health and nutrition. Government included an e-governance vision and promotion program for the ICT sector in the sixth Five Year Plan. This vision is to support the aim of delivering significant gains in terms of productivity and employment for both domestic as well as foreign investors.

Now, since there is a policy in place which is focussed on using ICT for development and considering that HTPA mandate is to establish Hi-Tech parks in different parts of the country, this draft of policy is focused on promotion of IT/ ITES industry, essentially covering development of space for IT/ITES/ Hi-Tech industry, investment by units operating in the sector and employment of manpower in the industry. Thus, it will be pertinent to name it as **IT/ITES/ Hi-Tech Promotion Policy**. Accordingly, the policy has been drafted keeping in view the promotional aspects for development of IT/ITES industry, based on the Roadmap Report. Since government's vision is to become a middle income country by 2021, which has been carried forward in this draft of policy, policy period has been set forth to be up to 2021.

On approval of the policy, a committee drawing members from stakeholders in government, Industry and academia may be constituted to guide the implementation of the policy and hold periodic review. Updates from the review may then be discussed with the Board of Governors and the Executive Committee.

HTPA's mandate is limited to Hi-Tech parks, but as per the TAS terms of reference, 'IT/ ITES/ Hi-Tech policy and Bangladesh IT/ITES Roadmap' is to be devised. Thus this Draft is focussed on Hi-Tech Parks, while implications like skill development, incubation market development, exports, etc., will be applicable to Bangladesh as a country. Further, it is also understood that going forward, most of the industry will be housed in Hi-Tech Parks/ STP and focussed approach may work better. For proper implementation of the policy, HTPA may have to reorganise its activities and get more officials.

2. Draft IT/ITES/Hi-Tech Promotion Policy- 2015-21

(Draft) IT/ITES/Hi-Tech Promotion Policy- 2015-21

Bangladesh Hi-Tech Park Authority
Ministry of Information & communication Technology (ICT) Division
Government of People's Republic of Bangladesh

Preamble

Owing to its easy accessibility and the wide range of applications, the IT/ ITES/ Hi-Tech sector has emerged as a major global source of growth and employment. As per Gartner, the IT and IT enabled services (ITES) sector is estimated to be a USD 3.74 trillion market by 2014. In 2015 IT spending is expected to go up by 3.7% to 3.88 trillion.

IT/ ITES/ Hi-Tech is a meta resource that finds application in different areas across manufacturing, services and governance. The industry not only provides key inputs for economic development but also offers opportunities for global integration. It provides jobs to professionals, revenue to units, taxes to government and IT products and services to the businesses, government, social sector and individual customers, besides other benefits. This presents a huge opportunity for IT/ ITES/ Hi-Tech Industry.

IT/ ITES/ Hi-Tech sector is a high-efficiency enabler for many other industries and social sectors. IT/ ITES/ Hi-Tech has touched almost all other industry verticals improving their productivity and accelerating growth. With the widespread diffusion of IT/ ITES/ Hi-Tech product and services, one can clearly see an upsurge in productivity in sectors of the economy that have invested most in the technology. Research has shown that investment in information and communication technology is associated with benefits like higher productivity, lower costs, new economic opportunities, job creation, innovation and increased trade. In last ten years.

IT/ITES/ Hi-Tech is also a rapidly evolving industry and its ecosystem will essentially involve IT/ITES/ Hi-Tech Parks/ Infrastructure, IT/ITES/ Hi-Tech Industry, Internet Connectivity, Manpower availability, Skill development, Academia, Research, Incubation support, Outsourcing and Exports.

The Government of Bangladesh has declared 'Vision 2021' with a target to make Bangladesh as a middle income country using Information and Communication Technology (ICT). ICT has also been considered as a thrust sector. Thus development of IT/ITES/ Hi-Tech industry has become more important for the country.

IT/ ITES/ Hi-Tech sector in Bangladesh is a very vibrant industry and is supported by an enthusiastic culture. Government is committed to providing a pro-business climate for all investors. IT/ ITES/ Hi-Tech sector is now thriving in the country, supplying products and services to domestic as well as markets worldwide.

In this context, provisions of IT/ITES/ Hi-Tech Policy are detailed as under.

Vision

To create a vibrant IT/ ITES/ Hi-Tech industry in Bangladesh employing one million people by the year 2021 and support the country to become a middle income country by 2021.

Mission

- 1. Supporting development of Hi-Tech Park Infrastructure**
 - 1.1 To get IT/ ITES/ Hi-Tech Parks developed in various parts of the country
 - 1.2 To provide for private IT/ ITES/ Hi-Tech Parks/ STPs to be developed
 - 1.3 To support availability of sufficient supportive infrastructure at Hi-tech Parks and STPs
- 2. Attracting Investments in IT/ ITES/ Hi-Tech sector**
 - 2.1 To attract, facilitate and promote domestic and foreign investments in IT/ ITES/ Hi-Tech sector
- 3. Supporting growth of IT/ ITES/ Hi-Tech sector**
 - 3.1 To support units in IT/ITES/ Hi-Tech sector to grow at a faster pace
 - 3.2 To support developing a vibrant freelancing/ Microwork industry
 - 3.3 To promote research and development in the IT/ ITES/ Hi-Tech sector
- 4. Promoting exports in IT/ ITES/ Hi-Tech sector**
 - 4.1 To achieve higher participation in global IT/ ITES/ Hi-Tech sector value chains and exports from Bangladesh
- 5. Promoting Skill development**
 - 5.1 To promote skill development at appropriate levels to make available suitably trained manpower to support growth of industry
- 6. Empowering Incubation ecosystem**
 - 6.1 To support incubation ecosystem to be built-up and developed in the industry

Objectives

Followings are the key objectives of the policy during the policy period:

- To make available 100 million sqf of space available at IT/ITES/ Hi-Tech Parks/ STPs
- To promote and develop employment opportunities in the IT/ ITES/ Hi-Tech sector and provide direct employment to 1 million people by 2021
- To increase the investment by IT/ITES/ Hi-Tech units to USD 3000 million
- To increase the Bangladesh's IT/ITES/ Hi-Tech industry turnover to USD 5900 million
- To increase IT/ITES/ Hi-Tech industry exports to USD 550 million
- To support availability of skilled manpower
- To have a vibrant IT/ITES/ Hi-Tech incubation ecosystem, well integrated with the global network

Strategies

1. Supporting development of Hi-Tech Park Infrastructure
 - 1.1 To get IT/ ITES/ Hi-Tech Parks developed in various parts of the country
 - 1.1.1 Inviting and supporting developers to set up parks in PPP mode providing a conducive business environment for units operating from there
 - 1.1.2 Developing Hi-Tech Parks wherever needed, with public money and operate providing a conducive business environment for units

- 1.2 To provide for private IT/ ITES/ Hi-Tech Parks/ STPs to be developed
 - 1.2.1 Invite proposals, evaluate and approve setting up of private HTPs/ STPs as per approved guidelines
 - 1.2.2 Ensure proper operations and maintenance of private HTPs/ STPs to provide a conducive environment for units operate
- 1.3 To support availability of sufficient supportive infrastructure at Hi-tech Parks and STPs
 - 1.3.1 Engage with agencies to ensure sufficient internet connectivity, power availability, telephone and other such facilities necessary for smooth operation of IT/ ITES/ Hi-tech Parks and units therein
 - 1.3.2 Engage with government and other agencies to improve public facilities like approach roads, rail network, electricity, residential school, banking, postal facilities, hospital and shopping facilities to support IT/ ITES/ Hi-Tech parks and STPs being developed
- 2. Attracting Investments in IT/ ITES/ Hi-Tech sector
 - 2.1 To attract, facilitate and promote domestic and foreign investments in IT/ ITES/ Hi-Tech sector
 - 2.1.1 Create an institutional framework to set up a single window mechanism (including visa related facilitation) to facilitate investments in the IT/ITES/ Hi-Tech sector in the country
 - 2.1.2 Provide a competitive preferential package to domestic and foreign companies to incentivise IT/ITES/ Hi-Tech Parks being developed
 - 2.1.3 Make available IT/ITES/ Hi-Tech space with suitable facilities as per global standards available to units in the IT/ITES/ Hi-Tech sector at competitive price
 - 2.1.4 Promote Bangladesh as a destination of choice for investment in IT/ITES/ Hi-Tech sector by building linkages and participation at appropriate international forums and in strategic markets
 - 2.1.5 Engage with global IT/ITES/ Hi-Tech promotion agencies to promote interests of Bangladesh's IT/ITES/ Hi-Tech industry
 - 2.1.6 Create awareness among stakeholders in government about IT/ITES/ Hi-Tech industry through workshops, seminars and training programmes
- 3. Supporting growth of IT/ ITES/ Hi-Tech sector
 - 3.1 To support units in IT/ITES/ Hi-Tech sector to grow at a faster pace
 - 3.1.1 Promote standardization and quality control in products, services and after sales service in domestic market as well as for exports at par with global standard
 - 3.1.2 Establish portfolio based recognition for IT/ ITES/ Hi-Tech units to promote healthy competition among companies in Bangladesh operating in domestic as well as in global market
 - 3.1.3 Support preference for sourcing of IT/ ITES/ Hi-Tech products and services from companies doing higher value addition in Bangladesh
 - 3.1.4 Support industry to participate early in emerging and new technologies such as Social, Mobile, Analytics and Cloud, Security, Testing, etc.
 - 3.1.5 Promote 'Knowledge Management' as a tool to scale up the value chain
 - 3.1.6 Promote adoption of best Human Resource practices by the units in the industry
 - 3.1.7 Engage with stakeholders in the financial sector to enable easy sourcing of capital and forex by units in IT/ ITES/ Hi-Tech sector

- 3.2 To support developing a vibrant freelancing/ Microwork industry
- 3.2.1 Create an institutional framework to consolidate gains in the freelancing activity/ Microwork in the country and pursue growth

- 3.3 To promote research and development in the IT/ ITES/ Hi-Tech sector
- 3.3.1 Support setting up Centres of Excellence (CoE) in specific technologies and processes and related infrastructure at Universities, academic institutes and other suitable agencies
- 3.3.2 Support establishing two-way Industry-academia R&D linkages
- 3.3.3 Support academic institutions, R&D organisations and units to register for IPR (Intellectual Property Rights) of technologies developed

- 4. Promoting exports in IT/ ITES/ Hi-Tech sector
- 4.1 To achieve higher participation in global IT/ ITES/ Hi-Tech sector value chains and exports from Bangladesh
- 4.1.1 Set supportive institutional framework and infrastructure at HTPs/ STPs to promote exports by establishing suitable linkages, collaborative opportunities, providing market intelligence and facilitate business transactions
- 4.1.2 Ensure quality of IT/ITES/ Hi-Tech products being exported at all stages of interaction from approaching companies to providing after sales service
- 5. Promoting Skill development
- 5.1 To promote skill development at appropriate levels to make available suitably trained manpower to support growth of industry
- 5.1.1 Support skill development before entry level, at entry level and during employment
- 5.1.2 National Occupational Competency Standards to be formulated for employment in IT/ ITES/ Hi-Tech to help units and professionals set right expectations form a role
- 5.1.3 Establish 'National IT Skills Repository' to map the manpower availability, progression and need for IT skills

- 6. Empowering Incubation ecosystem
- 6.1 To support incubation ecosystem to be built-up and developed in the industry
- 6.1.1 Support setting up of seed funds and Venture capital funds
- 6.1.2 Support for incubation infrastructure at HTP/ STP, Universities and academia to promote incubation culture

Yearly Action Plan

1. Supporting development of Hi-Tech Park Infrastructure

Action Item	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Estimated Total space being added/ developed (Million sqf)	0.395	1.06	12.35	32.8	53.4	0**
Estimated Capital Investment in development of HTS/ STPs (M USD)	25.26	67.78	789.67	2097.25	3414.42	0**
**2020-21 has been kept as a reserve year for contingencies/ time overrun						
1.1 To get IT/ ITES/ Hi-Tech Parks developed in various parts of the country						
1.1.1 Inviting and supporting developers to set up parks in PPP mode providing a conducive business environment for units operating from there * Assuming that 20% of the additional space required (other than currently planned) will be developed under PPP mode and rest will be through	Ensure that developers identified for block 2, 3 & 5 at KHTP to start work for at least one MTB in each block (total of 0.1 million sqf to be operational by next year) and completion of shell structure for additional 0.4 million sqf Get developer for block 4 at KHTP Initiate activity to provide support services like dormitory, housing, food court, bank, customs, postal, transport, internet, power, etc. in Block 1 Ensure that 0.015 million sqf	Monitor that development work KHTP is as per plan to ensure availability of additional 0.4 million sqf by next year and completion of shell structure for additional 0.5 million sqf Ensure that 0.1 million sqf at KHTP is operational Monitor progress to provide support services like dormitory, housing, food court, bank, customs, postal,	Monitor that development work KHTP is as per plan to ensure availability of additional 0.5 million sqf by next year and completion of shell structure for additional 0.7 million sqf Ensure that additional 0.4 million sqf at KHTP is operational Block 1 support services like dormitory, housing, food court, bank, customs, postal, transport, internet,	Monitor that development work KHTP is as per plan to ensure availability of additional 0.7 million sqf by next year Ensure that additional 0.5 million sqf at KHTP is operational	Monitor that development work KHTP is as per plan Ensure that additional 0.7 million sqf at KHTP is operational	

<p>Private STP/HTP</p> <p>* Another 97 acres of land is being acquired and will also required to be taken into action plan to be developed in PPP mode or with government, after acquisition</p>	<p>at KHTP is operational</p>	<p>transport, internet, power, etc. in Block 1 and completion by next year</p> <p>Ensure that the developed area is being maintained to the satisfaction of units operating from there</p>	<p>power, etc. to be ensured</p> <p>Ensure that the developed area is being maintained to the satisfaction of units operating from there</p>	<p>Ensure that the developed area is being maintained to the satisfaction of units operating from there</p>	<p>Ensure that the developed area is being maintained to the satisfaction of units operating from there</p>	<p>Ensure that the developed area is being maintained to the satisfaction of units operating from there</p>
	<p>Earmark available land, get DPR prepared, Issue RFP and identify developer for HTP at Rajshahi</p>	<p>Monitor that development work is as per plan and shell structure for 0.1 million sqf is built up</p>	<p>Monitor that development work is as per plan and shell structure for another 0.1 million sqf is built up</p> <p>Ensure that 0.1 million sqf is operational</p> <p>Ensure that the developed area is being maintained to the satisfaction of units operating from there</p>	<p>Monitor that development work is as per plan and shell structure for another 0.2 million sqf is built up</p> <p>Ensure that additional 0.1 million sqf is operational</p> <p>Ensure that the developed area is being maintained to the satisfaction of units operating from there</p>	<p>Monitor that development work is as per plan</p> <p>Ensure that additional 0.2 million sqf is operational</p> <p>Ensure that the developed area is being maintained to the satisfaction of units operating from there</p>	<p>Ensure that the developed area is being maintained to the satisfaction of units operating from there</p>

	Earmark available land, get DPR prepared, Issue RFP and identify developer for HTP at Chittagong	Monitor that development work is as per plan and shell structure for 0.05 million sqf is built up	<p>Monitor that development work is as per plan and shell structure for another 0.2 million sqf is built up</p> <p>Ensure that 0.05 million sqf is operational</p> <p>Ensure that the developed area is being maintained to the satisfaction of units operating from there</p>	<p>Monitor that development work is as per plan and shell structure for another 0.4 million sqf is built up</p> <p>Ensure that another 0.2 million sqf is operational</p> <p>Ensure that the developed area is being maintained to the satisfaction of units operating from there</p>	<p>Monitor that development work is as per plan</p> <p>Ensure that additional 0.4 million sqf is operational</p> <p>Ensure that the developed area is being maintained to the satisfaction of units operating from there</p>	<p>Ensure that the developed area is being maintained to the satisfaction of units operating from there</p>
	Earmark available land, get DPR prepared, Issue RFP and identify developer for HTP at Sylhet	Monitor that development work is as per plan and shell structure for 0.1 million sqf is built up	<p>Monitor that development work is as per plan and shell structure for another 0.3 million sqf is built up</p> <p>Ensure that 0.1 million sqf is operational</p> <p>Ensure that the developed area is being maintained to the satisfaction of units operating from there</p>	<p>Monitor that development work is as per plan another and shell structure for another 0.3 million sqf is built up</p> <p>Ensure that another 0.3 million sqf is operational</p> <p>Ensure that the developed area is being maintained to the satisfaction of units operating from there</p>	<p>Monitor that development work is as per plan</p> <p>Ensure that another 0.3 million sqf is operational</p> <p>Ensure that the developed area is being maintained to the satisfaction of</p>	<p>Ensure that the developed area is</p>

					units operating from there	being maintained to the satisfaction of units operating from there
	Identify land parcel, issue RFP and identify developer for more STPs (2 Million sqf built up area to be available by 2017-18)	Identify land parcel, issue RFP and identify developer for more STPs (6 Million sqf built up area to be available by 2018-19)	Identify land parcel, issue RFP and identify developer for more STPs (10 Million sqf built up area to be available by 2019-20)	Ensure completion and initiation of operations	Ensure completion and initiation of operations	Ensure completion and initiation of operations
1.1.2 Developing Hi-Tech Parks wherever needed, with public money and operate providing a conducive business environment for units	Ensure Phase II at JSTP is being developed as per plan	Ensure completion of Phase II at JSTP	--	--	--	--
	Monitor PMC at JSTP to ensure achievement of occupancy	Monitor PMC at JSTP to ensure achievement of occupancy Ensure that the developed area is being maintained to the satisfaction of units operating from there	Monitor PMC at JSTP to ensure achievement of occupancy Ensure that the developed area is being maintained to the satisfaction of units operating from there	Monitor PMC at JSTP to ensure achievement of occupancy Ensure that the developed area is being maintained to the satisfaction of units operating from there	Monitor PMC at JSTP to ensure achievement of occupancy Ensure that the developed area is being maintained to the satisfaction of units operating from there	Monitor PMC at JSTP to ensure achievement of occupancy Ensure that the developed area is being maintained to the satisfaction of units operating from there
	Get 100% occupancy for Janata Tower	Ensure that the developed area is being maintained to the satisfaction of units operating from there	Ensure that the developed area is being maintained to the satisfaction of units operating from there	Ensure that the developed area is being maintained to the satisfaction of units operating from there	Ensure that the developed area is being maintained to the satisfaction of units operating from there	Ensure that the developed area is being maintained to the satisfaction of units operating from there
	Get possession of land and appoint EPC contractor to start development at 12 STPs Shell structure to be created for 6 million sqf to be	Monitor that development work is as per plan Shell structure to be created for another 15	Monitor that development work is as per plan Shell structure to be created for another	Monitor that development work is as per plan	Monitor that development work is as per plan	

	operation by next year	million sqf to be operation by next year Ensure that 6 million sqf is operational Ensure that the developed area is being maintained to the satisfaction of units operating from there	additional 15 million sqf to be operation by next year Ensure that 15 million sqf is operational Ensure that the developed area is being maintained to the satisfaction of units operating from there	Ensure that additional 15 million sqf is operational Ensure that the developed area is being maintained to the satisfaction of units operating from there	Ensure that the developed area is being maintained to the satisfaction of units operating from there	Ensure that the developed area is being maintained to the satisfaction of units operating from there
	Support development of additional STPs at cities with sufficient educational infrastructure, in case planned space from Private and PPP mode is not coming through	Support development of additional STPs at cities with sufficient educational infrastructure, in case planned space from Private and PPP mode is not coming through	Support development of additional STPs at cities with sufficient educational infrastructure, in case planned space from Private and PPP mode is not coming through	Support development of additional STPs at cities with sufficient educational infrastructure, in case planned space from Private and PPP mode is not coming through	Support development of additional STPs at cities with sufficient educational infrastructure, in case planned space from Private and PPP mode is not coming through	Support development of additional STPs at cities with sufficient educational infrastructure, in case planned space from Private and PPP mode is not coming through

Action Item	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
1.2 To provide for private IT/ ITES/ Hi-Tech Parks/ STPs to be developed						
1.2.1 Invite proposals, evaluate and approve setting up of private HTPs/ STPs as per approved	Get proposals to set up and operationalize built up area of more than 1 million sqf Ensure that 0.25 million sqf of built up area is operational	Get proposals to set up and operationalize built up area of more than 41million sqf Ensure that additional 0.2 million sqf of built up area is operational	Get proposals to set up and operationalize built up area of more than 121 million sqf Ensure that additional 0.2 million sqf of built up area is operational	Get proposals to set up and operationalize built up area of more than 209 million sqf Ensure that additional 8.2 million sqf of built up area is operational	Ensure that additional	Ensure that additional

guidelines * Assuming 2 years period for development and 5:1 ratio from application to development					24.2 million sqf of built up area is operational	41.8 million sqf of built up area is operational
1.2.2 Ensure proper operations and maintenance of private HTPs/ STPs to provide a conducive environment for units operate	Periodic monitoring to ensure that IT/ITES/ Hi-Tech space is being operated to the satisfaction of all stakeholders offering enough growth opportunities as per operations manual and grievance redressal guidelines	Periodic monitoring to ensure that IT/ITES/ Hi-Tech space is being operated to the satisfaction of all stakeholders offering enough growth opportunities as per operations manual and grievance redressal guidelines	Periodic monitoring to ensure that IT/ITES/ Hi-Tech space is being operated to the satisfaction of all stakeholders offering enough growth opportunities as per operations manual and grievance redressal guidelines	Periodic monitoring to ensure that IT/ITES/ Hi-Tech space is being operated to the satisfaction of all stakeholders offering enough growth opportunities as per operations manual and grievance redressal guidelines	Periodic monitoring to ensure that IT/ITES/ Hi-Tech space is being operated to the satisfaction of all stakeholders offering enough growth opportunities as per operations manual and grievance redressal guidelines	Periodic monitoring to ensure that IT/ITES/ Hi-Tech space is being operated to the satisfaction of all stakeholders offering enough growth opportunities as per operations manual and grievance redressal guidelines

Action Item	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
1.3 To support availability of sufficient supportive infrastructure at Hi-tech Parks and STPs						
1.3.1 Engage with agencies to ensure sufficient internet connectivity, power availability, telephone and other such facilities necessary for smooth operation of	Sign Memorandum of Understanding with Internet Service Providers, Telecom operators and Power distribution companies to make available sufficient bandwidth, telephone connections and power supply as per area getting developed in respective years	Ensure availability of sufficient bandwidth, telephone connections and power supply as per Memorandum of Understanding with Internet Service Providers, Telecom operators and Power distribution, made available as per demand at by HTPs and STPs	Ensure availability of sufficient bandwidth, telephone connections and power supply as per Memorandum of Understanding with Internet Service Providers, Telecom operators and Power distribution, made available as per demand at by HTPs and STPs	Ensure availability of sufficient bandwidth, telephone connections and power supply as per Memorandum of Understanding with Internet Service Providers, Telecom operators and Power distribution, made available as per demand at by HTPs and STPs	Ensure availability of sufficient bandwidth, telephone connections and power supply as per Memorandum of Understanding with Internet Service Providers, Telecom operators and Power distribution, made available as per demand at by HTPs and STPs	Ensure availability of sufficient bandwidth, telephone connections and power supply as per Memorandum of Understanding with Internet Service Providers, Telecom operators and Power distribution, made available as per demand at by HTPs and STPs

IT/ ITES/ Hi-tech Parks and units therein						
<p>1.3.2 Engage with government and other agencies to improve public facilities like approach roads, rail network, air connectivity, electricity, residential school, banking, postal facilities, hospital and shopping facilities to support IT/ ITES/ Hi-Tech parks and STPs being developed (Particularly focus on direct air connectivity with Bangalore and Hyderabad in India and Manila in Philippines)</p>	<p>Assess (1) rail connectivity, (2) road connectivity, (3) air connectivity to the city where HTPs/ STPs are being located (4) as well as access to the site within city and to undertake take necessary engagement and sign MoU with railways, road transport, airport authority and local authorities to ensure proper access to the site and its maintenance.</p> <p>Follow-up with concerned authorities to enforce the MoU</p> <p>Assess residential, school, banking, postal facilities, hospital and shopping facilities and engage with respective stakeholders in government to ensure requisite city infrastructure/ facilities</p>	<p>Assess (1) rail connectivity, (2) road connectivity, (3) air connectivity to the city where HTPs/ STPs are being located (4) as well as access to the site within city and to undertake take necessary engagement and sign MoU with railways, road transport, airport authority and local authorities to ensure proper access to the site and its maintenance.</p> <p>Follow-up with concerned authorities to enforce the MoU</p> <p>Assess residential, school, banking, postal facilities, hospital and shopping facilities and engage with respective stakeholders in government to ensure requisite city infrastructure/ facilities</p>	<p>Assess (1) rail connectivity, (2) road connectivity, (3) air connectivity to the city where HTPs/ STPs are being located (4) as well as access to the site within city and to undertake take necessary engagement and sign MoU with railways, road transport, airport authority and local authorities to ensure proper access to the site and its maintenance.</p> <p>Follow-up with concerned authorities to enforce the MoU</p> <p>Assess residential, school, banking, postal facilities, hospital and shopping facilities and engage with respective stakeholders in government to ensure requisite city infrastructure/ facilities</p>	<p>Assess (1) rail connectivity, (2) road connectivity, (3) air connectivity to the city where HTPs/ STPs are being located (4) as well as access to the site within city and to undertake take necessary engagement and sign MoU with railways, road transport, airport authority and local authorities to ensure proper access to the site and its maintenance.</p> <p>Follow-up with concerned authorities to enforce the MoU</p> <p>Assess residential, school, banking, postal facilities, hospital and shopping facilities and engage with respective stakeholders in government to ensure requisite city infrastructure/ facilities</p>	<p>Assess (1) rail connectivity, (2) road connectivity, (3) air connectivity to the city where HTPs/ STPs are being located (4) as well as access to the site within city and to undertake take necessary engagement and sign MoU with railways, road transport, airport authority and local authorities to ensure proper access to the site and its maintenance.</p> <p>Follow-up with concerned authorities to enforce the MoU</p> <p>Assess residential, school, banking, postal facilities, hospital and shopping facilities and engage with respective stakeholders in government to ensure requisite city infrastructure/ facilities</p>	<p>Assess (1) rail connectivity, (2) road connectivity, (3) air connectivity to the city where HTPs/ STPs are being located (4) as well as access to the site within city and to undertake take necessary engagement and sign MoU with railways, road transport, airport authority and local authorities to ensure proper access to the site and its maintenance.</p> <p>Follow-up with concerned authorities to enforce the MoU</p> <p>Assess residential, school, banking, postal facilities, hospital and shopping facilities and engage with respective stakeholders in government to ensure requisite city infrastructure/ facilities</p>

	to support HTP/ STP. Showcasing the HTP/STP related demand, profile the city of HTP/ STP for stakeholders to appreciate and engage with private developers to make available above facilities.	to support HTP/ STP. Showcasing the HTP/STP related demand, profile the city of HTP/ STP for stakeholders to appreciate and engage with private developers to make available above facilities.	to support HTP/ STP. Showcasing the HTP/STP related demand, profile the city of HTP/ STP for stakeholders to appreciate and engage with private developers to make available above facilities.	to support HTP/ STP. Showcasing the HTP/STP related demand, profile the city of HTP/ STP for stakeholders to appreciate and engage with private developers to make available above facilities.	to support HTP/ STP. Showcasing the HTP/STP related demand, profile the city of HTP/ STP for stakeholders to appreciate and engage with private developers to make available above facilities.	to support HTP/ STP. Showcasing the HTP/STP related demand, profile the city of HTP/ STP for stakeholders to appreciate and engage with private developers to make available f above acilities.
--	---	---	---	---	---	--

2. Attracting Investments in IT/ ITES/ Hi-Tech sector

Action Item	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Expected Investment by IT/ ITES Units (Mn USD)	576	807	1129	1581	2214	3000
2.1 To attract, facilitate and promote domestic and foreign investments in IT/ ITES/ Hi-Tech sector						
2.1.1 Create an institutional framework to set up a single window mechanism (including visa related facilitation) to facilitate investments in the IT/ITES/ Hi-Tech sector in the country	Formulate and institutionalize a Single Window mechanism, engaging with stakeholders in government to facilitate investment as well as to overcome ongoing challenges being faced by the industry Make available people with requisite skills and experience to manage operations of Single	Implement, monitor and review working of Single Window mechanism, engaging with stakeholders in government to facilitate investment as well as to overcome ongoing challenges being faced by the industry Make available people with requisite skills and experience to manage operations of Single	Implement, monitor and review working of Single Window mechanism, engaging with stakeholders in government to facilitate investment as well as to overcome ongoing challenges being faced by the industry Make available people with requisite skills and experience to manage operations of Single	Implement, monitor and review working of Single Window mechanism, engaging with stakeholders in government to facilitate investment as well as to overcome ongoing challenges being faced by the industry Make available people with requisite skills and experience to manage operations of Single	Implement, monitor and review working of Single Window mechanism, engaging with stakeholders in government to facilitate investment as well as to overcome ongoing challenges being faced by the industry Make available people with requisite skills and experience to manage operations of Single	Implement, monitor and review working of Single Window mechanism, engaging with stakeholders in government to facilitate investment as well as to overcome ongoing challenges being faced by the industry Make available people with requisite skills and experience to manage operations of Single

	Window at HTPA and at respective HTPs/ STPs, wherever feasible	Window at HTPA and at respective HTPs/ STPs, wherever feasible	Window at HTPA and at respective HTPs/ STPs, wherever feasible	Window at HTPA and at respective HTPs/ STPs, wherever feasible	Window at HTPA and at respective HTPs/ STPs, wherever feasible	Window at HTPA and at respective HTPs/ STPs, wherever feasible
2.1.2 Provide a competitive preferential package to domestic and foreign companies to incentivise IT/ITES/ Hi-Tech Parks being developed	Develop a Standard operating procedure for disbursement of incentives Ensure speedy assessment and disbursal of incentives using a standard operating procedure Make available people with requisite skills and experience to manage disbursement	Review the Standard operating procedure for disbursement of incentives Ensure speedy assessment and disbursal of incentives using a standard operating procedure Make available people with requisite skills and experience to manage disbursement	Review the Standard operating procedure for disbursement of incentives Ensure speedy assessment and disbursal of incentives using a standard operating procedure Make available people with requisite skills and experience to manage disbursement	Review the Standard operating procedure for disbursement of incentives Ensure speedy assessment and disbursal of incentives using a standard operating procedure Make available people with requisite skills and experience to manage disbursement	Review the Standard operating procedure for disbursement of incentives Ensure speedy assessment and disbursal of incentives using a standard operating procedure Make available people with requisite skills and experience to manage disbursement	Review the Standard operating procedure for disbursement of incentives Ensure speedy assessment and disbursal of incentives using a standard operating procedure Make available people with requisite skills and experience to manage disbursement
2.1.3 Make available IT/ITES/ Hi-Tech space with suitable facilities as per global standards available to units in the IT/ITES/ Hi-Tech sector at competitive price	Monitor operations of approved HTPs/ STPs through a committee drawing members from concerned Government departments, Industry and academia	Monitor operations of approved HTPs/ STPs through a committee drawing members from concerned Government departments, Industry and academia	Monitor operations of approved HTPs/ STPs through a committee drawing members from concerned Government departments, Industry and academia	Monitor operations of approved HTPs/ STPs through a committee drawing members from concerned Government departments, Industry and academia	Monitor operations of approved HTPs/ STPs through a committee drawing members from concerned Government departments, Industry and academia	Monitor operations of approved HTPs/ STPs through a committee drawing members from concerned Government departments, Industry and academia
2.1.4 Promote Bangladesh as a destination of choice for investment in IT/ITES/ Hi-Tech sector by building	Develop and continuously update promotional material for Bangladesh as a country and HTP/ STPs, including a responsive website	Develop and continuously update promotional material for Bangladesh as a country and HTP/ STPs, including a responsive website	Develop and continuously update promotional material for Bangladesh as a country and HTP/ STPs, including a responsive website	Develop and continuously update promotional material for Bangladesh as a country and HTP/ STPs, including a responsive website	Develop and continuously update promotional material for Bangladesh as a country and HTP/ STPs, including a responsive website	Develop and continuously update promotional material for Bangladesh as a country and HTP/ STPs, including a responsive website

<p>linkages and participation at appropriate international forums and in strategic markets</p> <p>* Target markets for continuous visibility are, US, Canada, West Europe, Japan, Middle East, Asia Pacific and Australia</p> <p>+An international advisory committee drawing members from sourcing and target countries may be formed. This will reinforce connect with those countries. Committee may meet at the domestic event created. They may then also speak at the event and attract participants.</p>	<p>and short video</p> <p>Develop a database and lead monitoring tool to continuously engage with investors (Developers and Companies) (domestic and in target countries) on HTPA initiatives, achievements, success stories, client testimonials, and branding Bangladesh themes through mailers, social media, text messages (SMS and What's app), TV/ Radio/ Newspaper campaigns, etc.</p> <p>Participate in 4-6 international forums each year along with the industry</p> <p>+Create at least one event for IT/ITES/ Hi-Tech Industry for domestic and foreign players to participate and engage with the stakeholders in Bangladesh</p> <p>Create a Roadshow on</p>	<p>and short video</p> <p>Service the database and lead monitoring tool to continuously engage with investors (Developers and Companies) (domestic and in target countries) on HTPA initiatives, achievements, success stories, client testimonials, and branding Bangladesh themes through mailers, social media, text messages (SMS and What's app), TV/ Radio/ Newspaper campaigns, etc.</p> <p>Participate in 4-6 international forums each year along with the industry</p> <p>Create at least one event for IT/ITES/ Hi-Tech Industry for domestic and foreign players to participate and engage with the stakeholders in Bangladesh</p> <p>Create a Roadshow on</p>	<p>and short video</p> <p>Service the database and lead monitoring tool to continuously engage with investors (Developers and Companies) (domestic and in target countries) on HTPA initiatives, achievements, success stories, client testimonials, and branding Bangladesh themes through mailers, social media, text messages (SMS and What's app), TV/ Radio/ Newspaper campaigns, etc.</p> <p>Participate in 4-6 international forums each year along with the industry</p> <p>Create at least one event for IT/ITES/ Hi-Tech Industry for domestic and foreign players to participate and engage with the stakeholders in Bangladesh</p> <p>Create a Roadshow on</p>	<p>and short video</p> <p>Service the database and lead monitoring tool to continuously engage with investors (Developers and Companies) (domestic and in target countries) on HTPA initiatives, achievements, success stories, client testimonials, and branding Bangladesh themes through mailers, social media, text messages (SMS and What's app), TV/ Radio/ Newspaper campaigns, etc.</p> <p>Participate in 4-6 international forums each year along with the industry</p> <p>Create at least one event for IT/ITES/ Hi-Tech Industry for domestic and foreign players to participate and engage with the stakeholders in Bangladesh</p> <p>Create a Roadshow on</p>	<p>and short video</p> <p>Service the database and lead monitoring tool to continuously engage with investors (Developers and Companies) (domestic and in target countries) on HTPA initiatives, achievements, success stories, client testimonials, and branding Bangladesh themes through mailers, social media, text messages (SMS and What's app), TV/ Radio/ Newspaper campaigns, etc.</p> <p>Participate in 4-6 international forums each year along with the industry</p> <p>Create at least one event for IT/ITES/ Hi-Tech Industry for domestic and foreign players to participate and engage with the stakeholders in Bangladesh</p> <p>Create a Roadshow on</p>	<p>and short video</p> <p>Service the database and lead monitoring tool to continuously engage with investors (Developers and Companies) (domestic and in target countries) on HTPA initiatives, achievements, success stories, client testimonials, and branding Bangladesh themes through mailers, social media, text messages (SMS and What's app), TV/ Radio/ Newspaper campaigns, etc.</p> <p>Participate in 4-6 international forums each year along with the industry</p> <p>Create at least one event for IT/ITES/ Hi-Tech Industry for domestic and foreign players to participate and engage with the stakeholders in Bangladesh</p> <p>Create a Roadshow on</p>
---	---	--	--	--	--	--

	launch of every new facility for domestic industry Take help of Bangladesh's embassies in target countries to set up promotional activities	launch of every new facility for domestic industry Take help of Bangladesh's embassies in target countries to set up promotional activities	launch of every new facility for domestic industry Take help of Bangladesh's embassies in target countries to set up promotional activities	launch of every new facility for domestic industry Take help of Bangladesh's embassies in target countries to set up promotional activities	launch of every new facility for domestic industry Take help of Bangladesh's embassies in target countries to set up promotional activities	launch of every new facility for domestic industry Take help of Bangladesh's embassies in target countries to set up promotional activities
2.1.5 Engage with global IT/ITES/ Hi-Tech promotion agencies to promote interests of Bangladesh's IT/ITES/ Hi-Tech industry	Get membership of Global Investment promotion agencies and Global IT/ ITES/ Hi-Tech Associations and also in target countries to remain informed of opportunities and participate in promotional and consultative forums to represent Bangladesh and pursue Bangladesh's interests	Participation in promotional and consultative forums to represent Bangladesh and pursue Bangladesh's interests	Participation in promotional and consultative forums to represent Bangladesh and pursue Bangladesh's interests	Participation in promotional and consultative forums to represent Bangladesh and pursue Bangladesh's interests	Participation in promotional and consultative forums to represent Bangladesh and pursue Bangladesh's interests	Participation in promotional and consultative forums to represent Bangladesh and pursue Bangladesh's interests
2.1.6 Create awareness among stakeholders in government about IT/ITES/ Hi-Tech industry through workshops, seminars and training programmes	Organise 4-6 workshops, seminar and training programmes each year for stakeholders in government on IT/ ITES/ Hi-Tech industry, HTP/ STP management and operations, PPP, Procurement, Incubation-Venture	Organise 4-6 workshops, seminar and training programmes each year for stakeholders in government on IT/ ITES/ Hi-Tech industry, HTP/ STP management and operations, PPP, Procurement, Incubation-Venture	Organise 4-6 workshops, seminar and training programmes each year for stakeholders in government on IT/ ITES/ Hi-Tech industry, HTP/ STP management and operations, PPP, Procurement, Incubation-Venture	Organise 4-6 workshops, seminar and training programmes each year for stakeholders in government on IT/ ITES/ Hi-Tech industry, HTP/ STP management and operations, PPP, Procurement, Incubation-Venture	Organise 4-6 workshops, seminar and training programmes each year for stakeholders in government on IT/ ITES/ Hi-Tech industry, HTP/ STP management and operations, PPP, Procurement, Incubation-Venture	Organise 4-6 workshops, seminar and training programmes each year for stakeholders in government on IT/ ITES/ Hi-Tech industry, HTP/ STP management and operations, PPP, Procurement, Incubation-Venture

	Capital ecosystem					
--	-------------------	-------------------	-------------------	-------------------	-------------------	-------------------

3. Supporting growth of IT/ ITES/ Hi-Tech sector

Action Item	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Estimated Annual Estimated Revenue (Mn USD)	1098	1537	2151	3012	4217	5904
3.1 To support units in IT/ITES/ Hi-Tech sector to grow at a faster pace						
3.1.1 Promote standardization and quality control in products, services and after sales service in domestic market as well as for exports at par with global standards	Lay out Quality code of conduct (QCoC) for IT/ITES/ Hi-Tech units as well as freelancers, at par with global standards At least two workshops to be conducted per year Create a mechanism for adoption of QCoC by units and freelancers	Review the Quality Code of Conduct (QCoC) At least two workshops to be conducted per year Monitor QCoC implementation; 30% units and freelancers to adopt QCoC	Review the Quality Code of Conduct (QCoC) At least two workshops to be conducted per year Monitor QCoC implementation; 60% units and freelancers to adopt QCoC	Review the Quality Code of Conduct (QCoC) At least two workshops to be conducted per year Monitor QCoC implementation; 100% units and freelancers to adopt QCoC	Review the Quality Code of Conduct (QCoC) At least two workshops to be conducted per year	Review the Quality Code of Conduct (QCoC) At least two workshops to be conducted per year
3.1.2 Establish portfolio based recognition for IT/ ITES/ Hi-Tech units to promote healthy competition among companies in Bangladesh operating in domestic as well	Formulate and implement an industry led mechanism to rank companies on a scale as per their contribution to growth of sector/ sub-sector and exports	Review the ranking system Monitor proper implementation 30% units and freelancers to be ranked	Review the ranking system Monitor proper implementation 60% units and freelancers to be ranked	Review the ranking system Monitor proper implementation 100% units and freelancers to be ranked	Review the ranking system Monitor proper implementation	Review the ranking system Monitor proper implementation

as in global market						
3.1.3 Support preference for sourcing of IT/ ITES/ Hi-Tech products and services from companies doing higher value addition in Bangladesh	Interact with stakeholders to bring 30% local sourcing/ value addition norm in sourcing of IT/ ITES/ Hi-Tech sector for procurement in government Set up a mechanism to monitor 30% value addition norm in government procurement	Monitor 30% value addition norm in government procurement Provide Market Development Assistance for locally developed products by organizing Workshops, awareness campaigns, TV talk shows, etc. to promote use of locally developed IT/ITES/ Hi-Tech Products and services	Monitor 30% value addition norm in government procurement Provide Market Development Assistance for locally developed products by organizing Workshops, awareness campaigns, TV talk shows, etc. to promote use of locally developed IT/ITES/ Hi-Tech Products and services	Monitor 30% value addition norm in government procurement Provide Market Development Assistance for locally developed products by organizing Workshops, awareness campaigns, TV talk shows, etc. to promote use of locally developed IT/ITES/ Hi-Tech Products and services	Monitor 30% value addition norm in government procurement Provide Market Development Assistance for locally developed products by organizing Workshops, awareness campaigns, TV talk shows, etc. to promote use of locally developed IT/ITES/ Hi-Tech Products and services	Monitor 30% value addition norm in government procurement Provide Market Development Assistance for locally developed products by organizing Workshops, awareness campaigns, TV talk shows, etc. to promote use of locally developed IT/ITES/ Hi-Tech Products and services
3.1.4 Support industry to participate early in emerging and new technologies such as Social, Mobile, Analytics and Cloud, Security, Testing, etc.	Support Industry Associations and CoEs to organise at least 2 workshops on different topics, followed by lecture series (5 per workshop) in academia	Support Industry Associations and CoEs to organise at least 2 workshops on different topics, followed by lecture series (5 per workshop) in academia	Support Industry Associations and CoEs to organise at least 2 workshops on different topics, followed by lecture series (5 per workshop) in academia	Support Industry Associations and CoEs to organise at least 2 workshops on different topics, followed by lecture series (5 per workshop) in academia	Support Industry Associations and CoEs to organise at least 2 workshops on different topics, followed by lecture series (5 per workshop) in academia	Support Industry Associations and CoEs to organise at least 2 workshops on different topics, followed by lecture series (5 per workshop) in academia
3.1.5 Promote 'Knowledge Management' as a tool to scale up the value chain	Set up an industry led mechanism to promote Knowledge Management in the industry	Monitor adoption of Knowledge Management in the industry	Monitor adoption of Knowledge Management in the industry	Monitor adoption of Knowledge Management in the industry	Monitor adoption of Knowledge Management in the industry	Monitor adoption of Knowledge Management in the industry
3.1.6 Promote adoption of best Human Resource	Set up an industry led mechanism to prepare HR guidelines based	Review adoption of HR guidelines				

practices by the units in the industry	on best practices in the industry globally Organise workshops to build trust among employees	Monitor adoption of HR guidelines Organise workshops to build trust among employees	Monitor adoption of HR guidelines Organise workshops to build trust among employees	Monitor adoption of HR guidelines Organise workshops to build trust among employees	Monitor adoption of HR guidelines Organise workshops to build trust among employees	Monitor adoption of HR guidelines Organise workshops to build trust among employees
3.1.7 Engage with stakeholders in the financial sector to enable easy sourcing of capital and forex by units in IT/ ITES/ Hi-Tech sector	Engage with stakeholders in banking sector to make capital available following a standard operating procedure (SOP) for valuation of a unit, taking intangible assets like software products, and order book and HTPA ranking into account Engage with stakeholders to make an SOP to make forex available for sourcing IT products and services which are essential for delivery of IT products and services in domestic as well as global market	Review and monitor the implementation of standard operating procedure (SOP) for valuation of a unit Review and monitor the implementation of SOP to make forex available for sourcing IT products and services	Review and monitor the implementation of standard operating procedure (SOP) for valuation of a unit Review and monitor the implementation of SOP to make forex available for sourcing IT products and services	Review and monitor the implementation of standard operating procedure (SOP) for valuation of a unit Review and monitor the implementation of SOP to make forex available for sourcing IT products and services	Review and monitor the implementation of standard operating procedure (SOP) for valuation of a unit Review and monitor the implementation of SOP to make forex available for sourcing IT products and services	Review and monitor the implementation of standard operating procedure (SOP) for valuation of a unit Review and monitor the implementation of SOP to make forex available for sourcing IT products and services

Action Item	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
3.2 To support developing a vibrant freelancing/ Microwork industry						
3.2.1 Create an institutional framework to consolidate gains in	Create a freelancer forum to: (1) Institutionalize their listing (2) Help them collaborate, support domestic market place	Review and monitor working of the freelancer forum and delivery	Review and monitor working of the freelancer forum and delivery	Review and monitor working of the freelancer forum and delivery	Review and monitor working of the freelancer forum and delivery	Review and monitor working of the freelancer forum and delivery

the freelancing activity/ Microwork in the country and pursue growth	companies/ aggregators, find potential freelancers, who may become employers (3) Organise workshops to impart training on English, Arabic, Japanese languages, Business skills, Collaboration, Quality, After sales service and Project management	of workshops 30% freelancers to be listed	of workshops 60% freelancers to be listed	of workshops 100% freelancers to be listed	of workshops	of workshops
--	---	--	--	---	--------------	--------------

Action Item	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
3.3 To promote research and development in the IT/ ITES/ Hi-Tech sector						
3.3.1 Support setting up Centres of Excellence (CoE) in specific technologies and processes and related infrastructure at Universities, academic institutes and other suitable agencies	Invite proposals from Universities, academic institutes and other suitable agencies to set up CoE on emerging topics such as Big Data, Analytics Cloud Computing, Mobile, etc. and also on topics concerning with all sub-sectors, like, Security, Cybersecurity, testing, etc., with primary objective of supporting the industry and IP creation	Support setting up of 2 CoE and develop matrices for evaluating their performance CoEs to collaborate with other institutions globally Review the industry landscape for setting up more CoEs	Support setting up of 2 CoE Monitor proper functioning of CoEs CoEs to collaborate with other institutions globally Review the industry landscape for setting up more CoEs	Support setting up of 1 CoE Monitor proper functioning of CoEs CoEs to collaborate with other institutions globally Review the industry landscape for setting up more CoEs	Support setting up of 1 CoE Monitor proper functioning of CoEs CoEs to collaborate with other institutions globally Review the industry landscape for setting up more CoEs	Support setting up of 1 CoE Monitor proper functioning of CoEs CoEs to collaborate with other institutions globally Review the industry landscape for setting up more CoEs
3.3.2 Support establishing two-way Industry-academia R&D linkages	Create a mechanism in collaboration with UGC to engage with academia/ CoE to meet R&D requirements of the industry	Review and Monitor implementation	Review and Monitor implementation	Review and Monitor implementation	Review and Monitor implementation	Review and Monitor implementation
3.3.3 Support academic institutions, R&D organisations and units to register for IPR	Provide financial support and facilitation support to industry and academia filing IPR registration to a maximum of 10 such applicants	Provide financial support and facilitation support to industry and academia filing IPR registration to a	Provide financial support and facilitation support to industry and academia filing IPR registration to a	Provide financial support and facilitation support to industry and academia filing IPR registration to a	Provide financial support and facilitation support to industry and academia filing IPR registration to a	Provide financial support and facilitation support to industry and academia filing IPR registration to a

(Intellectual Property Rights) of technologies developed	Organise 2 workshops on the topic	maximum of 10 such applicants Organise 2 workshops on the topic	maximum of 10 such applicants Organise 2 workshops on the topic	maximum of 10 such applicants Organise 2 workshops on the topic	maximum of 10 such applicants Organise 2 workshops on the topic	maximum of 10 such applicants Organise 2 workshops on the topic
--	-----------------------------------	--	--	--	--	--

4. Promoting exports in IT/ ITES/ Hi-Tech sector

Action Item	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Estimated Export Revenue (M USD)	100	140	196	274.5	384.25	537.75
4.1 To achieve higher participation in global IT/ ITES/ Hi-Tech sector value chains and exports from Bangladesh						
4.1.1 Set supportive institutional framework and infrastructure at HTPs/ STPs to promote exports by establishing suitable linkages, collaborative opportunities, providing market intelligence and facilitate business transactions	Develop a mechanism to have a continuously updated repository of information on export market in context of Bangladesh industry Support industry to understand the export market, create opportunities for units connect with potential buyers and complete business transactions Interact with Bank of Bangladesh for documentation of IT/ ITES/ Hi-Tech exports in a proper coding system for mapping of	Review and monitor proper functioning of the mechanism	Review and monitor proper functioning of the mechanism	Review and monitor proper functioning of the mechanism	Review and monitor proper functioning of the mechanism	Review and monitor proper functioning of the mechanism

	exports and better decision making					
4.1.2 Ensure quality of IT/ITES/ Hi-Tech products being exported at all stages of interaction from approaching companies to providing after sales service	Organise regular (at least 4 every year) workshops for employees of exporting units and potential exporters including freelancers on topics such as business communication (approaching customers, taking brief, etc.), quality of products and services, after sales service, project management, etc.	Organise regular (at least 4 every year) workshops for employees of exporting units and potential exporters including freelancers on topics such as business communication (approaching customers, taking brief, etc.), quality of products and services, after sales service, project management, etc.	Organise regular (at least 4 every year) workshops for employees of exporting units and potential exporters including freelancers on topics such as business communication (approaching customers, taking brief, etc.), quality of products and services, after sales service, project management, etc.	Organise regular (at least 4 every year) workshops for employees of exporting units and potential exporters including freelancers on topics such as business communication (approaching customers, taking brief, etc.), quality of products and services, after sales service, project management, etc.	Organise regular (at least 4 every year) workshops for employees of exporting units and potential exporters including freelancers on topics such as business communication (approaching customers, taking brief, etc.), quality of products and services, after sales service, project management, etc.	Organise regular (at least 4 every year) workshops for employees of exporting units and potential exporters including freelancers on topics such as business communication (approaching customers, taking brief, etc.), quality of products and services, after sales service, project management, etc.

5. Promoting Skill development

Action Item	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Estimated employment (Million people)	0.19	0.27	0.38	0.53	0.74	1.0
5.1 To promote skill development at appropriate levels to make available suitably trained manpower to support growth of industry						
5.1.1 Support skill development before entry level, at entry level and during employment	Continuously assess demand for skilled manpower in the industry for domestic operations and for exports Engage with UGC and academia to asses and	Review demand for skilled manpower in the industry for domestic operations and for exports Asses bridging of the gap between	Review demand for skilled manpower in the industry for domestic operations and for exports Asses bridging of the gap between	Review demand for skilled manpower in the industry for domestic operations and for exports Asses bridging of the gap between	Review demand for skilled manpower in the industry for domestic operations and for exports Asses bridging of the gap between curriculum	Review demand for skilled manpower in the industry for domestic operations and for exports Asses bridging of the gap between curriculum

	<p>bridge the gap between curriculum taught and all round requirement of the industry</p> <p>Develop a mechanism and incentivise</p> <p>(1) Development of industry case studies for teaching (at least 50 in number)</p> <p>(2) Young faculty internships, consulting work by senior faculty, updating curriculum as per requirements for the industry, live projects, guest industry lecture, workshops for industry, collaborative work, etc. (at least one action by each faculty member)</p> <p>(3) Student internships in industry through a formal mechanism</p> <p>Support industry associations to provide training in specific domains like finance, insurance, medicine,</p>	<p>curriculum taught and all round requirement of the industry</p> <p>Review the mechanism and monitor it to incentivise</p> <p>(1) Development of industry case studies for teaching (at least 50 in number)</p> <p>(2) Young faculty internships, consulting work by senior faculty, updating curriculum as per requirements for the industry, live projects, guest industry lecture, workshops for industry, collaborative work, etc. (at least one action by each faculty member)</p> <p>(3) Student internships in industry through a formal mechanism</p>	<p>curriculum taught and all round requirement of the industry</p> <p>Review the mechanism and monitor it to incentivise</p> <p>(1) Development of industry case studies for teaching (at least 50 in number)</p> <p>(2) Young faculty internships, consulting work by senior faculty, updating curriculum as per requirements for the industry, live projects, guest industry lecture, workshops for industry, collaborative work, etc. (at least one action by each faculty member)</p> <p>(3) Student internships in industry through a formal mechanism</p>	<p>curriculum taught and all round requirement of the industry</p> <p>Review the mechanism and monitor it to incentivise</p> <p>(1) Development of industry case studies for teaching (at least 50 in number)</p> <p>(1) Young faculty internships, consulting work by senior faculty, updating curriculum as per requirements for the industry, live projects, guest industry lecture, workshops for industry, collaborative work, etc. (at least one action by each faculty member)</p> <p>(2) Student internships in industry through a</p>	<p>taught and all round requirement of the industry</p> <p>Review the mechanism and monitor it to incentivise</p> <p>(1) Development of industry case studies for teaching (at least 50 in number)</p> <p>(2) Young faculty internships, consulting work by senior faculty, updating curriculum as per requirements for the industry, live projects, guest industry lecture, workshops for industry, collaborative work, etc. (at least one action by each faculty member)</p> <p>(3) Student internships in industry through a</p>	<p>taught and all round requirement of the industry</p> <p>Review the mechanism and monitor it to incentivise</p> <p>(1) Development of industry case studies for teaching (at least 50 in number)</p> <p>(2) Young faculty internships, consulting work by senior faculty, updating curriculum as per requirements for the industry, live projects, guest industry lecture, workshops for industry, collaborative work, etc. (at least one action by each faculty member)</p> <p>(3) Student internships in industry through a formal mechanism</p>
--	---	---	---	--	---	--

	<p>graphics, law, etc., to IT professionals to support core IT/ITES/ Hi-Tech sector</p> <p>Create interventions to promote learning of English, Arabic, Japanese languages language, soft skills, project management, entrepreneurship, exports, etc. Support leveraging curriculum of internationally recognised qualifications for incorporating in academics and training ecosystem</p>	<p>Support industry associations to provide training in specific domains like finance, insurance, medicine, graphics, law, etc., to IT professionals to support core IT/ITES/ Hi-Tech sector</p> <p>Create interventions to promote learning of English, Arabic, Japanese languages language, soft skills, project management, entrepreneurship, exports, etc. Support leveraging curriculum of internationally recognised qualifications for incorporating in academics and training ecosystem</p>	<p>Support industry associations to provide training in specific domains like finance, insurance, medicine, graphics, law, etc., to IT professionals to support core IT/ITES/ Hi-Tech sector</p> <p>Create interventions to promote learning of English, Arabic, Japanese languages language, soft skills, project management, entrepreneurship, exports, etc. Support leveraging curriculum of internationally recognised qualifications for incorporating in academics and training ecosystem</p>	<p>formal mechanism</p> <p>Support industry associations to provide training in specific domains like finance, insurance, medicine, graphics, law, etc., to IT professionals to support core IT/ITES/ Hi-Tech sector</p> <p>Create interventions to promote learning of English, Arabic, Japanese languages language, soft skills, project management, entrepreneurship, exports, etc. Support leveraging curriculum of internationally recognised qualifications for incorporating in academics and training ecosystem</p>	<p>formal mechanism</p> <p>Support industry associations to provide training in specific domains like finance, insurance, medicine, graphics, law, etc., to IT professionals to support core IT/ITES/ Hi-Tech sector</p> <p>Create interventions to promote learning of English, Arabic, Japanese languages language, soft skills, project management, entrepreneurship, exports, etc. Support leveraging curriculum of internationally recognised qualifications for incorporating in academics and training ecosystem</p>	<p>Support industry associations to provide training in specific domains like finance, insurance, medicine, graphics, law, etc., to IT professionals to support core IT/ITES/ Hi-Tech sector</p> <p>Create interventions to promote learning of English, Arabic, Japanese languages language, soft skills, project management, entrepreneurship, exports, etc. Support leveraging curriculum of internationally recognised qualifications for incorporating in academics and training ecosystem</p>
5.1.2 National Occupational Competency Standards to be formulated for employment	<p>Get Occupational Competency Standards (OCS) developed for typical roles in the industry</p> <p>Create awareness about OCS for</p>	<p>Review Occupational Competency Standards (OCS)</p> <p>Create awareness about OCS for adoption by employers and</p>	<p>Create awareness about OCS for adoption by employers and academia</p>	<p>Review Occupational Competency Standards (OCS)</p> <p>Create awareness about OCS for adoption by employers and</p>	<p>Create awareness about OCS for adoption by employers and academia</p>	<p>Review Occupational Competency Standards (OCS)</p> <p>Create awareness about OCS for adoption by employers and</p>

in IT/ ITES/ Hi-Tech to help units and professional s set right expectations form a role	adoption by employers and academia Monitor adoption of OCS by Industry Monitor adoption of OCS by Academia	academia Monitor adoption of OCS by Industry Monitor adoption of OCS by Academia	Monitor adoption of OCS by Industry Monitor adoption of OCS by Academia	academia Monitor adoption of OCS by Industry Monitor adoption of OCS by Academia	Monitor adoption of OCS by Industry Monitor adoption of OCS by Academia	academia Monitor adoption of OCS by Industry Monitor adoption of OCS by Academia
5.1.3 Establish 'National IT Skills Repository' to map the manpower availability, progression and need for IT skills	Create a 'National IT Skills Repository' (NITSR) as national database of registered and verified workforce (against OCS) for the industry Organise 4-6 workshops for professionals to keep updating their profile and industry to make use of NITSR	Review functioning of 'National IT Skills Repository' 30% professionals to be enrolled; 50% companies to start using it Organise 4-6 workshops for professionals to keep updating their profile and industry to make use of NITSR	Review functioning of 'National IT Skills Repository' 60% professionals to be enrolled; 100% companies to start using it Organise 4-6 workshops for professionals to keep updating their profile and industry to make use of NITSR	Review functioning of 'National IT Skills Repository' 100% professionals to be enrolled Organise 4-6 workshops for professionals to keep updating their profile and industry to make use of NITSR	Review functioning of 'National IT Skills Repository' Organise 4-6 workshops for professionals to keep updating their profile and industry to make use of NITSR	Review functioning of 'National IT Skills Repository' Organise 4-6 workshops for professionals to keep updating their profile and industry to make use of NITSR

6. Empowering Incubation ecosystem

Action Item	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
6.1 To support incubation ecosystem to be built-up and developed in the industry						
6.1.1 Support setting up of seed funds and Venture capital funds	Create awareness on Incubation-VC-Mentoring-Commercialization ecosystem Provide interest	Create awareness on Incubation-VC-Mentoring-Commercialization ecosystem Provide interest	Create awareness on Incubation-VC-Mentoring-Commercialization ecosystem Support providing			

	subsidy up to 3 seed funds Offer a preferential package to units from incubator Offer preferences in sourcing by government agencies	subsidy up to 6 seed funds Offer a preferential package to units from incubator Offer preferences in sourcing by government agencies	interest subsidy to seed funds established Offer a preferential package to units from incubator Offer preferences in sourcing by government agencies	interest subsidy to seed funds established Offer a preferential package to units from incubator Offer preferences in sourcing by government agencies	interest subsidy to seed funds established Offer a preferential package to units from incubator Offer preferences in sourcing by government agencies	interest subsidy to seed funds established Offer a preferential package to units from incubator Offer preferences in sourcing by government agencies
6.1.2 Support for incubation infrastructure at HTP/ STP, Universities and academia to promote incubation culture	Ensure incubation support at each of the STP/ HTP and an industry led vibrant mechanism to operate it Invite and evaluate proposals from Universities and academia to set up incubator, operate it; one incubator	Ensure incubation support at each of the STP/ HTP and an industry led vibrant mechanism to operate it Invite and evaluate proposals from Universities and academia to set up incubator, operate it; one incubator	Ensure incubation support at each of the STP/ HTP and an industry led vibrant mechanism to operate it Invite and evaluate proposals from Universities and academia to set up incubator, operate it; one incubator	Ensure incubation support at each of the STP/ HTP and an industry led vibrant mechanism to operate it Invite and evaluate proposals from Universities and academia to set up incubator, operate it; one incubator	Ensure incubation support at each of the STP/ HTP and an industry led vibrant mechanism to operate it Invite and evaluate proposals from Universities and academia to set up incubator, operate it; one incubator	Ensure incubation support at each of the STP/ HTP and an industry led vibrant mechanism to operate it Invite and evaluate proposals from Universities and academia to set up incubator, operate it; one incubator

Notes:

- Institutional mechanisms mentioned above need to interact and work together, to cross leverage the learning and opportunities available. A combined quarterly report on implementation of the policy may be published. Same may be made at a workshop with concerned functionaries so as to inform each other on the progress and opportunities.
- A calendar of workshops and committee meeting dates for the next quarter may be published in the report for people to plan in advance.
- HTPA will need more manpower to implement the policy provisions. Same is required to be planned in advance. Reorganisation of current activities may also be required.
- Since the provisions are many, an IT system may be developed to manage activation of the policy and implementation.
