

Date: 1st October 2026

Commercial Bank participation in the enhanced Treasury Single Account (TSA) Revenue Collection Arrangement

Scope of Services

As collection agents:

- Collect government revenue (tax and non-tax) across their branch network and digital channels, including Cash, POS, card, and mobile wallet facilities where available.
- Transfer collected funds to the TSA through a daily sweep by the cut-off time set by RMA, and reconcile daily with DTA
- Issue daily consolidation reports, exception reports, and monthly/annual statements to DTA
- Comply with the RMA Directive on TSA Collection Agents (to be issued), which will set the timing of the daily sweep, and all applicable data exchange standards
- Enter into a Banking Services Agreement and Service Level Agreement with DTA, and meet defined KPIs for turnaround time, accuracy, and system availability

Payments from the TSA to government beneficiaries will be settled by RMA through BIRT, under BIRT's existing operating rules, at no charge. As BIRT participants, banks will credit these payments to beneficiaries' accounts and return any payments that cannot be credited, in line with those rules. No fee proposal is sought for government payments.

Submission

Queries may be sent to pfmtu@mof.gov.bt.

Onboarding of each bank is contingent on fee terms that are both commercially acceptable to the bank and approved by MoF. this EOI does not constitute a binding offer or commitment by RGoB to onboard any respondent.

Each respondent's proposal will be reviewed independently and in confidence. Taking all proposals into account, DTA will determine a single fee for each service and offer it to all respondent banks. Banks that accept the fee and meet onboarding requirements will be onboarded. This is not a competitive scoring process.

For details of the information to be submitted please refer to the Companion Section of this EOI.



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1. Director General, Department of Revenue and Customs, Ministry of Finance



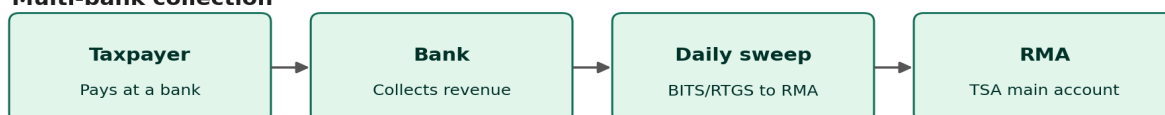
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Companion Section/Document for EOI via reference no.
MOF/DTA/PFMT/TSA/2026-27/124

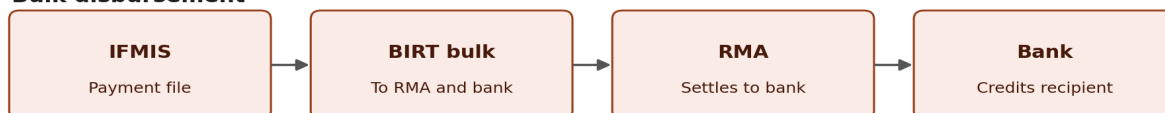
How the Process Works

Two distinct flows operate under the new TSA structure — revenue collection moves toward RMA, and disbursement moves outward through a separate channel governed by the Bhutan Inter-bank Real-Time Fund Transfer (BIRT) system's existing rules, not priced in this EOI:

Multi-bank collection



Bulk disbursement



Fee Proposals

Respondents are invited to propose fees that reflect their own cost structure and service model, using the Fee Proposal Template below or an equivalent format. Proposals must be prepared independently and should show the basis of calculation. DTA has not set indicative fee levels or benchmarks for this arrangement. Proposals are indicative and not binding on either party; they will inform DTA's determination of a single fee for each service, which will apply equally to all participating banks. No fee proposal is sought for government payments (see the Note on government payments under Scope of Services).

Fee Proposal Template

To help structure responses, respondents are asked to complete the table below (or provide equivalent information in their own format), indicating the basis of calculation for each fee category proposed.

The following are not to be included in the template: the daily sweep to the TSA, which carries no charge; account maintenance, which is not charged; and GST, which applies by statute. Collections must be transferred to the TSA in full, without deduction of any fees or charges. List each fee you propose to charge, one per row:

Fee Category	Proposed Basis	Proposed Rate / Amount	Notes

Revenue Collection Transaction Volumes

For FY 2025-26, indirect tax collection (including GST, which came into effect on 1 January 2026) processed through DRC's Bhutan Integrated Revenue Management System (BIRMS) totalled approximately 1.84 million transactions. This covers indirect tax only.

Direct taxes (Personal Income Tax, Business Income Tax, Corporate Income Tax) are not yet migrated to this system and are not included in this figure — see Direct Tax Volume (Indicative) below. The typical daily volume and tax-season





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peak below relate to the indirect tax (BIRMS) figure and are approximate, shared to help respondents size their proposals; they are estimates, not verified figures:

- Typical daily volume: 6,000–8,000 transactions, consistent with a computed average of about 6,300/day (approximately 1.84 million ÷ ~290 working days)
- Tax-season peak (December–March): can exceed 20,000 transactions/day, more than triple the typical range — respondents should factor peak-period capacity into both fee proposals and service level commitments

Direct Tax Volume (Indicative)

Direct taxes are still processed through DRC's legacy RAMIS system, pending migration to BITS. Transaction-level data for direct taxes is currently not available. The table below is confirmed directly from DRC's website (drc.gov.bt), sourced to RAMIS as of 27 February 2026. These are filer counts — the number of taxpayers who filed a return — not payment transaction counts, and are not directly comparable to the BIRMS transaction figure above. A single filer's actual payment activity (installments, corrections, etc.) is not captured by this count:

Tax Category	Active Filers (RAMIS, as of 27 Feb 2026)
Property Tax	177,802
Personal Income Tax (PIT)	69,043
Business Income Tax (BIT)	13,390
Corporate Income Tax (CIT)	11
Total	~260,000

Respondents should treat this figure as directional only — filer counts, not transaction counts. Once direct taxes migrate to BITS, this volume will add to the collection workload beyond the indirect tax figures above, by an amount that cannot currently be estimated with confidence.

Information to be Submitted

As respondents to this EOI are already licensed and operating commercial banks in Bhutan, the information below is requested to support onboarding sequencing, not as a competitive qualification bar. RMA will review readiness against its supervisory criteria in parallel with finalizing its Directive on TSA Collection Agents — banks are not required to wait for the Directive before responding. Respondents should provide:

- Institutional profile and current regulatory standing with RMA
- Branch, digital, POS, card, and mobile wallet channel coverage relevant to government revenue collection
- Confirmation of existing connectivity via the BIRT system — no new integration is expected on this side, as licensed commercial banks in Bhutan are already connected. Integration with the government's Integrated Financial Management Information System (IFMIS) is being sequenced as part of the broader IFMIS rollout, targeted for completion ahead of IFMIS Phase 1 Go-Live (February 2028); specific bank-facing touchpoints will be confirmed as the IFMIS build progresses.
- Fee proposals using the Fee Proposal Template above, or an equivalent format
- Confirmation of processing capacity during tax-season peak periods (December–March, up to 20,000+ transactions/day system-wide; each bank's share will depend on its customer base) — including whether proposed turnaround-time and system-availability commitments hold during peak volume, or differ from typical-volume periods
- Any capacity constraints, conditions, or sequencing preferences relevant to onboarding
- Any constraints on crediting government payments received through BIRT, including current handling of failed or returned credits

