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தேசிய மருந்துகள் ஒழுங்குமுறை அதிகாரசபை
National Medicines Regulatory Authority
සෞඛ්‍ය අමාත්‍යාංශය | சுகாதார அமைச்சு | Ministry of Health

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මගේ අංකය எனது இல My Number NMRA/PRO/Non-T/PO/36/2026
ඔබගේ අංකය உங்கள் இல Your Number
දිනය திகதி Date 11.2026

National Medicines Regulatory Authority (NMRA)

Procurement of Non-Technical Administrative Support Services: (16 Data Entry Operators for a Period of Six Months

Terms of Reference (TOR)

1. Background

The Board of the National Medicines Regulatory Authority (NMRA) has formally approved obtaining a non-technical administrative support service of 16 persons, through an external service provider, for a period of six (06) months. The service will cover clerical work, typing and data entry across 09 divisions of the Authority.

Accordingly, a qualified service provider is to be selected through a formal procurement process to obtain this service.

2. Purpose of the Assignment

The main purpose of this assignment is to obtain the services of 16 qualified data entry operators to enter, process, update and maintain the data and records of the various divisions of the NMRA accurately, efficiently, securely and within the stipulated timeframes.

Through this, the Authority aims to improve the efficiency of its day-to-day operations, streamline information management, make it easier to obtain the data needed for effective decision-making, and keep the Authority's work running without interruption.

3. Scope of Services and Responsibilities

It is the service provider's responsibility to complete the tasks listed in Annex 01, as identified and confirmed by the relevant Heads of Division, within the specified timeframes.

The operators deployed shall carry out the following tasks under the guidance and supervision of the relevant Heads of Division:

1. Entering relevant documents, records and information into computer systems.
2. Updating Google Sheets and other relevant data sheets.
3. Updating the relevant databases and amending information as required.
4. Preparing correspondence, typing, and carrying out clerical duties.
5. Checking documents and verifying that information has been entered correctly.
6. Performing other reasonable administrative support tasks assigned by the relevant divisions.

4. Number of Data Entry Operators and Deployment

- Number of persons required: 16 Data Entry Operators.
- Method of obtaining the service: through an external service provider.
- Divisions to be served: 09 divisions designated by the NMRA.
- Data Entry Operators must be deployed according to the needs of the relevant divisions.

5. Service Period and Working Hours

The service is to be obtained for a period of six months, from 07 December 2026 to 06 June 2027.

- Working days: government working days only.
- Working hours: 9.00 a.m. to 4.00 p.m., in order to achieve the set targets.
- Service is not required on weekends or government holidays.

6. Required Educational Qualifications and Experience

The Data proposed for deployment must meet the following qualifications.

Educational qualifications

1. Passed the G.C.E. Advanced Level examination.
2. Completed a full-time diploma course of at least six months at a recognized institute in Information Technology (IT), Computer Applications, Data Processing or an equivalent field.

Professional experience
At least one year of experience in data entry, data processing, clerical work or a similar field is preferred.

Required skills

- Good knowledge of computer use.
- Ability to use MS Word, MS Excel, Google Sheets and other relevant applications.
- Ability to enter data quickly and accurately.
- Ability to work in a team.
- Ability to carry out tasks as instructed and within the given timeframe.

7. Performance Standards and Quality

The Data Entry Data Entry Operators deployed must:

1. Complete assigned tasks within the specified timeframe.
2. Maintain accuracy and quality in data entry.
3. Meet the daily, weekly and monthly work targets assigned.
4. Identify errors and take steps to correct them.
5. Follow the relevant laws, regulations, instructions and office procedures of the NMRA.

8. Reporting and Supervision

All work must be carried out under the supervision of the Chairman and the Chief Executive Officer of the NMRA, as well as the relevant Heads of Division, and the relevant reports must be submitted to those Heads of Division.

9. Confidentiality and Information Security

All Data Entry Operators deployed must maintain strict confidentiality in respect of all documents, data, information and records they access in the course of their duties at the NMRA.

In particular:

1. Official NMRA information must not be disclosed to any external party without authorization.
2. No information may be copied, transferred or used for any other purpose without the relevant permission.
3. The Authority's information security procedures and instructions must be followed.
4. The obligation of confidentiality continues even after the service has ended.

10. Facilities Provided by the NMRA

In addition to the monthly payment, the NMRA will provide the following facilities:

- Office space required for data entry work during office hours.
- A desktop or laptop computer to be used for data entry work.
- Facilities for printing required documents, including photocopying of agreements.

11. Responsibilities of the Service Provider

The service provider must fulfil the following responsibilities:

1. Recruit and deploy 16 Data Entry Operators who meet the required qualifications, and manage their service properly.
2. Take full responsibility for the attendance, discipline and work performance of the deployed Data Entry Operators.
3. Pay Data Entry Operators salaries and other related payments as due.
4. Properly fulfil Employees' Provident Fund (EPF), Employees' Trust Fund (ETF) and other relevant statutory obligations.
5. Ensure, and take responsibility for, the completion of assigned tasks within the specified time and the achievement of the expected targets.
6. Fully discharge all legal responsibilities and obligations as the employer in relation to the recruitment, deployment and management of Data Entry Operators.
7. Keep the service running continuously and efficiently in accordance with the instructions given by the NMRA and the applicable contract conditions.

12. Payment Procedure

Payments to the service provider will be made on a monthly basis.

When claiming payment:

1. The invoice for the relevant month must be submitted.
2. Performance and work-completion reports confirmed by the relevant Heads of Division must be submitted.
3. Payments will be made based on verified services and tasks performed.
4. If the full service was not provided in a given month, payment may be made on a pro-rata basis according to the verified amount of service.

13. Unsatisfactory Performance and Termination of Service

The NMRA has the power to take necessary action against the service provider, in accordance with the relevant contract conditions, in cases such as unsatisfactory performance by the deployed Data Entry Operators, disciplinary violations, breach of confidentiality, or breach of the contract conditions.

Where necessary, the service provider may be informed to replace the relevant employee with another suitable employee.

14. Deliverables

The service provider must ensure the following deliverables:

1. Deployment of 16 Data Entry Operators who meet the required qualifications from the specified date.
2. Proper completion of the data entry and administrative tasks assigned in the relevant divisions.
3. Achievement of the specified daily, weekly and monthly work targets.
4. Maintenance of accurate and up-to-date data.
5. Submission of monthly performance reports and relevant service reports.

15. Bid Evaluation Criteria

The following will be considered when selecting service providers:

1. Educational and professional qualifications of the proposed Data Entry Operators.
2. Experience in data entry and administrative work.
3. Ability to deploy the 16 Data Entry Operators within the specified period.
4. Prices quoted for providing the service.
5. The service provider's experience and capability in the relevant field.

16. General Conditions

1. The NMRA reserves the right to accept or reject any or all bids submitted, without giving any reason.
2. The service provider must disclose any existing or potential Conflict of Interest with the NMRA.
3. The service provider and its employees must follow the confidentiality and professional ethics conditions set by the NMRA.

17. Submission of Bids

The quotations and Financial Proposals must be sent by registered post to the following address to reach on or before 26 November 2026.

The Chairman,
National Medicines Regulatory Authority,
1st Floor, State Engineering Corporation Building,
No. 130, W.A.D. Ramanayake Mawatha,
Colombo 02.

Alternatively, the quotations and Financial Proposals may be deposited in the tender box located at the above address before 2.00 p.m. on 26 November 2026.

Please note that submissions received after 2.00 p.m. on 26 November 2026 will be rejected.

Dr. Ananda Wijewickrama
MBBS, MD, MRCP, FCCP
Chairman
National Medicines Regulatory Authority
130, W.A.D. Ramanayake Mawatha,
Colombo 02'

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Chairman
National Medicines Regulatory Authority

Appendix - 01

No.	Divisions	Allocation (No. of Data Entry Operators)	Scope for six months period	Monthly Target
01	Licensing	04	Typing all Licenses and registration certificates	2800
02	Market Surveillance & Control	01	Checking import data submissions	500
03	Medicines Regulatory	03	Entering of dossier details & status update to the accepting & Google Sheets.	500
			Entering of licences	300
			Google Sheet updates	300
			Entering of Personal user licences & sample imports.	225
04	Medical Devices Regulatory	02	Manufacturing Lists preparation and publishing (Total Backlock 900)	300
			Entering of Evaluation sheets	240
			Entering of Agency Transfer	100
05	Cosmetics Regulatory	01	Cosmatic products registrations enter to the database	300
06	Pharmacies Regulatory	01	Database updating	150
			Entering of Pharmacy receipts	150
			GIS-1000 report updating	150
			Entering Transport Licenses & report updating.	150
07	Manufacturing Regulatory	01	Foreign Manufacturing sites(New applications,evaluations)	10
			Local Manufacturing sites - categorization	250
			Local Manufacturing sites - entering (140 sites) and update of GMP inspection details.	10
			Formulation Approval Application	70
08	Pricing Regulatory	01	Price details entering to the database, receiving the emails and update the database accordingly.	1400
09	Borderline Products Regulatory	02	Classification and entering database (Backlog 2000)	334
			Update day today database	300