

Bangladesh Insurance Sector Development Project
Insurance Development and Regulatory Authority
Financial Institutions Division, Ministry of Finance
Jiban Bima Tower Bhaban, Front Block (5th Floor)
10, Dilkusha C/A, Dhaka-1000

Terms of Reference (TOR)
for
Integration with Payment Gateway &
SMS Gateway with the IDRA, JBC, SBC and BIA.
Package No.: S-17

1. Introduction

The Government of Bangladesh (GOB) has undertaken the Bangladesh Insurance Sector Development Project (BISDP) to modernize and automate business processes of Insurance Development and Regulatory Authority (IDRA).

Insurance Development and Regulatory Authority (IDRA), to strengthen the Capacity of Bangladesh Insurance Academy (BIA) and also assist two Public sector Insurance corporations (Sadharan Bima Corporation SBC and Jiban Bima Corporation JBC) has developed and completed their automation of application and database system for transforming all types of manual activities into digital format.

In order to strengthen the capacity of the Bangladesh Insurance Academy (BIA) and to assist two public sector insurance corporations (Sadharan Bima Corporation SBC and Jiban Bima Corporation JBC), Insurance Development and Regulatory Authority (IDRA) has developed and completed their automation of application and database systems.

The IDRA, JBC, SBC and BIA require payment gateway and SMS integration to streamline transactions and communication. By incorporating a payment gateway, it ensures efficient and secure financial transactions, offering stakeholders convenience and enhancing transparency. SMS integration allows for real-time communication of updates and reminders, improving engagement and compliance while streamlining operational processes

The Insurance Development and Regulatory Authority (IDRA) has taken the initiative to take all types of financial transactions online. Financial Transaction includes all types of income generated by IDRA, JBC, SBC and BIA Automation and Office Management System of the Stakeholders.

IDRA Automation and Office Management System generates invoices as per demands hence Insurance Agents or IDRA stakeholders will get their invoices via SMS and email notification. Hence stakeholder will sign in to their accounts and pay through a digital payment system gateway.

The Service Provider will process all types of validation and verification after getting a request from the IDRA Automation Application System, then allow any type of valid users to pay against their individually generated invoice. After successful payment or transactions of stakeholders, the Service Provider will notify those stakeholders when transactions are successfully done and send an email confirmation for their security purposes. Email confirmation will carry paid invoice pdf documents.

2. Objectives

The main objective of the consulting Payment Service Operator services is to Configure, Monitor and Maintain the Integration of the Digital Payment Gateway with the IDRA, JBC, SBC and BIA Automation Application, connect the Application to the Public Domain, and activate the domain SSL Certificate and launching.

The specific objectives are:

- Research Existing IDRA, JBC, SBC and BIA Automation.
- Integration of Digital Payment Gateway and SMS gateway with IDRA, JBC, SBC and BIA Automation Application and Database through Restful API.
- Need to give merchant dashboard with proper access privilege scope
- Give Keep scope for different types of reports or monitoring tools as per Authority demand or requirements.
- Using a Secure channel for data communication.

3. Scope of Works

The activities and the scope of work for the assignments will include, but are not limited to the following.

- User Interface / User Experience for user-friendly Application with device compatibility.
- Accept all the following payment channels. Debit/Credit Card (local & international): VISA, MasterCard, Amex, Nexus etc. MFS: bKash, Nagad, Rocket, Upay, mCash etc. Internet Banking: Islami Bank Internet Banking, AIBL Islamic Wallet, etc.
- IDRA, JBC, SBC and BIA looking for an experienced PSO and SMS Service Provider.
- Single or Bulk SMS sending facilities through all Telco operators [Grameenphone Ltd. (GP), Robi Axiata Limited (Robi), Banglalink Digital Communications Ltd, Teletalk Bangladesh Ltd. (Teletalk)].
- Real-Time Updated Merchant Dashboard with different access privileges
- The user journey of the proposed solution should be secured.
- The location of the data center must be on the local premises.
- There should be arrangements for payment settlement based on special requirements.
- Shall be able to settle the payment within 72 Hours Maximum.
- The payment must be transferred to the benefiter account after the settlement.
- The Service provider shall need to submit an EOD (End of The Day) report for all stakeholders.
- Equated Monthly installment bank partnerships with a minimum of 20 banks shall be available and integrated within the solution.
- The supplier must have the technical capacity to integrate with the IDRA JBC, SBC and BIA Automated application system with the proposed solution.
- Including Email and SMS Notification.
- Musk SMS sending capabilities.
- NDA needs to be signed between the beneficiary and the service provider
- To ensure the transaction's security PCI-DSS (Payment Card Industry Data Security Standard) certificate is required.
- Service availability 24/7 with fault tolerance.
- The payment solution provider with extensive experience in handling and managing large-scale financial transactions, along with the necessary expertise in security, scalability and robustness for government operations, will be given extra preference.
- Handling large-scale fund collection from government and non-government institutions in Bangladesh will be given extra value.
- The payment solution provider company with experience in insurTech will be given high priority.
- Integration with insurance companies in Bangladesh will be given preference to the payment solution provider company.

4. Outputs

- i. Establishment of API integration scope with proposed solution Automation Application.
- ii. First redirection in both request and response cases for data validation and status updates on both ends
- iii. Real-time updates in the merchant panel.
- iv. Notification of Email for each transaction occurred.
- v. Nonfiction of SMS for each transaction occurred.
- vi. Ensuring Endpoint Security in transaction cases
- vii. Generate Different types of Custom reports as per authority demands
- viii. Merchant Dashboard should have multiple role views option for monitoring purposes Notification of Settlement Reports in time
- ix. Notification and Data Log about any technical issues last status
- x. Secure Monitoring system with session and activity log.
- xi. Reports

5. Implementation Arrangements.

- 5.1 The Service Provider Consultant shall work closely with the IDRA, JBC and coordinate their work on a regular basis. They have to engage qualified and technical personnel as per TOR and complete the study in time.
- 5.2 The Service Provider Consultants shall prepare a detailed schedule and task-flow diagram, which describes the interrelationship of various tasks in the assignments that will lead to the completion of works and mechanism of coordination with the client and other related entities.

- This would be kept and updated throughout the work duration.
- 5.3 The Service Provider Consultants shall be responsible for all aspects of the performance of services as set forth in the preceding sections of this TOR.
- 5.4 Duration of the Services. The Service will be carried out within 30 days starting from the date of commencement. A realistic work plan is needed to accomplish the different study activities included in the work plan in a specified time frame. Service will be continued or extended if the Service Provider can show satisfactory performance during this tenure.

6. Staffing Requirements.

The Service Provider is encouraged to use their expertise and Technical hands to the extent possible. The Consultants are free to propose a staffing plan and skill mix necessary to meet the objectives and scope of the services. Following is an indicative list of posts where the firms will propose their required position numbers not limited to carrying out the assignment.

7. Key Professionals

The proposed study including design, planning, and deployment may require 5 people with local professional input.

List of Key Professionals:

Sl. No.	Name of Position	No.	Period of Contract
1	Team Leader / Project Manager	1	01 Month
2	Key Account Manager	1	01 Month
3	Senior Software Engineer	1	01 Month
4	Software Engineer	1	01 Month
5	Quality Assurance Engineer	1	01 Month

8. Qualification and Task

Qualification and Task of Professionals

1. Team Leader/ Project Manager	Bachelor's degree in CSE/CS/ICT/IT or Equivalent. He/She should have 8 years of Professional experience including leading and managing a development team for planning, analysis and deployment of Payment.
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Tasks:

The responsibilities of the Dredging Specialist shall include but not necessarily be limited to the following:

- Coordinate all the required components of the existing system and payment gateway system.
- Prepare requirement analysis reports, work plans, and schedules.
- Guide and supervise the service activities.
- Planning and development of different types of reporting tools.
- Development or monitoring plan for quality control of the deployment and its performance.
- Preparation of progress and other reports.
- Shall be able to provide all kinds of technical support beyond payment solutions and mitigate any emergency issues instantly.

2. Key Account Manager	Bachelor's degree in Business Studies or Equivalent. He/She should have 8 years of Professional experience including leading and managing a financial analysis and deployment of Payment gateway systems with different types of applications.
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Tasks:

The responsibilities of the Dredging Specialist shall include but not necessarily be limited to the following:

- Coordinate all the components of different payment-related activities.
- Ensuring merchant business dashboard real-time update from time to time
- Ensuring Settlement details of daily transactions
- Ensuring any type of payment-related problem was fixed and notified
- Ensuring the merchant panel monitors and reconciles all the transactions
- Train up designated personnel in accessing the panel
- Shall be able to provide all kinds of technical support beyond payment solutions and mitigate any emergency issues instantly.

3. Senior Software Engineer	Bachelor's degree in CSE/CS/ICT/IT or Equivalent. He/She should have 5 years of Professional experience including planning, requirement analysis and deployment of Payment gateway systems with different types of applications.
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Tasks:

His/ her major responsibilities shall include but not necessarily be limited to:

- Develop Application Programming Interface (API) Integration Scope with Existing System
- Analyze any Existing DB Structure and source code to send and give request accept responses
- Guide and supervise the service activities.
- Planning and development of different types of reporting tools.
- Development or monitoring plan for quality control of the deployment and its performance.
- Preparation of progress and other reports.
- Shall be able to provide all kinds of technical support beyond payment solutions and mitigate any emergency issues instantly.

4. Software Engineer	Bachelor's degree in CSE/CS/ICT/IT or Equivalent. He/She should have 2 years of Professional experience including planning, requirement analysis and deployment of Payment gateway systems with different types of applications.
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Task

His/ Her major responsibilities shall include but not necessarily be limited to:

- Develop Application Programming Interface (API) Integration Scope with Existing System.
- Analyze any Existing DB Structure and source code to send and give request/accept responses
- Guide and supervise the service activities.
- Planning and development of different types of reporting tools.
- Development or monitoring plan for quality control of the deployment and its performance.
- Preparation of progress and other reports.
- Shall be able to provide all kinds of technical support beyond payment solutions and mitigate any emergency issues instantly.

5. Quality Assurance Engineer	Bachelor's degree in CSE/CS/ICT/IT or Equivalent. He/She should have 2 years of Professional experience including planning, requirement analysis and deployment of Payment gateway systems with different types of applications.
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Tasks

His/ Her major responsibilities shall include but not necessarily be limited to:

- Verify Newly Developed Systems and Existing Systems for finding any type of bugs
- Ensure the newly Developed System quality and UI/ UX.
- Guide and supervise the service activities.
- Analyzing, Verifying, and coordinating different types of reporting tools.
- Monitoring quality control of the deployment and its performance.
- Preparation of progress and other reports.
- Shall be able to provide all kinds of technical support beyond payment solutions and mitigate any emergency issues instantly

9. Additional Requirements:

1. A merchant panel to monitor and reconcile all the transactions
2. A control panel to see the number of successful and failed SMS
3. Train up designated personnel in accessing the panel
4. A designated Key Account Manager
5. Receive a notification for each transaction made
6. Shall be able to offer promotional campaigns through social media platforms, SMS and other integrated solution
7. Shall be able to provide all kinds of technical support beyond payment
8. Solutions and mitigates any emergency issues instantly.

10. Duration of the assignment: 06 months