

Expression of Interest (EOI) – m-Wallet solution integrated with Transaction Processing Middleware

Reference # FWBL/HO/IT/KK/2019/04

Published Date:

March 5, 2019

Proposals Submission Dead line Date:

March 21, 2019 03:00 PM

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Interested bidders must collect a stamped copy of this Expression of Interest from First Women Bank Limited's head office against submission of pay order for PKR 1,000/- in favor of FWBL.

Bidders are required to submit the stamped copy of EOI along with their technical proposals. In case, this requirement is not met, FWBL will exclude bidder's proposal from technical evaluation.

First Women Bank Limited is seeking proposals for mWallet solution integrated with “Middleware”. The following provides a high level overview of the business and technical requirements for the said solution:

High Level Functional Requirements

1. The system should be able to open customer accounts for Mobile Wallets, and can uniquely identify each customer.
2. The system should maintain relationship/customer profile that may be used across multiple accounts. Customer profile information should meet SBP KYC requirements as per regulations.
3. The proposed solution may have one or more than of the following accounts:
 - a. Mobile Wallet Account
 - b. Link to Banking Accounts maintained by bank in a centralized environment
4. The proposed solution should provide a registration process for customer that involves validation of customer using KYC data available in system along with two factor authentication
5. Proposed solution should have the ability to define transactions limits by product type as per SBP regulations.
6. The system allow different types of Mobile Wallet accounts, with different limits and fee schedules.
 - a. All transactions should be processed in real-time with no batch processing requirements.
 - b. Proposed solution shall allow for certain accounts to have restrictions on the source of funds they can receive (e.g. an account may be limited to receive credits only for Government Grant)
7. Proposed solution should allow for “Person to Person” money transfer from one wallet account to another within the bank or to other banks via available switch interface.
8. Proposed solution should allow for transfer of funds to non-wallet accounts (e.g. bank accounts, loan accounts or prepaid customers) within the system.
9. Proposed solution should allow for transfer of funds from non-wallet accounts (e.g. bank accounts, loan accounts or prepaid customers) to Mobile Wallet Account.
10. Applicable fees and taxes should be applied in real-time on transactions as per defined business rules within the system.
11. Proposed solution should allow for Funds Transaction for non-wallet account to another non-wallet account within the bank or any other bank via available switch within the bank.
12. Proposed solution should allow for Top up airtime
13. Proposed solution should allow payment of bills.
14. Proposed solution will be required to implement with Core Banking solutions API
15. Proposed solution should expose API’s for account management and account transactions that may be used for integration with branchless banking agent network or other solutions made available by bank.
 - a. Allow Cash Out transactions via agent network
 - b. Allow agent network to take deposits from customers
16. Proposed Solution should allow for posting of adjustment transactions to be performed by service representatives as needed. Such adjustments may have the option to generate advices for customers, if configured against product profile.
17. Proposed solution should support Mobile Banking Interface where the underlying account is maintained by the bank.

18. Proposed solution shall include a notification & alert engine, which will interface with other components to provide messaging platform.
19. Proposed solution should allow for association of cards with wallet or non-wallet accounts.
20. Proposed solution should have a fee configuration module where the fee may be configured using:
 - c. Percentage
 - d. Fixed Amount
 - e. Slab based
 - f. Percentage with minimum amounts
 - g. Hybrid Criteria
21. Proposed solution shall provide fee pricing based on time, including but not limited to time of day, day of month or specific dates.
22. Proposed solution should have net-settlement capabilities between parties such as Banks, Billers, Merchants, Agents and Internal company accounts.
23. Proposed solution must comply with SBP's latest Branchless Banking, Mobile Banking, and transaction limited regulations and guidelines.
24. Proposed solution should automatically generate agreed upon reports on a pre-defined time schedule. In addition the system should also provide an interface to generate on-demand reports for data available in system.
25. System should be able to calculate interest calculations based on a pre-defined business rules within the solution for a given product type.
26. Proposed solution should be able to support zakat deductions on different types of products (as per configuration on customer accounts)
27. Proposed solution should support biometric based financial transactions and account opening using NADRA biometric verification.
28. Proposed solution must transmit encrypted data packets over TLS 1.2 or higher.

Bidders to provide detailed functional requirements within their respective proposals that should include, but not limited to, the above mentioned functional requirements.

In addition, the proposal should include the following:

- Security framework (e.g. data transmission, customer access, etc)
- Support various business model, including (but not limit) to B2C, B2B
- System Integration requirements (Systems available within the bank and external interfaces)
- Hardware and Software (other than proposed system) Requirements
- Performance Benchmarks (e.g. Transaction throughput capacity, data storage limitations)
- Information on System Controls and Financial Transaction Work flows
- Availability of audit trail data
- Information on Technology framework
- Information on Administration Module
- Project Implementation methodology and Phase wise approach (if any)
- Post Go-Live support framework (Should include SLA related information)
- Information on training program with respect to proposed solution
- Provide reference list for all of your installations with indication for type of installation
- Details on hosted solution/managed services, if provided by the vendor

Certifications/Licenses

If available, bidders to provide information on the following:

- PSO/PSP license covering Switching, Routing, Clearing and Settlement functions.
- PA-DSS certified Middleware.

In case, bidders are in the process of getting the above mentioned license or certification, they may provide information on the progress.

Eligibility Criteria

- Certificate of registration/ incorporation of the firm in the country of origin.
- Copy of registration with income tax department of the bidder.
- List of professional staff the firm intends to use for work on this project along with CVs of such person showing project wise experience.
- List of large scale technology related IT Automation projects (Min. value Rs. 05 Million) completed by the firm during last 3 years or similar work in hand, (certified where possible by the employer that the work was successful completed) indicating total cost of such work and cost of those projects along with date of start and completion or expected date of completion.
- A certificate/ affidavit that the firm is not black-listed by any government / autonomous body of any company.
- Firms/Companies/JV must provide their Consortium details (if any).
- Audited financial statements for last three (03) years.

Please note that bidders must provide documentation (as proof) for above mentioned requirements.

Format of Technical Proposal

The bidders are requested to submit the technical proposal, which at least shall include the following sections in the format provided in Annexure C and D.

1. Executive Summary
2. Company Profile
3. Proposed Project Management and Solution Delivery Approach
4. Technical Specifications Proposed Solution
5. Detailed Information on Functional features available in proposed solution
 - a. Features related to security, controls, and User Interfaces to be included.
6. IT Infrastructure related hardware, and software (e.g. Operating System, database server) licensing requirements
7. Availability of hosted solution (Software as a Service), if any.
 - a. Information on Security and related certification
 - b. Availability of Disaster Recovery Site with information on RTO and RPO
8. Proposed Implementation Timelines (Based on high level requirements provided in this EOI)
9. Reference from Financial Institutions in Pakistan with reference to similar services provided to customer. Reference information should include, but not limited to:
 - a. Name of Customer

- b. Service Provided
 - c. Scope of work provided by bidder
 - d. Customer Reference Contact Name
 - e. Customer Reference Contact Number (Office and Mobile). Office number is mandatory
 - f. Designation of the Customer Reference Contact Person
 - g. Year service was provided for this reference
10. Proposed Technical Team Composition
11. Bidder to provide stamped copy of this EOI (Must contain FWBL and Bidder's stamp)
12. Annexure – Evidences
- a. GST/NTN Certificate
 - b. Organization's establishment
 - c. Similar Assignments and References
 - d. Team Certificates
 - e. Organizational Financial Strength
 - f. Audited Statement (Profit and Loss, Balance Sheet and Cash Flow Statements)

Evaluation Criteria

- Evaluation of the firms shall be based on information provided in Proposals.
- On the basis of technical evaluation, FWBL will request submission of financial proposal from shortlisted bidders against business requirements that will be published to seek financial proposal.

Technical Evaluation

No	Evaluation Factors and Description	Max Score
1	Experience of proposed Technical Team	15
2	Organization Financial Strength PKR 500 million and Above – 15 Points PKR 350 million and Above – 10 Points PKR 200 million and Above – 5 Points	15
3	Similar projects completed along with proof and reference within last 3 years.	20
4	Technical Evaluation of Proposed solution (Including but not limited to Software solution, infrastructure requirements/solution, IT security/controls, and certifications/licenses)	60
7	Technical Bid Completeness (documentary proof, brochures, diagrams, non-deviation material, relativity etc)	10
Maximum Score		120

Minimum score of 70% on evaluation criteria specified in “Technical Evaluation” is required to qualify for financial evaluation.

Submission Questions & Clarifications

You may contact the following person if you have any questions or require clarification on any topics covered in this Request for Proposal:

Name: Faraz Khan
Email: faraz.khan@fwbl.com.pk
Phone: 0213-565-0055

Submission Timeline & Location

FWBL reserves the right to modify below timeline at any time. Should the due date for proposals be changed, all prospective respondents shall be notified. The proposal must follow as per the following high level schedule.

Location and Timing

Submission will be valid if:

- Responses to RFP are submitted no later March 21, 2018 03:00 pm at FWBL, Head Office GF-2 Reception Area, S.T.S.M Foundation Building, CL-10/20/2, Beaumont Road, Civil Line, Karachi.
- Bids are submitted in a Single sealed envelope marked "Technical Proposal".
- Please note that proposals submitted by the bidder must not contain any financial proposal for the proposed solution.

Milestone	Date& Time
EOI Released	March 05, 2019
Last Date for Receipt of Letter of Intent from bidders (via email)	March 12, 2019
Last date for receipt of clarification questions from bidders (via email)	March 13, 2019
FWBL to provide responses to clarification questions submitted by bidders	March 15, 2019
EOI Bid Submission Date and Time	March 21, 2018 03:00 pm
Opening of Technical Bids	March 21, 2018 03:30 pm

As a result of this Request for Proposal, FWBL may do one of the following at its discretion:

1. Evaluate the technical proposal submitted by bidders, and shortlist proposals for soliciting Financial Proposal in near future.
2. Cancel the whole process.