

Government of the People's Republic of Bangladesh
Office Of The Project Director
Bangladesh Insurance Sector Development Project
Insurance Development and Regulatory Authority
Financial Institutions Division
Ministry of Finance
SBC Tower (8th Floor), 37/A, Dilkusha C/A, Dhaka-1000
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(IDA Credit No. 5972 BD)

**REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES – FIRM SELECTION)**

No.53.03.0000.090.41.003.19-315

Date: 25 July 2019

Country: Bangladesh

Name of Project: Bangladesh Insurance Sector Development Project

Credit No: 5972-BD, Project ID No: P156823

Assignment Title: Selection of International IT Consulting Firm for "Review of IT requirements and Implementation Support"

Reference No: S13-3-1

1. The Government of the people's Republic of Bangladesh (GoB) has received a credit from the International Development Association (IDA) towards the cost of Bangladesh Insurance Sector Development Project to be implemented by Insurance Development and Regulatory Authority (IDRA) and intends to apply a part of the proceeds of this credit for hiring an international consultant firm for Review of IT requirements and implementation support for the project.
2. The main objective to engage the consulting firm is to provide support for effective and efficient implementation of modernize IT infrastructures and Systems in the beneficiaries' organizations (IDRA, SBC, JBC and BIA). The consulting firm will be required to quickly review and vet Ernst & Young's IT needs assessment report, strategy and implementation plan for all four beneficiary organizations; develop required procurement documents including technical specification and bid packages/ RFP for all IT systems & infrastructures where necessary; and support the PIU in procurement processes and overall implementation.

Scope of work

The scope of work broadly covers the following:

- 1) Conduct a quick review of Ernst & Young's IT needs assessment report, proposed IT strategy and implementation plan in consultation with all four beneficiary organizations;
- 2) Work with the beneficiary organizations to finalize all IT-related procurement packages within the approved DPP of the project and in light of Ernst & Young's report;
- 3) In conjunction with the functional and IT teams, the Project Management teams at the beneficiary organizations and PIU prepare procurement documents including appropriate technical specifications and associated training, provide progress report biweekly; any other IT related jobs for the necessities of PIU
- 4) Provide support to the PIU and beneficiary organizations during the entire procurement process (invitation of bids, evaluation, contract drafting, negotiations and contract finalization and award);
- 5) Work closely with other relevant consultants hired under the project the selected vendors and beneficiary organizations to ensure timely and smooth implementation of all IT systems and infrastructure packages through effective management and coordination with the concerned stakeholders;
- 6) Assist all beneficiary organizations in effectively managing the change process during systems implementation and provide transfer of knowledge and appropriate training/ documentation from the vendors to technical teams of all agencies;
- 7) Ensure that Information/ Cyber security aspects are fully covered during technology implementation in all agencies.

Expected output

- a) System Requirement Study/Gap Analysis for IT Systems in addition to E & Y;
 - b) System Design Study Document (SDSD) for IDRA, JBC, SBC & BIA;
 - c) Developing Secure Data exchange protocols to share relevant data among implementation agencies in a most secure environment ;
 - d) Preparing an Information Security Policy for IDRA, JBC, SBC & BIA;
 - e) Provide Software Performance, Load Testing and Scalability Requirements for IT Packages;
 - f) Hardware Design Document for IT Goods Packages;
 - g) System Warranty and Maintenance Support Services Requirement for IT Goods Packages;
 - h) Supervision Report on IT Systems Installation and Configuration;
 - i) System Testing, Quality Assurance and Operational Acceptance Testing Requirements for IT Packages;
 - j) Developing Grievance handling/case management system requirement for IDRA, JBC, SBC & BIA;
 - k) Technical Documentation for IDRA, JBC, SBC & BIA;
 - l) Monthly Progress Status report;
 - m) Submit realistic Implementation Schedule;
 - n) All the documentation deliverables must comply the following
3. Bangladesh Insurance Sector Development Project (BISDP) now invites eligible consulting firms ("Consultants") to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The short-listing criteria are:
 - (a) General experience of the Firm(s);
 - (b) Experience in similar assignments of compatible size, complexity and technical specialty in the required area;
 - (c) Financial soundness of the firm, and
 - (d) Staffing and logistics of the firm.

Consultants are requested to submit the following supporting documents in support of the above-mentioned criteria:

(a) Registration paper of the firm (s); (b) JV agreement/letter of intent (if applicable); (c) Firm's brochure; (d) Audited financial reports for last three years; (e) service experience record (including nature, total cost, total input in terms of man month, employer, location of service etc).

4. Consultants may associate to enhance their qualification, but should mention whether the association is in the form of a "joint-venture" or of "sub-consultancy". In the case of an association, all members of such "association" should have real and well-defined inputs to the assignment and in such "association" it is preferable to limit the total number of firms including the associates to a maximum of four.
5. A shortlist of applicants will be prepared upon evaluation of EoIs of the eligible applicants and "Request for Proposal" document will be issued in their favor. A Consultant will be selected using the Quality and Cost Based Selection (QCBS) method in accordance with the procedures set out in the world Bank "Guidelines: Selection and Employment of consultants under IBRD loans and IDA credits & Grants by world Bank Borrowers" dated January 2011 revised July 2014 (Consultant Guidelines).
6. It is expected that the services will commence on January 2020 and be completed within a period of 30 (Thirty) months. Interested Applicants may obtain further information on the requirements including the criteria of short listing by email at pd.bisdproject@gmail.com up to 31/07/2019. Terms of Reference (ToR) of the assignment can be downloaded from www.idra.org.bd.
7. Expression of Interest (both hard and soft copy) must be delivered to the Project Director, Bangladesh Insurance Sector Development Project (BISDP), SBC Tower (8th Floor), 37/A, Dilkusha C/A, Dhaka-1000 and be clearly marked "Review of IT requirements and implementation support (Firm)." (in person or by mail) by 17:00 hours (GMT+ 6 hours) on or before August 22, 2019. The authority reserves the right to accept or reject any or all EOIs without assigning any reason, whatsoever.

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