

Request for Expressions of Interest (EOI)

Government of the People's Republic of Bangladesh																	
1	Ministry/Division	Technical and Madrasah Education Division, Ministry of Education															
2	Agency	Directorate of Madrasah Education (DME), Dhaka															
3	Procuring Entity Name	Project Director, Madrasah Educational Management and Information System (MEMIS) Support Project															
4	Procuring Entity Code	N/A															
5	Procuring Entity District	Dhaka															
6	Expressions of Interest for Selection of	Consulting Firm (National)															
7	Title of service	Development of Electronic Fund Transfer (EFT) & Pay-bill Module and Integration with EFT Payment Systems, Independent-Ebteyee MPO Application Processing, MPO Payment, Disbursement and Maintenance of Existing System															
8	Eoi Ref No	MEMIS/PROJECT/EOI-RFP/2018-557															
9	Date	16 January 2022															
KEY INFORMATION																	
10	Procurement Sub-Method	Quality and Cost Based Selection (QCBS)															
FUNDING INFORMATION																	
11	Budget and Source of Funds	Development Budget GOB															
PARTICULAR INFORMATION																	
12	Project Name	Madrasah Education Management and Information System (MEMIS) Support Project for DME															
13	Eoi Closing Date and Time	09 February 2022															
14	Publication Date	19 January 2022															
INFORMATION FOR APPLICANTS																	
15	Brief Description of the Assignment	Details are provided in Terms of Reference (ToR). For Terms of Reference please visit: www.dme.gov.bd or contact: 01552394974.															
16	Experiences, Resources & Delivery Capacity Required	A company/firm that submits tender shall be evaluated using, but not limited to, the following minimum criteria which the company/firm must provide documentary proof of compliance are: 1. Minimum 7 years general experience in ICT business as a registered company/entity in Bangladesh; 2. Minimum 5 years of high standard software practical experiences of managed IT services in Government, Autonomous or International organization; 3. Yearly average turnover of the firm shall be at least tk. 2.0 crore for the last 3 years audit report by the registered Audit firm; 4. Must have proven prior experience in similar software development, Integration and maintenance in Government, Autonomous or International organization in recent 3 years with a value of minimum tk. 1.5 Crore in maximum 3 services(or works); 5. Must have at least tk. 1.0 crore as Liquid Asset/Bank Credit Facilities to carry out the project; 6. Must be the member of BASIS; 7. Maximum number of 2 (two) companies for developing such product/service can bid jointly but they must have legal agreement among them and letter of intention where one company needs to be a prime bidder in accordance of the PPR 2008; 8. In-depth knowledge and understanding of education sector of Bangladesh; 9. The firm should have a capacity to provide a team capable to carry out the work smoothly. 10. The Firm will be responsible to finally deliver a high quality software/system within the agreed timeframe; 11. The firms/consultants need to fulfill the conditions mentioned in this ToR. 12. Interested Applicants (firms/company) must submit the copy of the additional following information and their supportive documents (where applicable) : (a) brochure/company profile (b) CVs of the availability of appropriate professionals along with their qualifications and experiences (c) certificate of incorporation (for limited company) (d) updated trade license (e) updated Income tax certificate (f) TIN certificate (g) VAT certificate (h) work order and completion certificate copies etc.															
17	Other Details (If Applicable)	1. EOI should be submitted in sealed envelope clearly marked "Request for EOI Development of Electronic Fund Transfer (EFT) & Pay-bill Module and Integration with EFT Payment Systems, Independent-Ebteyee MPO Application Processing, MPO Payment, Disbursement and Maintenance of Existing System" to the undersigned. 2. A shortlist of consultants/firms will be prepared upon evaluation of Eois of the eligible applicants and Request for Proposal (RFP) document will be issued in their favor.															
18	EOI Details information	<table border="1"> <thead> <tr> <th>Ref. No.</th> <th>Phasing of Services</th> <th>Location</th> <th>Start Date</th> <th>Completion date</th> </tr> </thead> <tbody> <tr> <td>MEMIS/PROJECT/EOI-RFP /2018-557; 16 January 2022</td> <td>Single (24 months)</td> <td>Dhaka</td> <td colspan="2">Existing deadline of the project is June 2022</td> </tr> <tr> <td colspan="5">Work order will be issued after the approval of extension of the project period</td> </tr> </tbody> </table>	Ref. No.	Phasing of Services	Location	Start Date	Completion date	MEMIS/PROJECT/EOI-RFP /2018-557; 16 January 2022	Single (24 months)	Dhaka	Existing deadline of the project is June 2022		Work order will be issued after the approval of extension of the project period				
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PROCURING ENTITY DETAILS																	
19	Name of Official Inviting EOI	Muhammad Abu Noyceem															
20	Designation of Official Inviting EOI	Project Director															
21	Address of Official Inviting EOI	"Madrasah Educational Management and Information System (MEMIS) Support Project, Directorate of Madrasah Education, Guide House (6th Floor), New Baily Road, Dhaka-1000															
22	Contact details of Official Inviting EOI	Phone: 02-41030162 Mobile: 01552394974 e-mail: mnoyceem@yahoo.com															
The Procuring Entity reserves the right to accept or reject any/all EOIs																	

(Signature)

(Muhammad Abu Noyceem)

Project Director, MEMIS

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Section 6. Terms of Reference (TOR)

Government of the People's Republic of Bangladesh
DIRECTORATE OF MADRASAH EDUCATION (DME), DHAKA
Madrasah Educational Management And Information System (MeMIS) Support Project
Directorate Of Madrasah Education Project.

Terms of Reference for Developmet of EFT & Paybill Module and Integration with EFT Payment Systems at MEMIS; Independent -Ebtedayee MPO Application Processing and MPO Payment Disbursement and maintenance of existing system

1. Background

The Government of Bangladesh recognizes the importance of Information and Communication Technology (ICT) and emphasis on 'Digital Bangladesh'. ICT has the capabilities to overcome social, economic and geographical isolations and enhances access to information and education. ICT is seen as an indispensable tool and has the potentiality to provide the nation with an unprecedented opportunity to meet education, far more effectively than it was ever thought humanly possible.

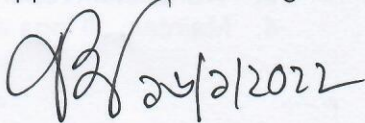
Bangladesh is one of the largest Muslim majority country in the world. Alia Madrasah based Islamic religious education system is enduring as mainstream education system simultaneously in Bangladesh. More than 3.8 million students are studying about 15,000 Madrasah institutions and about 150,000 teachers and staffs are engaged in the madrasah education system.

In 2015, Government of Bangladesh is contented to establish a separate directorate as 'Directorate of Madrasah Education, (DME) for ensuring quality education through proper administration and management, monitoring and rendering services in this education system.

In these context, 'Madrasah Education Management Information System (MEMIS)' support project has been implemented and is in progress under the DME since 2017. The project has provided all technical and system supports on online MPO application, processing and disbursement for more than three years. However, the existing MEMIS system is in need to develop and integrate more functions and components for ensuring fast service delivery, transparency, accountability and for best management and administration among the individuals, institutions and DME.

2. Objective of the Assignment

1. To Develop & Implement EFT module with MPO for salary direct disbursement Madrasah Education Information Management System (MEMIS) MPO Module
2. To Develop & Implement Pay Bill module for teachers for Online MPO (Monthly Payment Order) for the teachers and staffs of the Madrasah (Enlisted for MPO from Ministry of Education) all over Bangladesh.
3. To Provide Support & Maintenance for Madrasah Education Information Management System (MEMIS) modules
4. To develop DME capacity for Training of IMS & EFT nationwide;
5. To develop Independent-Ebtedayee Madrasah MPO Application Processing and MPO Payment Disbursement



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3. Scope of services:

1. To Develop & Implement EFT module with MPO for salary direct disbursement Madrasah Education Information Management System (MEMIS) MPO Module

A Madrasah Education Information Management System (MEMIS) was developed according to DME requirements to strengthen the management capacity and to establish an effective monitoring and evaluation mechanism. DME has aimed at further development, modification and effective implementation of the developed MEMIS.

The Electrical Fund Transfer (EFT) instrument was introduced by Bangladesh Bank is a tremendous tool for faster and safer money transfer tool to the beneficiary. Recently Bangladesh Government introduced it for its various payment disbursement scenario. DME wishes to fast adopt this tool and give its teacher comfort and promptness for MPO payments.

A. **Customization for EFT Comatibleness:** This involves modification to the existing MPO system that enables the system EFT compliant. It is noted that the whole country cannot brought under EFT overnight as it involves updating account information of the teachers, institutes and need verification of it. So it has to go phase by phase. So the system need to handle EFT enabled and Non EFT enabled madrasah stay side by side and operation can run smooth. So the major task and features

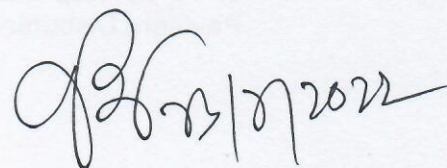
1. It blends with Existing MPO Module
2. It Can support EFT to a part of the whole madrasah
3. EFT enabled Madrasah related Reporting
4. Exclusion of EFT enabled part of Madrasah from the existing Reporting
5. Give combine reports for EFT and Non EFT Madrasahs to DME

B. **Development of Paybill Module:** This is a fresh new module that enables the head teachers and teachers of madrasah to submit their montly pay bill online. The teachers are given a secure portal where the EFT enabled madrasahs can find their entitlements as generated from MPO modules. The beneficiary teachers then claim their pay bill in that module and according to it the EFT instruction is generated. So the major task and features are

1. It gets data from MPO system for institutes those are EFT ready
2. It gives access Institue heads to securely connect paybill server
3. It keeps log file for activity of the teachers
4. It generates EFT enable payment instructions for MEMIS
5. Generates reports related to paybill

C. **Integration with EFT payment gateway and MPO disbursement to teachers account:** This involves modification to the existing MPO system that enables the system to securely connect EFT system for payment disbursement. The payment instructions from the paybill server will hit the EFT system through their integration APIs. So the major task and features are

1. It blends with Existing MPO Module
2. It will support EFT payment for EFT enabled madrasah's
3. Transaction reports related to EFT
4. Maintain all logs with the EFT api



2. Development of Independent -Ebtedayee MPO Application Processing and MPO Payment Disbursement

A. Independent -Ebtedayee MPO Application Processing:

Online MPO Application processing software will be developed and implemented in decentralized mode. All the Madrasah teachers and employees of non-government Madrasah education institutions can submit their applications through online. The application would be processed through Upazila & District level of DSHE offices (until the DME offices at Upazila and district level is established).

All independent -Ebtedayee madrasa can be Registration with MEMIS via SMS/Email System. Online MPO application for independent-Ebtedayee Madrasa to get MPO code Online system.

The system will have the following reports but not limited to

- a) MPO Applicant reports
- b) Application Status Report
 - 1. Applied
 - 2. Rejected
 - 3. Waiting
 - 4. Other relevant information reports
- c) Zonal Reports
- d) Statistical Reports
- e) Other related reports
- f) Due Post setup

B. Independent -Ebtedayee MPO Disbursement

This system will be made such a comprehensive way that MPO payment disbursement will be made through Upazila, District and Zonal level Madrasah education offices through online.

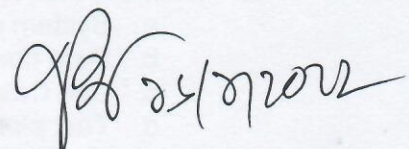
The system will have the following reports but not limited to

- a) Individual reports
- b) Payment Reports with
 - 1. Madrasah
 - 2. Bank
 - 3. Zone
 - 4. Thana
 - 5. Top and Voucher sheet reports
 - 6. Other relevant information reports
- c) Comparison Reports
- d) Statistical Reports
- e) Other related reports
- f) MPO Stop/Hold and Various type of MPO Correction

D. DESIGN & DEVELOPMENT& METHODOGOY:

The modification and development of new modules will follow the agile method of software development. Because of the complex nature of tasks, it is not possible for the client to provide detail specification during the contract awarding process. Therefore, agile software development method will be followed in order to accommodate adaptive planning, evolutionary development, early delivery, and continuous improvement, and rapid and flexible response to change. Whole development work will rest on a set of principles under which requirements and solutions evolve through the collaborative effort of cross-functional team including client, users and stakeholders. However, the overall structure of specification is provided below

- a) The software will be completely web based.



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- b) The software needs to be developed in a mobile responsive manner to accommodate all devices currently in the market
- c) The software will handle all scenarios of DME.
- d) The software will be integrated with other systems & modules
- e) Proper documentation needs to be in place for modules and codes
- f) The system should generate all data logs and changes occurred to the system.
- g) Real time reporting with dashboard feature must be in the developed software. There will be a separate dashboard at different levels of users.
- h) The system will have authentication and authorization system that will allow users to generate reports of specific data sets based on permissions granted.
- i) The software will have advanced features such as hierarchy based access control etc.
- j) The software will use existing software technologies, for database it will use Oracle Database 12c Enterprise Edition, RedHat Enterprise Linux and CakePHP as development framework.

E. DATA ENTRY, VALIDATION & MIGRATION

Database will be designed in consultation with MEMIS cell and migrated and corrected as required to the newly built database. In addition, all necessary configurations of data, such as user information, department details, institutional information, complete organogram of the organization, or any other information will be preloaded to ensure the system works as expected. The data migrated and entered into the system will be error free and verified. In all modules where ever data migration is possible will be migrated in a seamless manner. However for cases where automated migration is not possible all data should be entered by the consultant before the module goes live. However in case of manual data entry all data should be double checked for errors and *validation*.

F. Transfer of Knowledge (TRAINING & NATIONWIDE ROLLOUT)

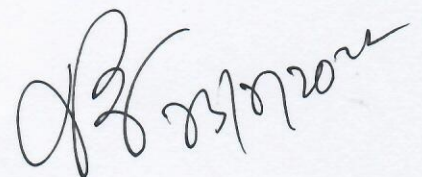
A series of training will be given to DME & MeMIS cell on developed MeMIS System. The details of the training are

1. EFT & Paybill Module training to MEMIS Cell
 - a. MEMIS Cell, user part – 10 person, 5 days
 - b. MEMIS Cell, System and Administration part – 10 person, 5 days
2. EFT & Paybill Module training to DME
 - a. MEMIS Operational Training – 10 person from DME, 5 days
 - b. MEMIS Operational Training – 64 person from Zila, 1 day

G. DOCUMENTATION

The project will require an organized and well documentation throughout the project. Several documentation is required to deliver but not limited to

1. Inception report – detailing the project development and implementation steps
2. Customer requirement specification(CRS) document
3. Software Requirement Specification(SRS) document including
 - a. System design document
 - b. Data flow document
 - c. Use Case document
 - d. Test plan document
4. Source Code documentation with necessary comments



5. User Training Manual and Admin training manual
6. Help Manual
7. System Administration Manual
8. DC & DR deployment documentation including backup & restore documentation
9. 7 Quarterly Progress Reports
10. Final Reports

H. SETUP THE MODULES IN EXSISTING DATA CENTER AND DO NECESSARY INTEGRATION

The Consultant will consult the DME for setting up the EFT & Paybill module deployment. Vendors will provide necessary logistics and will work as advised by the consultant in consultation with DME.

The consultant will do installation of software, EFT & Paybill module executable and database and necessary integration between DC & DR.

I. WARRANTY & SUPPORT:

The consultant will provide warranty and maintenance for a period of **2(two) years** after the software development work is completed and will do corrective and adaptive maintenance when required. The time period for maintenance will start after receiving a letter/certificate from DME regarding satisfactory completion of EFT & Paybill module development and related works.

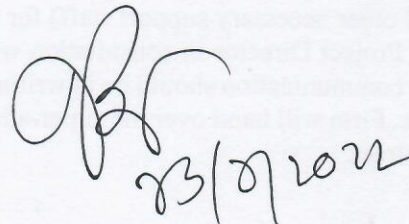
Corrective maintenance when required and is process oriented toward repairing defects that may arise with the software: such as:

- Whenever the program fails or aborts;
- The program renders an outcome that is not in agreement with requirements;
- Design and requirements do not agree with supporting software;
- User documentation leads to erroneous conclusion – both concerning users and activities – that render incorrect results or system failure.
- Relevant others

J. MAINTENANCE:

Adaptive maintenance & Support after when needed to improve software, hardware and documentation compatibility. This mode will be applied upon the user's request to be implemented during the execution of the program and will involve;

- Definition of requirements;
- System design;
- Program design;
- Module design and
- Software development



Handwritten signature of Muhammad Abu Noyeem, dated 23/07/2022.

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4. Expected Deliverables:

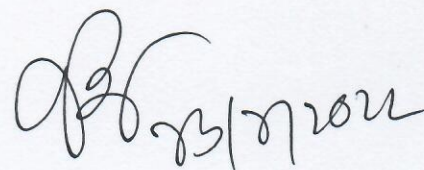
A. The firm will deliver the following results:

All deliverables should be submitted to the Client as specified:

SI	Deliverable
1)	Generate a Prioritized List for development of modules in consultation with DME and provide an inception report.
2)	Develop EFT module with different data entry requirements and different business logic as specified by the client; Deliver Necessary SRS, SDD, DFD, User & Admin Manuals, Source with Documentation in a CD with a detail report on the developed module
3)	Develop PAYBILL module with different data entry requirements and different business logic as specified by the client; Deliver Necessary SRS, SDD, DFD, User & Admin Manuals, Source with Documentation in a CD with a detail report on the developed module
4)	Continues upgrade and modification of the MEMIS as per the requirements of the client;
5)	Keep the software running on the designated server and make it available online for users during modifications will be made on a regular basis in order to carry out the existing tasks;
6)	Correct any bug on a regular basis during the system operational;
7)	Maintain software for optimizing usage and correct any flaws that are created during development stage as well as operational stage;
8)	Provide real time support service to central and field level officials through designated support team;
9)	Collect users feedback periodically to improve the software and make it more user-friendly;
10)	Fix any security & vulnerability and tune the application as advised by the Audit report on the software before final deployment
11)	Provide 7(seven) quarterly progress report with details task executed during the quarter
12)	Provide Final Report with all Source code, Executable files, database documentation, test cases, design document, user manual and database backup files etc. to DME in CD before completion of contract;

5. Management , Monitoring, Review and Evaluation Arrangement:

The DME will engage a firm with a consultant team (consisting of one team leader, one system architect, one education information management system expert, one infrastructure/network expert, one database expert etc. and other necessary support staff) for the proposed tasks. The consultants will work with close supervision of the Project Director in consultation with DG of DME. The consultant will report to DME on a regular basis. All communication should be in writing. Firm will also work with other Firm and vendors to execute the whole task. Firm will hand over the super-admin authority to the head of Technical Committee after expiration of the contract.



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