

Terms of Reference (ToR)

for

Hiring Consulting firm for Development of MIS & Accounting Software (Service Package # S2A)

1. Background:

The Government of the People's Republic of Bangladesh (GoB) has received loans from the World Bank towards implementation of the Investment Promotion and Financing Facility (IPFF) II Project (July 2017-June 2022) in the amount of USD 356.70 million vide Financing Agreement (IDA Credit No. 6004-BD & 6005-BD) signed on 05 November, 2017. GoB is also providing USD 60 million as counterpart fund to the Project. Bangladesh Bank through its cell named IPFF II Project Cell is implementing the Project on behalf of Finance Division, Ministry of Finance. It is mentionable that IPFF II project is a follow on project of successful IPFF Project (2007-2016).

The main objectives of the project are to increase longterm financing for infrastructure project and to build capacity of the local financial institutions for promoting private sector-led infrastructure financing in Bangladesh. IPFF II is designed to achieve the above objectives through following two broad components:

- i) Component 1 (Long-Term Infrastructure Financing Component)
- ii) Component 2 (Technical Assistance Component)

With a view to achieve the above mentioned objectives, USD 13.00 million will be utilized for procuring goods and services, building capacity of the stakeholders and meeting operating expenses. Whereas, USD 403.70 million will be lent to the government approved or endorsed (by appropriate authority) or licensed (issued by competent authority in applicable cases) infrastructure sub-projects in eligible to help alleviating constraints in infrastructure financing sectors through Participating Financial Institutions (PFIs). Till Date 11 private commercial banks and 4 NBFIs have signed Master Facility Agreement with IPFF II Project in this regard.

2. Objectives of the Assignment

The objectives of the assignment are:

- a) To develop a comprehensive Management Information System (MIS) & Accounting Software for the Project in order to facilitate IPFF II Project Cell through maintaining proper records of all financial transactions and non-financial information of the Project etc.;
- b) To secure/obtain regular (periodic and on-call basis) maintenance service (intended up to 30 June, 2022) for the new and previously developed Management Information System (MIS) & Accounting Software.

3. Scope of Services, Tasks and Expected Deliverables

The scope of services includes the following but not limited to:

A. Developing the MIS and Accounting Software consists of following features

- i) IPFF II Project information
- ii) Document Management System
- iii) Long term Lending

- iv) Training & Administration
- v) Asset management
- vi) Procurement Management System
- vii) Reports
- viii) Security features
- ix) Back log data entry & validation

B. Maintenance Service for the system

- i) The firm will have to provide the maintenance service for the new and previously developed software till the end of the project tenure i.e. June, 2022.
- ii) During the maintenance period, the firm will be responsible for maintaining the software as required.
- iii) During the maintenance period, the firm will be responsible to implement the necessary change request (i.e. develop/customize /upgrade etc.) in the software.
- iv) Maintenance service shall be on call basis.
- v) After every 3 (three) months a checkup for regular maintenance is required.
- vi) The duration of the intended maintenance period is upto the end of the project tenure i.e. June, 2022.

C. Necessary Functionalities of MIS and Accounting Software but not limited to:

➤ **IPFF II Information**

- Record Basic Information of IPFF II Project i.e. formation date, Information of Project Director, Officials, Staffs, Stakeholders etc.

➤ **Document Management System**

- Upload various documents (MS word/Excel/PDF etc.) i.e. Financing Agreement (FA), Master Facility Agreement (MFA), Technical Assistance Project Proposal (TAPP), Circulars etc.

➤ **Long Term Lending**

- Record management for the PFIs and Investment Sponsors.
- Record Loan disbursement, Schedule and Re-schedule of repayment.
- Record Payment receipt, late payment and other charges.
- Records of vouchers.
- Record & monitor Fund movement (transfers to GoB and Internal account, Refund etc.)
- Record withdrawals of IDA fund, GoB fund & other operational account under different credit.
- Maintain Sector/PFI/Entrepreneur wise information etc.
- Other necessary provisions (if required).

➤ **Training & Administration**

- Record comprehensive training related information i.e. participant's details, cost for the training programs (Local and overseas) etc.
- Record comprehensive information of different consultants, resource person i.e. contract number, duration, service fee, reference number etc.
- Record comprehensive information of staffs i.e. name, salary, contract duration etc.
- Records of different vouchers for both IDA & GoB fund (payment, receipt and cash back) etc.

➤ **Asset management**

- Fixed Asset Management (Details of Item purchased, purchase date, Item movement tracking etc.).
- Stationary management (Details of Item purchased, purchase date, Item movement tracking etc.).
- Records Summary and ledger of fixed asset and stationery items.
- Asset Inventory Management.

➤ **Procurement Management System**

- Record comprehensive procurement information (Annual Procurement Plan and Total procurement plan) according to procurement category (Goods, Services etc.)
- Keep necessary procurement transaction record in terms of procurement cycle.

➤ **Reports**

- Sub-Project based different types of reports (monthly, quarterly, half yearly, annually etc.) for PFIs.
- Reports for procurement plan and schedule (Goods & Services etc.), progress report etc.
- Financial Report including sources and uses of Fund Statement, uses of fund by Project Component etc.
- On lending related necessary reports (payment status, payment received, payment due etc.), disbursement statement, loan schedule/reschedule, repayment account statement, payment voucher (voucher number, date, code, name, title range), statement of payment to GOB account etc.
- Report for TA related Payment Voucher (voucher number, date, code, name, title range)
- IMED report (Monthly, Quarterly and any interval of date)
- IUFRA statement of DOSA Register (For different credits).
- Various financial Statement i.e. receipt and payment statement, income and expenditure statement, Balance Sheet, VAT/TAX statement, fund release report etc.
- Statements for Audit reports i.e. financial status, statement of expenditure, special account reconciliation statement, bank account information, statement of expenditure of DOSA, statement of taka account, summary of withdrawal application, statement of repayment account, summary of withdrawal application (direct payment), summary of GoB fund etc.
- Yearly ADP, RADP & Non-ADP allocation of IDA & GoB fund statement for IPFF II.
- Monthly report for Chief Accounts Officer (CAO) of Ministry of Finance (Convertible to word/excel).
- Different physical and financial allocation progress report (monthly, quarterly, half yearly and yearly) of the project including various charts and info graphics.
- Project information sheet including donorwise allocation and utilization status, allocation and disbursement status.
- Various Table Format (with provision of Update, Create and Add) for the users.
- Templates of different reports as required.
- Periodic E&S performance report of the sub-projects.
- Reports on different training programs (local & overseas)
- Reports on fixed asset, stationary etc.
- Search options (periodic, alphabetic etc) for each type of reports must be included.
- Sorting options (high to low, low to high, similar sub projects based information etc.) must be included.
- Other necessary reports as needed by the client.

➤ **Security Features**

- Strong password management system and stored by adopting Encryption Mechanism.
- Provide daily basis scheduled database back up.
- Easy procedure to restore database.
- Audit Trail to monitor the user activities for every Insert, update, delete operations including date, time, device name/IP etc.
- Unauthorized Access must be prohibited.
- Implement all possible security measures to protect Cyber-attack.

The Software covers the following but not limited to:

- Necessary provision for accommodating more similar sub-projects and project.
- The Software would have to run on a networked system paradigm, providing connectivity and accommodating collaborative work around the system from various user groups.
- All the reports, charts and tables should be convertible to MS word/Excel.
- Import data from different prescribed Template (MS Excel/.csv/.txt) into this System.
- Export data (MS Excel/.csv/.txt) from the System.
- Various currencies (USD, BDT etc.) option should be available for data entry.
- This Software should have interface with the previous IPFF to exchange data.
- Provision of Data migration from the previous IPFF Software to new IPFF Software
- Access mechanism would have to be defined and documented.
- User authorization/credential should be done according to IPFF II Project cell.
- The system needs to be integrated and furnished.
- Software and Hardware troubleshooting has to be covered.
- The software should be customizable by the IPFF-II Project Cell Authority (if required).

4. Reporting requirements and Time Schedule for Deliverables

- A complete User manual of the System.
- Provide in house end user training to perform smooth operation of the System.
- Full Technical Document including SRS.
- Business Blueprint mentioning all detailed requirements.
- Source code and Credentials.
- Others relevant documents.

<u>Phase 01 (Development Phase)</u>				
(% of payment will be finalized during Contract Negotiation)				
Sl no.	Tasks/Deliverables	Name of Deliverables	Time-lines For Deliverables	Lump-sum Installment Payment (% of Contract Price)
1	Work Plan and Inception Report setting out scope of services to be delivered under the contract	D-1	Within 15 Calendar days from the date of contract signing	5 % On acceptance of D-1
2	Requirement analysis Full Technical Document Business Blueprint after Approval of IPFF II Project Cell	D-2	15 Calendar Days after completion of D-1	5 % On acceptance of D-2
3	System Development Validation Test by IPFF II Project Cell with dummy data Modification and Bug Fixing according	D-3	45 Calendar Days after completion of D-2	5 % On acceptance of D-3

	to the recommendation of IPFF II Project cell.			
4	Trial run the software by IPFF II Project Cell with first round data Modification, Bug Fixing and other necessary activities to make the software ready for final release according to the recommendations of IPFF II Project Cell.	D-4	30 Calendar Days after completion of D-3	5 % On acceptance of D-4
5	Final release User Acceptance Test(UAT) Operational Acceptance Test(OAT) Back log data entry & validation Training for implementation of MIS & Accounting Software(3 days training of 15 participants) A complete User manual of the System Full Technical Document including SRS Source code and Credentials Others Deliverables (as per scope of work) Final Approval of Software From IPFF II Project Cell.	D-5	30 Calendar Days after completion of D-4	40% On acceptance of D-5
Total for development phase (6 Months)				60 % of Contract price

Phase 02 (Maintenance Phase)

Intended Maintenance Period-30(Thirty) Months (% of payment will be finalized during Contract Negotiation)

Year of Maintenance Service	Tasks/Deliverables	Name of Deliverables	Time-lines For Deliverables	Lump-sum Installment Payment (% of Contract)
First Year Maintenance Service D6 (M1-M4)	First Quarterly Maintenance Service	M1	After completion of deliverables M1	3% of contract price on acceptance M1
	Second Quarterly Maintenance Service	M2	After completion of deliverables M2	3 % of contract price on acceptance M2
	Third Quarterly Maintenance Service	M3	After completion of deliverables M3	3 % of contract price on acceptance M3
	Fourth Quarterly Maintenance Service	M4	After completion of deliverables M4	3 % of contract price on acceptance M4
Second Year Maintenance Service D7 (M5-M8)	First Quarterly Maintenance Service	M5	After completion of deliverables M5	3 % of contract price on acceptance M5
	Second Quarterly Maintenance Service	M6	After completion of deliverables M6	3 % of contract price on acceptance M6
	Third Quarterly Maintenance Service	M7	After completion of	3 % of contract price on acceptance M7

			deliverables M7	
	Fourth Quarterly Maintenance Service	M8	After completion of deliverables M8	3 % of contract price on acceptance M8
Third Year Maintenance Service D8 (M9-M10)	First Quarterly Maintenance Service	M9	After completion of deliverables M9	3 % of contract price on acceptance M9
	Second Quarterly Maintenance Service	M10	After completion of deliverables M10	3 % of contract price on acceptance M10
Intended maintenance phase 30 (Thirty) Months				30 % of Contract Price
Final Report	Final Report /Completion Report (Including updated User manual, Technical Document including SRS&Source code and Credentials etc.)	D9	At the end of the contract	10 % of contract price on Acceptance of D9

5. Team Composition and Estimated Time Input for the Service

Sl No.	Key Expert	Indicative Person-Month	
		For Development Phase	For Maintenance Phase
1	Team Leader	03	-
2	System Analyst	03	01
3	Business Analyst	02	01
4	Programmer	04	04
Total		12 Person-Months	6 Person-Months

The Consultant may propose other experts as Non-key experts (Data entry and validation operators) and supporting staffs if it is deemed required for accomplishing the tasks outlined in the ToR.

6. Qualification Requirements for the Key Experts

- A. The Consulting Firm should have 7years' relevant experience in the field of similar Software development.
- B. The qualification requirements for the Key Experts for the assignment are as follows:

Sl No.	Key Expert	Qualification Requirements of the Key Experts
i.	Team Leader	<ul style="list-style-type: none"> ➤ Should be a Fellow of Chartered Accounts (FCA) or having Masters Degree in Business Administration(MBA)/Computer Science/ Management Information System(MIS)or an equivalent degree from reputed university/institutions. ➤ Relevant professional qualification would be an added advantage. ➤ Should have at least 10 years of relevant experience in software development. ➤ Should have at least 05 (five) years' experience (working in to 2-3 projects are more preferable) as Team Leader or Deputy Team

		<p>Leader in a similar project relating to MIS/Accounting/Project Management development software& implementation.</p> <ul style="list-style-type: none"> ➤ Should have significant knowledge in Project Management, Software Development, Relational Database Management, Networking etc. ➤ 5 years of experience in a senior or managerial role of a large public or private sector organization company engaged in lending towards infrastructure projects would be an added advantage. ➤ Should have good communication skills (oral and written) in Bangla and English with good interpersonal relationship building and teamwork skills.
ii.	System Analyst	<ul style="list-style-type: none"> ➤ Should have at least a bachelor degree in Computer Science/ Information Technology or equivalent degree from reputable university/institutions. ➤ Relevant professional qualification would be an added advantage. ➤ Should have at least 8 years of specific experience as system analyst or with similar role in software development assignment. ➤ Should have knowledge and experience related to computer systems and technologies, strong problem solving and analytical skills and the ability to think logically. ➤ The consultant must have significant experience in web programming language including C/C++, JAVA/.NET, SQL Server, Oracle, Networking, Database Administration, troubleshooting etc. ➤ Should have good interpersonal skills and should be able to communicate effectively with computer personnel, users and other staffs who may have no technical background.
iii.	Business Analyst	<ul style="list-style-type: none"> ➤ The consultant should have at least MBA/Post Graduation with major in Accounting/Finance or an equivalent degree from reputed university/institutions. ➤ Relevant professional qualification would be an added advantage. ➤ Should have at least 5 years of relevant experience in the field of Finance/Accounting. ➤ Should have work experience (as Business Analyst or similar role)in a consultancy Firm, governmental organization/ project in developing software. ➤ Should have ability to manage and maintain strong client relationship. ➤ Should have worked in similar software development project.
iv.	Programmer	<ul style="list-style-type: none"> ➤ Should have at least Bachelor in Computer Science/ Information Technology or equivalent degree from a reputable University /institutions. ➤ Relevant professional qualification would be an added advantage. ➤ Should have at least 8 (Eight) years' specific experience in software development with a role as programmer or similar. ➤ Should have experience in developing similar software. ➤ The consultant must have significant experience in web programming language including C/C++, JAVA/.NET, SQL Server, Oracle, Networking Database Administration troubleshooting, etc.

		<ul style="list-style-type: none"> ➤ Should have knowledge and experience related to computer systems and technologies, strong problem solving and analytical skills and the ability to think logically.
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7. Contract type & Payment Mechanism

The type of contract is Lump-sum contract for the assignments in which the scope and the duration of the services and the required output of the consultant are clearly defined. Payments are linked to outputs (deliverables) as mentioned in Reporting requirements and Time Schedule for deliverables. This contract shall be administering on the principle of fixed price for a defined scope, and payments are due on clearly specified outputs and milestones.

8. Client's Input and Counterpart Personnel

- Only the focal persons shall be appointed for facilitation of implementation of the assignment.
- Access to the earlier version of software including data and templates will be provided to the consultants.

9. Consultant Selection Method

The firm will be selected using Quality and Cost Based Selection [QCBS (National)] method under World Bank's Procurement Regulations for IPF Borrowers, July 2016.