**KARANDAAZ PAKISTAN**

**REQUEST FOR EXPRESSION OF INTEREST FOR FINANCIAL SWITCH PLATFORM**

**This notice is placed by Karandaaz Pakistan. You are requested to direct all your queries to the Karandaaz Pakistan office in Islamabad using the e-mail address provided below.**

**Title of EOI:** Financial Switch Platform

**Date of EOI:** February 10th, 2017

**Closing date of EOI:** February 27th, 2017

**Address EOI response to:** Procurement Team

**EOI Number:** 007/2017

**E-mail Address:** procurement@karandaaz.com.pk

**COMPANY OVERVIEW**

[KARANDAAZ PAKISTAN](http://karandaaz.com.pk), a company established in August 2014, promotes access to finance for small businesses through a commercially directed investment platform, and financial inclusion for individuals by employing technology enabled digital solutions. Karandaaz Pakistan has financial and institutional support from leading international development finance institutions; principally the United Kingdom Department for International Development (UKAid) and the Bill & Melinda Gates Foundation.

Karandaaz has three core work streams; this particular work will fit under the **Digital Financial Services (DFS)** work stream which focuses on expanding the poor’s access to digital financial services in Pakistan. The DFS Unit facilitates digitization of government and other payment streams, encourages experimentation with businesses, and provides support to innovative DFS start-ups.

**PROJECT DESCRIPTION**

1. **Background and objectives**

The Financial Services industry in Pakistan is currently at varying degrees of digital maturity. While on one side we have organizations which are leading the digital transformation and innovation in the industry; on the far side of the spectrum we have organizations which are in the preliminary stages of their digital journeys. The telecoms are leading the digital front – benefitting from their technological reliant core business. The banks are following up with their digital strategies and tactical plans to transform the digital journey of their customers. These are followed by government institutions which have a far greater outreach to the unbanked and under-served population of the country.

At Karandaaz, we are committed to uplift the overall knowledge and abilities of the digital financial services industry. There is a need to quickly capitalize on new market opportunities. Players who want to jump on the DFS bandwagon have a lot of catching up to do. Karandaaz Pakistan sees this as a significant opportunity to improve service delivery by providing a means to digitize a range of payment flows. There is substantial evidence that digitizing payments reduces delivery costs, connects citizens to digital financial systems, cuts leakages at each step in the payment process, improves transparency and reduces the risk of payments being delivered to ghost (i.e. fake) recipients. Such interventions hold the potential for increasing digital financial inclusion for the unbanked by working with various government institutions, commercial banks, and telecoms.

As part of this Expression of Interest, Karandaaz Pakistan seeks to consolidate a list of suppliers that have the product features and capabilities to deliver a Financial Switch platform for a client.

1. **Request for Information on Scope of Work**

As part of the Request for Information, the Supplier is expected to share details of the following areas:

1. Functional Requirements
   1. Cash withdrawal
   2. Balance enquiry
   3. Mini statement
   4. Fund transfer
   5. PIN change
   6. Reversal mechanism
   7. Interbank Fund Transfer
   8. Transaction reports
   9. Screen configuration and user management
   10. ATM configuration and support for ATM terminals
   11. Online transaction monitoring tools
   12. Card management interface
   13. Back-Office features
   14. Bill payment
2. Technology and Architecture
   1. Architecture Design Principles and Guidelines
   2. Application/Platform Architecture
   3. High Availability and Disaster Recovery
3. Infrastructure and Deployment
   1. Infrastructure Requirements
   2. Solution Deployment Models
4. Performance Benchmarking
5. Information Security and PA DSS / PCI DSS Compliance
6. Operations and Maintenance Models
7. Product Roadmap
8. Pricing Models
   1. CAPEX / OPEX Models
   2. High-level cost breakups
9. **Evaluation Criteria for EOI**
10. **Basic Company Information (20%)**

* Name, address, website, and contact information of applying entity
* Number and location of all offices (local and international)
* Year of incorporation or registration, and details of registration
* Tax registration number (if applicable)
* Financial statement of recent years
* Letter of expression of interest

1. **Experience and Clientele (20%)**

* Knowledge of and experience in projects related to Financial Switch and Digital Financial Services
* Experience of working in Pakistan
* List of similar implementations successfully completed, clearly indicating ability to execute all aspects of the project

1. **Scope of Work (40%)**

* Functional Requirements
* Technology and Architecture
* Infrastructure and Deployment
* Performance Benchmarking
* Information Security and PA DSS / PCI DSS Compliance
* Operations and Maintenance Models
* Product Roadmap
* Pricing Models

1. **Client References (20%)**

* References of two clients where the company has an ongoing relationship, and one reference of a client whose project has been completed successfully. Reference checks may be made with the contacts provided.

1. **Expected Timeline**

The timeline for the EOI process is as follows:

|  |  |
| --- | --- |
| EOI initiation | February 10th, 2017 |
| Supplier Queries & Clarifications | Till February 15th, 2017 |
| Last date of EOI submission | February 27th, 2017 |

All questions and/or clarifications regarding this EOI must be submitted via email to [**Procurement@karandaaz.com.pk**](mailto:Procurement@karandaaz.com.pk)no later than 5:00 pm local time on **February 15th, 2017**. All correspondence and/or inquiries regarding this solicitation **must reference the** **EOI number and Title**. No phone calls or in-person inquiries will be entertained; all questions and inquiries must be in writing.

Questions and requests for clarification—and the responses thereto—will be circulated to all EOI recipients who have indicated an interest in bidding by 5:00 pm on **February 17**th**, 2017**.

1. **Document Requirements**

The documents/information mentioned below must be provided with the EOI.

**APPLICATION CHECKLIST**

|  |  |  |
| --- | --- | --- |
| **Sr. No** | **Required Documents** | **Checkbox** |
| 1 | Name, address, website, and contact information | ☐ |
| 2 | Number and location of all offices (local and international) | ☐ |
| 3 | Year of incorporation or registration, and details of registration | ☐ |
| 4 | Tax registration number (if applicable) | ☐ |
| 5 | Financial statement | ☐ |
| 6 | Letter of expression of interest | ☐ |
| 7 | Brief of completed and on-going projects (local and international) | ☐ |
| 8 | Details on Scope of Work | ☐ |
| 9 | Client References | ☐ |
| 10 | Any other document attached, please specify. | ☐ |

**RESPONDING TO THIS REQUEST**

EOIs must be submitted at or before 05:00 pm Pakistan Standard Time on February 27th, 2017 by e-mail at [procurement@karandaaz.com.pk](mailto:procurement@karandaaz.com.pk), and by courier at 1 E, Ali Plaza, Nazim ud din Road, D-Chowk, Islamabad. Late EOIs will not be considered for shortlisting.

The overall length of the EOI must not exceed 35 pages (including annexes).