**KARANDAAZ PAKISTAN**

**REQUEST FOR EXPRESSION OF INTEREST**

**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:** API Management Platform

**Date of EOI:** December 23rd, 2016

**Closing date of EOI:** January 16th, 2017

**Address EOI response to:** Procurement Team

**EOI Number:** 006/2016

**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.

The management costs of collecting and disbursing vast volumes of payments manually and in-cash places a large financial burden on the overall OPEX of private and public financial institutions. The current systems offer little information or visibility on transactions and branch/merchant working, and hence impede effective decision-making while creating accountability gaps and lost efficiencies.

Furthermore, 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. This intervention holds potential for increasing digital financial inclusion for the unbanked by working with various government institutions, commercial banks, and telecoms.

The objective of the exercise is to implement and deliver a turnkey solution that will enable the client to digitize financial transactions, including, but not limited to, collections, disbursements, payments and remittances. As part of this digitization process, it is vital to implement an API Management platform. This platform should enable the client to integrate its internal hosts and banking platforms with the external financial ecosystem comprised of all the partner entities via a standard open APIs based approach. The partner entities comprise of all the Banks, Telecommunication Operators and Financial Institutions in the country.

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 an API Management platform for the Financial Services industry.

1. **Project Scope and Expected Results**

As part of the project, the Supplier is expected to deliver on the following domains:

1. Business Requirements
   1. Implementation of the Use Cases for the following key payment domains:
      1. Disbursements (G2P) through all channels
      2. Collections (P2G) using all channels
      3. Online Payments
      4. Retail Payments
      5. Bill Payments
      6. Domestic Remittance
      7. International Remittance
      8. Channel Management
   2. Pricing Configurations
      1. the platform should have the ability to enable a pricing scheme for the monetization of exposed APIs
      2. the Supplier should configure the initial set of pricing for the integrations implemented in the launch phase
   3. Data Loading and Storage
      1. The platform should have the ability to host datasets, load and process data for bulk financial and non-financial transactions
   4. API Management
      1. The platform should have the ability to publish APIs to the internal and external consumers in a secure and scalable environment.
      2. Secure and optimize APIs
      3. Traffic monitoring of all the integrations
   5. Reporting and Real-time Analytics
      1. The platform should be able to provide insights into the usage of the APIs along with their performance to identify the business impacting trends
      2. A wide range of analytical dashboards should be readily available with minimum configuration
2. Architecture and Integrations
   1. Architecture Design Principles and Guidelines
   2. Information Architecture
   3. Application Architecture
   4. Integrations
3. Infrastructure and Deployment
   1. Infrastructure Requirements
   2. Solution Deployment
4. Performance and Capacity Management
   1. Performance Monitoring and Reporting
   2. Performance Analysis and Optimization
   3. Performance Testing
   4. Capacity Planning Process
   5. Scalability Report and Recommendations
5. Information Security
   1. Secure Coding Practices
   2. Customer Data Privacy
   3. Access Management - Identification, Authentication, and Authorization
   4. PA DSS / PCI DSS Compliance
   5. Security Implementation Report
   6. The Supplier should abide by the laws and regulations of the Islamic Republic of Pakistan
6. Operations and Maintenance
   1. Software Service Level Agreement
   2. Split of Roles and Responsibilities
   3. Supplier’s Support Organization
   4. Tiered Escalation Matrix for Operations and Maintenance
   5. On-site Support
   6. Incident and Problem Reporting
   7. Root Cause Analysis (RCA) Reporting
   8. Support Meetings
7. Project Management
   1. Dedicated PMO unit
   2. Project Implementation Plan (PIP), Timelines, and Milestones
   3. Weekly and Monthly progress meetings
   4. Dedicated on-site personnel for Project Implementation Phase
   5. Tiered Escalation Matrix for Project Implementation Phase
   6. Acceptance Criteria
8. Process Management - As part of the project, the Supplier is expected to share and implement the documented processes for the following:
   1. Service Level Management and Reporting
   2. Business Continuity Management and Disaster Recovery
   3. Backup and Restoration Management
   4. Capacity Management
   5. Incident Management
   6. Configuration Management
   7. Change Management
   8. Release Management
   9. Report and Job Scheduling
   10. Log Management
9. Training and Development
   1. Training Workshops for the resources of the Client
   2. Capacity Development for Level One and Level Two support teams of the Client
   3. Product Manuals and Technical Specification Documentation
   4. User Guides
   5. Training Videos
10. **Evaluation Criteria for EOI**
11. **Basic Company Information (mandatory)**

* 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 (5%)**

* Knowledge of and experience in projects related to API Management and Digital Financial Services
* Knowledge and experience of working on similar assignments in developing countries
* Experience of working in Pakistan
* List of similar projects successfully completed clearly indicating ability to execute all aspects of the project

1. **Qualification and Experience of team (5%)**

* Organogram of Project Team
* Management Team – List of staff with brief bios
* Availability of key staff within the stipulated time frames of the project

1. **Scope of Work (85%)**

* Business Requirements
* Architecture and API Gateway
* Integrations and Developer Interface
* Infrastructure and Deployments
* Performance and Capacity Management
* API Security/Information Security
* API Analytics
* Operations and Maintenance
* Project Management
* Process Management
* Training and Development

1. **Client References (5%)**

* 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 will be made with the contacts provided.

1. **Expected Timeline**

The timeline for the EOI process is as follows:

|  |  |
| --- | --- |
| EOI initiation | December 23rd, 2016 |
| Supplier Queries & Clarifications | Till January 6th, 2016 |
| Last date of EOI submission | January 16th, 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 | Organogram of Project Team | ☐ |
| 9 | Management Team – List of staff with brief bios | ☐ |
| 10 | Compliance on Scope of Work | ☐ |
| 11 | Client References | ☐ |
| 12 | Any other document attached, please specify. | ☐ |

**RESPONDING TO THIS REQUEST**

EOIs must be submitted at or before 05:00 pm Pakistan Standard Time on January 16th, 2017 by e-mail at [procurement@karandaaz.com.pk](mailto:procurement@karandaaz.com.pk), or by courier at 1 E, Ali Plaza, Nazim ud din Road, D-Chowk, Islamabad. Late EOIs will not be considered for shortlisting.

All queries on the EOI shall be submitted by 6th of January, 2017.

The overall length of the EOI must not exceed 20 pages (including annexes).