



REQUEST FOR EXPRESSIONS OF INTEREST

Design and Implementation of an Electronic Payment Solution

Deadline: 16 December 2019

The National Insurance Board is seeking innovation to change the way it makes payments to its customers. In particular, the Board wishes to investigate the possibility of making electronic payments to Board-issued cards and customers' mobile wallets. These payments should be expended and or realized through normal mechanisms, such as bank ATMs and card swipes on the Visa/Mastercard Network.

The overall objective is to develop and implement an efficient and cost effective payment solution; thus providing options for NIB customers to receive their funds, reduce the need for cheque and cash payments, and lower the number of visitors to NIB for the purpose of collecting payments.

The solution must give the Board the option of using the National Automated Clearing House as a means to disburse payments, and the successful vendor must be licensed to operate in The Bahamas as a payment service provider.

The Board expects that the solution will be available in New Providence and the Family Islands and could be implemented within the next three to six months for claims and pension disbursements in Abaco and Grand Bahama.

The scope of this project focuses on payments for customers in Abaco and Grand Bahama in the first instance. However, a scalable solution is required as NIB has some 311,000 registrants across The Bahamas. Additionally, the solution is required to meet expected growth in future years. Eventually, NIB would like to accept contribution payments made from its customers' mobile wallets.

The payment solution will include the following:

1. The acquisition or development of software that will be installed on servers within NIB's Data Centres.

2. Application Programming Interfaces (APIs) to integrate the solution with NIB's core business application.
3. The configuration of the solution to facilitate the disbursement of NIB payments for claim benefits and pensions.
4. The identification of hardware requirements and specifications including servers (physical or virtual), computers and ancillary equipment.
5. The integration of hardware and software in NIB's production Data Centre with replication in the Disaster Recovery site in real time.
6. Testing, installing and deploying the solution to all environments, and making necessary adjustments as needed.
7. Post implementation support and maintenance for an agreed specified time.

The project includes both the supply of software and the consulting services needed such as: parameterization and configuration, development of any custom features, training, and transfer and implementation of the solution. All software developed for this solution will be solely owned by the National Insurance Board.

The successful companies will be shortlisted and invited to provide proposals.

Participating companies may associate with other companies in the form of a joint venture to enhance their qualifications.

Interested companies should provide information indicating that they are qualified to perform the services. This should include the following information: country of origin, address, phone and fax number, email address, and legal representative of the company.

The standard for selecting the short list is based on the following, and a description for each must be submitted.

- a) A proven experience of the company in similar implementations of payment solutions in the past 5 years;
- b) A proven experience of the company in development of and / or implementation of payment solutions related to Payment Systems;
- c) A proven experience of the company in delivering projects according to standard methodologies such as PMBOK and PRINCE2.

- d) Authorization from the Central Bank of The Bahamas and other necessary licenses to act as payment service provider within The Bahamas.

Expressions of interest must be delivered in an electronic format to the email address paymentsolutioneoi@nib-bahamas.com by 05:00pm ET on 16 December 2019.

For questions contact NIB via e-mail at the following address: paymentsolutioneoi@nib-bahamas.com

Questions will be received up to 5 working days before the date set for receipt of expressions of interest.

Responses to questions regarding the Request for Expressions of Interest will be shared via email with all participating companies.

The National Insurance Board reserves the right to reject any and all expressions of interest.