Ministry of Digital Economy & Entrepreneurship
Youth Technology and Jobs Project
Project ID: P170669
Reference#: JO-MODEE-220916-CS-QCBS
Assignment Title: Implement Digitalization of Government Payment – Back End Solution

A. PROJECT BACKGROUND AND OBJECTIVES

The Ministry of Digital Economy & Entrepreneurship (MoDEE), Jordan, is the implementing agency of the Youth, Technology, and Jobs (YTJ) project, which aims to improve digitally enabled income opportunities and expand digitized government services in Jordan. The YTJ project will build an impetus for private sector-led growth of the digital economy and make interventions to address specific constraints in the supply and demand sides of the economy. The project duration is five years.

The project components are:

Component 1 – Support the supply of digital skills in Jordan

- Sub-component 1.1: Support private sector-led digital skills development. Support the establishment of the National Skills Council for Information and Communication Technology (NSC-ICT), as an independent (financially and administratively) legal entity, with a majority private sector board membership and representation from key public sector stakeholders, and with the mandate to: (a) conduct demand and supply side assessments; (b) establish national occupational standards; (c) qualify training service providers; (d) select and contract training service providers; (e) create, accredit, and disseminate on-line training materials; (f) conduct national awareness activities; (g) engage in monitoring and evaluation; and (h) establish comprehensive customer relationship management (CRM) system for the beneficiaries. The activities of the NSC-ICT will be coordinated with and, when required by vocational training law and regulations, approved by the Vocational and Technical Skills Development Corporation.

- Sub-component 1.2: Enhance digital skills competencies for public school students. Introduce quality technology courses in public classrooms G7-12. The activities under this sub-component will aim to identify gaps in the existing information technology courses in schools, develop context-relevant technology learning assets, train teachers on the new courses and roll-out in a systematic way across public classrooms.

- Sub-component 1.3: Provide working spaces in underserved communities through Tech Hubs. Support upgrading and equipping three to five technology hubs (Tech Hubs) as "for fee" venues for skilling programs, networking, and co-working spaces for trainers, entrepreneurs, freelancers, Civil Society Organizations (CSOs), and Business Process Outsourcing (BPO) businesses in nearby communities.

Component 2 – Support the expansion of digital sector and digital government services in Jordan

- Sub-component 2.1: Support the expansion and access to market for digital firms and digital platforms. Provide incentive packages to support the growth plans of digital firms in underserved communities to help build and scale their activities and generate local job opportunities. Provide access to income opportunities in various tech and non-tech economic activities for individuals in the gig economy. The project will seek to increase the adoption of platforms by supporting CSOs in training individuals to access and offer their services on digital platforms and by conducting market outreach and awareness building, with a focus on underserved communities.

- Sub-component 2.2: Support digital transformation of service delivery to citizens and businesses. Support activities designed to improve access to and quality of selected e-government services. In addition to improving quality and cost efficiency of service, the government's commitment to adopt a private sector-based delivery model for government e-services is expected to create business opportunities for local digital firms, which will provide an impetus for employment growth in the digital sector.

- Sub-component 2.3: Support digitization of payments. Support the government commitment to advance penetration of digital payments in Jordan supporting e-payments for all applicable government services, with a focus on front-end services.

Component 3 - Project management & implementation support

MoDEE established a Project Management Unit (PMU) at MoDEE, which includes focal points for the Ministry of Labor and Ministry of Education. The PMU (within MoDEE) has the overall fiduciary responsibility for project implementation and ensuring activities executed are in accordance with the Program Operational Manual (POM).

To that end, MoDEE is issuing this ToR to identify and appoint a firm that will be responsible for the scope below.

B. ASSIGNMENT SPECIFIC BACKGROUND

Ministry of Digital Economy and Entrepreneurship is interested in implementing Digitalization of Government Payment project. The Ministry is considering Jordanians and non-Jordanians to use electronic payment channels to pay government services fees. The type of transactions that need to be considered is Person/Business -to-Government.

The purpose of this project is to have a Technology future proof solution that is inclusive, cost efficient and allows the benefits as follows:
1. Improving Citizens Experience.
2. Reducing Economic Informality
3. Creating New Jobs.
4. Eliminating the Risk of Fraud.
5. Making Government Payment Data more accurate.

C. SCOPE OF WORK & OBJECTIVES

The providing firm must:
1. Design a digitized payment solution that ensures Jordanian and non- Jordanian citizens can make their payment (in-person and remote) efficiently in using multiple options that are already available in the kingdom of Jordan.
2. Develop and implement the solution at the Government Entities with full integration to the existing or new billing module.
3. Provide project management, support, training and documentation for Government entities as well as Jordanians and non-Jordanian's education and usage.

Back-End Module
The back-end payment system and source code must be under the ownership of the Jordanian Government.

- Getting invoicing and billing information of the processed job from the system of the Government Entity in real-time supporting both pull and push notifications, or through batch file upload/downloads depending upon specific requirements of each government entity.
- The back-end Provider must provide a creative solution for fully, semi and not integrated Governmental entities systems and services.
- The back-end Provider has to mention all supported integration modules (API's as a provider) and how to deal with any legacy system may work on a Government Entity such as but not limited to:
  - (a) SOAP-based Web Services (XML file format).
  - (b) Message Queuing systems (Microsoft Message Queue, IBM MQ Series. etc.).
- Presenting invoicing and billing information to any possible payment channel in real time (Ex: Cards, Wallets, Money, and Card Transfer to name a few) with the appropriate notifications about the status of the processed payments.
- Notifying the system of the Government Entity about the status of the processed invoicing and billing order.
- The back-end system has to provide tracking capabilities for all invoicing and billing processes and link all details with the any possible payment channel (Ex: Cards, Wallets, Money and Card Transfer).
- The back-end system has to provide customized retention policy and reporting module.
- The back-end Provider has to mention all supported integration modules (API's as a provider)) and how to deal with any possible payment channel (Ex: Cards, Wallets, Money and Card Transfer) may be used such as but not limited to:
  - (a) SOAP-based Web Services (XML file format).
  - (b) Message Queuing systems (Microsoft Message Queue, IBM MQ Series, etc.).
- The back-end system must be able to support the full integration with any governmental system such as but not limited to GFMIS.
- The back-end system must provide a Web management access for Ministry of Finance (MoF) and government Entities to track payment transactions and extract required reports.
- The back-end must be compliant with the latest security standard such as but not limited to PCI-DSS.

Clearing, Settlement and Reconciliation
The back-end System will be able to facilitate all processes related to clearing, settlement and Reconciliation.

D. DELIVERABLES/SPECIFIC OUTPUTS EXPECTED FROM PROVIDING FIRM

Expected deliverables outlined in the table below:

Deliverables	Schedule
Deliverable 1 – Produce a Detailed Project Plan Entailing all Project Phases	2 weeks
Deliverable 2 – Requirements Gathering Assessment, System Analysis and documentation (object model, dynamic model and user interface)	12 weeks
Deliverable 3 – Design a digitized payment solution – backend architecture (functional & technical specifications and prototype documentation)	3 weeks
Deliverable 4 – Product deployed on a test environment	40 weeks
Deliverable 5 – User Acceptance Testing and test plans	4 weeks
Deliverable 6 – Production deployment and rollout of the new payment solution	8 weeks
Deliverable 7 – Full Documentation and Operational Acceptance	4 weeks
Deliverable 8 – Maintenance and support (post go-live)	4 weeks

All submitted outputs must be in English. Schedule refers to the number of weeks from the start of the assignment to completion of the deliverable, including approval of deliverable by the Project Management Unit (PMU).

E. QUALIFICATIONS

- Proven minimum 10 years of experience in designing, building, operating in electronic payment services space
- Demonstrate a portfolio of successful payment systems development and implementation for public or private sectors
- Knowledge of the Jordan financial and payments ecosystem in general, especially related to digital financial services
- Have a PM framework with necessary skill-set to ensure proper, timely, and delivery of complex projects
- Having successfully conducted at least 2 full project lifecycle assignments from analysis, design, and implementation, by working closely with a diverse set of stakeholders
- Capacity to place one or more team member in Jordan (or working through a local partner) to ensure regular communication and engagement with key stakeholders
- Ability to translate technical terms into actionable language and recommendation
- Excellent written and oral language skills in Arabic and English

The providing firm must consist of at least:

1. Project Manager (Team leader)
2. Payment Expert
3. Solutions Architect
4. Systems Analyst
5. Developers (Specialized in developing open API's and Financials, messaging systems)

The Project Manager (Team Leader) shall possess the following qualifications:

1. University degree– or equivalent experience - in engineering, software development, digital payments or related field

2. Minimum of 15 years of relevant professional experience

- Certified PMI and or PRINCE2
- at least have managed 2 similar implementations successfully, etc.

The payment expert shall possess the following qualifications:

1. University degree in Banking and Finance, Accounting Sciences, digital payments or related field
2. Minimum of 5 years of relevant professional experience

The Solutions Architect shall possess the following qualifications:

1. University degree in engineering, software development, digital payments or related field
2. Minimum of 10 years of relevant professional experience

The Systems Analyst shall possess the following qualifications:

1. University degree in engineering, software development, digital payments or related field
2. Minimum of 5 years of relevant professional experience

The Developers shall possess the following qualifications:

1. University degree in engineering, software development, digital payments or related field
2. Minimum of 5 years of relevant professional experience

F. REPORTING AND SUPERVISION

The providing firm will work under the guidance and supervision of the Digital Transformation Lead of the Project Management Unit (PMU) at MoDEE. The PMU will be responsible for coordinating with MoDEE team to ensure full ownership of the assessment and its findings. The providing firm will prepare weekly progress reports and coordinate with the designated point of contact at the PMU.

The providing firm will deliver biweekly updates of implementation progress by email to the PMU. These should include:
- Reporting on activities scheduled for the period, per component, and describing any change to the schedule or activities.
- Reporting on results, for the period, per component.
- Flagging findings, lessons, or emerging issues of interest or concern.
- Identifying issues or problems that have affected or may affect task implementation.

G. PAYMENT SCHEDULE

The provider will be paid upon the following payment schedule. All payments are bound to receiving a written satisfaction letter one week following the submission of the deliverable from the PMU

5%	Upon submission and the PMU's acceptance of deliverable D.1
10%	Upon submission and the PMU's acceptance of deliverable D.2
5%	Upon submission and the PMU's acceptance of deliverable D.3
30%	Upon submission and the PMU's acceptance of deliverable D.4
15%	Upon submission and the PMU's acceptance of deliverable D.5
25%	Upon submission and the PMU's acceptance of deliverable D.6
5%	Upon submission and the PMU's acceptance of deliverable D.7
5%	Upon submission and the PMU's acceptance of deliverable D.8