

**Request for Expression of Interest**  
**Design Development & Implementation of Health Operations Payments Engine (HOPE) System**

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The International Finance Corporation (IFC), the private sector arm of the World Bank Group, is a leader in sustainable investment in emerging markets. IFC promotes private sector development and economic growth as a way to reduce poverty and improve people's lives. IFC provides advisory services by establishing partnerships with donors, governments, and the private sector to design and deliver technical assistance programs that promote entrepreneurship, improve the investment climate, mobilize private sector investment and enhance the competitiveness of micro, small and medium enterprises.

IFC defines the South Asia region as India, Bangladesh, Nepal, Bhutan, Sri Lanka and the Maldives. The Access to Finance (A2F) business line includes projects in microfinance, e-banking, affordable housing finance, leasing, SME finance, sustainable energy finance, trade finance, insurance, payment systems, credit bureaus, and capital markets.

**Background of the project:** On behalf of the State Health Society of Bihar (SHSB) under the aegis of department of Health, Government of Bihar, the IFC seeks to deliver equitable, responsive, and quality health services to the people of Bihar. The National Rural Health Mission (NRHM) of the Government of India envisages using conditional incentive payments to health workers like Accredited Social Health Activists (ASHAs) and programme beneficiaries like women giving birth in an institution, as per established programme guidelines. The SHSB has created strong organisational capabilities at the districts and blocks to implement these programmes. However, the SHSB and other stakeholders have noted multiple issues with the payment processes leading to delays and inefficiencies in the incentive payments to the programme beneficiaries and health workers and fee to the private providers. The SHS seeks to implement an efficient, convenient and reliable payment system for payment of salaries and incentives to health staff and health workers, incentives to programme beneficiaries, and fee to private providers.

**Project Objective:** The objective of this assignment is to design, develop and implement a custom application, Health Operations Payments Engine (HOPE) System, to support the calculation, verification and processing of health payments. The HOPE system will be a web-based application operating out of the Bihar State Data Centre for the SHSB and will be used by the SHSB, District Health Societies (DHS), Block Primary Health Centres (BPHC), and medical college hospitals. Following the deployment of the HOPE System, the Design, Development, and Implementation (DDI) vendor will provide break-fix support during the warranty period and provide system maintenance and enhancement support as requested by the SHSB.

**Scope of Work:** The DDI vendor will support the complete development of the HOPE System, starting off with the validation of the requirements and completion of a system design, and culminating with the implementation of the system into a production pilot, followed by a full state-wide rollout of the system. The HOPE System should be a parameter driven modular system that can be extended and expanded to support multiple government health programmes, and pass payment files to any number of Financial Institutions/Payment Service Providers. It is the desire of the SHSB that the HOPE System be developed to consist of several modules and processes that together provide an automated solution for incentive and service payments to the health programme participants (programme beneficiaries and health workers such as Accredited Social Health Activists (ASHAs), Auxiliary Nurse Midwives (ANMs) and Anganwadi Workers (AWWs), as well as commercial entities providing services to the SHSB under Public Private Partnership programmes such as maternity clinics etc.). The HOPE system would interface with many existing systems used by the SHSB, notably the Financial Monitoring Report (FMR), Health Management Information System (HMIS), Human Resources Information Systems (HRIS) and Mother and Child Tracking System (MCTS). In addition the system would interface with the internal payment systems of select FIs and PSPs; and also potentially require interface with the authentication infrastructure of the UIDAI for verification of recipient enrollment and in the course of their participation in the programme events.

**Schedule of deliverables:** October 15, 2011 – March 14, 2013

IFC now invites eligible consulting firms to indicate their interest in providing their services by submitting a response to this Request for Expression of Interest (REOI). Please note that Consulting Firms may associate with other interested firms or individuals to enhance their qualifications. Firms that have been determined to be qualified through the evaluated results of this first stage may be invited to submit proposals in response to the Request for Proposals (RFP) that will be issued at a later date.

Interested consultants must provide the following information that will indicate that they are qualified to perform the services:

- Provide information on your expertise and experience with any prior similar assignments; experience in similar conditions; availability of appropriate skills among staff, etc.
- Provide annual sales revenue for the last two years.
- Demonstrate a capability to meet the World Bank Group's Vendor Eligibility Criteria as found on [www.worldbank.org/corporateprocurement](http://www.worldbank.org/corporateprocurement).

- Please note that Marketing Brochures should only be provided as attachments and will not be considered as a substitute for written responses. Elaborate artwork is not required or encouraged.

By responding to this REOI, you are confirming compliance with the World Bank Group Procurement Policy.

The responses will be reviewed and those consultants deemed best qualified in IFC's judgment will be short-listed according to the following criteria:

The following qualifications are mandatory:

- Extensive experience in developing and implementing custom web based applications.
- Extensive experience in database design and software programming.
- Experience in similar assignments.

IFC reserves the right to limit the number of qualified firms shortlisted for efficiency. IFC reserves the right to verify any information provided, or to request additional information after REOI packages are received. IFC reserves the right to proceed, or to not proceed, with issuing an RFP. IFC also reserves the right to modify the scope of work for the RFP as necessary to meet Project requirements.

All data and information received from IFC for the purpose of this assignment are to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference. The contents of written materials obtained and used in this assignment may not be disclosed to any third parties without the expressed advance written notice of IFC.

Interested consultants are hereby invited to submit expressions of interest.

Expressions of Interest should be submitted, in English, electronically through World Bank Group eConsultant2 (<https://wbgeconsult2.worldbank.org/wbgec/index.html>)

The deadline for submission of REOI is August 14, 2011