



THE SUPREME COURT OF THE BAHAMAS
OFFICE OF THE CHIEF JUSTICE

EXPRESSION OF INTEREST

Project: e-Payment system

Financing: OFFICE OF THE CHIEF JUSTICE
INVITATION FOR EXPRESSIONS OF INTEREST

Deadline for Response: 04th December 2019: 17:00 HOURS (EST)

**THE SUPREME COURT OF THE COMMONWEALTH OF THE BAHAMAS
E-PAYMENT PROJECT**

REQUEST FOR EXPRESSION OF INTEREST (EOI)

This notice is placed on behalf of the Judiciary of The Bahamas to enable interested vendors who meet the stated and other criteria to determine their eligibility and to respond to this EOI by offering their products and or services under the requirements of this project.

Title of the EOI:

Implementation of e-Payment System

The top 3 proponents will be invited to make a presentation to the Office of the Judiciary.

SUMMARY OF BACKGROUND INFORMATION

Presently, the payment processes within the Magistrates court is run off accounting software and manually through a receipt and ledger system. Payouts are completed via direct deposit or in the form of court checks.

The Judiciary is seeking to procure an e-Payment software solution in the Magistrates Courts that will ensure the timely delivery of payments in an efficient way, and allow payment management for purposes of tracking settlements and multiple payments as well as the status of the payee and/or payer. Specific tasks include but are not limited to the following:

1. Managing court payment orders
 - verification of orders to assure accuracy of entered information;
2. Data migration from current system to the e-Payment system;
3. Tracking of payments: by case number (unique identifier), payment amount, date, payment type; and
4. Documenting, distributing, and archiving payments.

OBJECTIVES OF THE ENGAGEMENT

In an effort to fulfil its mandate to the people in The Bahamas, the Judiciary is seeking an E-payment solution in the Magistrates Courts that will make and receive court-ordered payments to and from the court. This service will be specifically tailored to persons ordered to make maintenance payments and payments in civil matters and to facilitate prompt payout to the payee.

The e-Payment solution will:

- a. Innovatively streamline and automate the managerial operations of the Cahiers Office;
- b. Implement advanced security features consistent with industry quality standards;
- c. Provide mobile accessibility for payee and payor, and other authorized users -
 - Assuring payments can be processed and received on all family islands;
- d. Improve the collaboration between key stakeholders and authorized users;
- e. Support the synergistic and efficient delivery of payment services in the Judiciary -
 - Ability to track salary deductions implemented directly by employer; update the e-payment system to ensure all payment information is current;
 - Ability to conduct payment reconciliation and track multiple payments made; and
 - Allow payor to select priority payments when completing multiple payments.

DESCRIPTION OF THE ENGAGEMENT

The Judiciary is seeking an Expression of Interest of a Vendor to:

1. Elicit and validate stakeholder requirements;
2. Design, develop, test and deploy the e-Payment software application (*with Mobile functionality*);
3. Establish merchant points of sale ensuring the inclusion of the Family Islands - Partnerships with a local merchant points of sale that are represented on the Family Islands would be preferable (i.e. BTC and others).
4. Integrate the current software application with the new e-Payment solution to allow migration of existing data and its utilization in the new processes;
5. Configure and implement the required hardware for multiple environments - (*Development, Test, Production, and Disaster Recovery*);
6. Conduct User Acceptance Testing (UAT) and Customer Acceptance Testing (CAT);
7. Develop and produce manuals and tools (*User and Operational*);
8. Transition from Project to Operationalization;
9. The selected vendor is required to provide 8-payment terminals for merchant points of sale. The solution will include customization, installation of terminals in 8- locations, maintenances fees for both terminals and software (the total annualized cost of operations and support).
10. Develop, test, and implement a Disaster Recovery Plan.
11. Develop and implement a process improvement plan including Business Process Reengineering (*BPR*);
12. Develop and implement a Change Management Strategy for management of payments

CHARACTERISTICS OF THE ENGAGEMENT

Vendor Qualifications:

1. Eligible vendors should possess at least 1 year of experience in implementing electronic payment solutions and must list no less than one (1) implementation.
2. The joint abilities of the personnel assigned to the engagement should not be less than four (4) years in electronic management information systems or similar systems as described above relating to payments. The vendor must be able to demonstrate use of technology in previous work to provide innovative solutions.
3. Foreign companies are eligible to submit an offer subject to full compliance with all local legal and regulatory requirements. It is encouraged that foreign companies partner with local companies.
4. Individuals to be assigned to the engagement must:
 - a. Provide their Country of Citizenship;
 - b. List their academic and professional designations;
 - c. Identify their role(s) on this initiative;
 - d. Provide three (3) relevant professional Government implementations (include employer, agency, country, brief description, start and end dates, roles and responsibilities, accomplishments and deliverables). State which company or organization they were working for at the time.

Please note that the Judiciary has the authority to reject any and all submissions without an explanation.

Interested Companies should submit Expressions of Interest showing their ability to meet the objectives and characteristics of this engagement inclusive of a cover letter by 17:00 hours (EST) 04 December 2019, via courier or E-Mail as follows:

The Supreme Court
Office of the Registrar
Supreme Court Annex 1 (formerly known as Ansbacher House)
Nassau, The Bahamas
Or
Email: e-Payment@courts.gov.bs
Telephone: (242) 397-1861

Mrs. Camille Darville-Gomez
Supreme Court Registrar