



Government of the People's Republic of Bangladesh  
Prime Minister's Office  
Old Sangsad Bhaban, Tejgaon, Dhaka  
Access to Information Programme-II

**REQUEST FOR PROPOSAL  
FOR**

**Selection of a firm for developing Electronic Challan Management System**



**INVITATION FOR PROPOSAL No: 03.08.0000.801.07.002.17-1471; DATE: 28 MAY 2017  
ISSUED ON: 28 MAY 2017**

# **Selection of a firm for developing Electronic Challan Management System**

## **TERMS OF REFERENCE (TOR)**

### **INTRODUCTION**

Finance Division, Ministry of Finance has undertaken an initiative to install online Challan (Government Receipt) Submission System for the citizens of the country. The initiative will include an integrated automated system, which will allow the citizens to submit Challan online (web or smart phone) including electronic payments. To retain user's comfort, existing process of submitting Challan over the counter at different branches of Sonali Bank/Bangladesh Bank will also continue for the benefit of the citizens. Therefore, this online Challan (Government Receipt) Submission System is expected to become a more accessible alternative to the existing systems. Access to Information (a2i) Program will provide technical support to Finance Division to implement the system.

### **MAIN OBJECTIVE**

The main objective of the initiative is to create an automated Challan process that provides functional ease and reduce transaction time for the citizens/organizations who need to pay to government in order to receive different services.

### **EXPECTED OUTCOMES**

Once installed, direct outcomes of the initiative will be reduction of transaction time and hassle, faster, reliable and timely reporting of government cash, reduction of cash mismatch related borrowing cost, better cash forecasting, escalation accountability and transparency of the system, significant reduction of fraud and misappropriation and overall restoration of fiscal discipline.

### **BACKGROUND**

Citizens need to pay government dues (as taxes or fees) in order to receive various services from various organizations of Government, through Treasury Challan, (a form prescribed by the Treasury Rules). The current process for submitting Challan is cumbersome, time consuming and prone to malpractices. Due to the current manual system, fraud and lack of transparency, persons/organizations submitting Treasury Challan to receive a service has to wait for the formal verification of authenticity of the Challans submitted by them, which requires many days before they could enjoy those services. Such delays often results in sufferings for the citizens and has many disadvantageous consequences for him/her. As part of the process, government receipt of cash is also delayed and government needs to borrow money to cover the cash mismatch incurring additional cost due for interest. Fast, hassle free payment and its verification is a long felt need of the citizens. The proposed automated Challan payments will ensure quicker submission and validation through the use of appropriate ICT tools (such as Web-based and app based system) that is available 24x7.

The value added service that will be provided can be summarized as follows:

- a. Online submission of Treasury Challan and payment
- b. Validation of a submitted Challan by concerned parties including Government and citizens via website.
- c. Preparation and transmission of system generated category-specific reports of submitted and verified Challan received at CGA Challan Automation System, to various Government offices. Government officials need these reports or statements on a daily/monthly basis for consolidation and verification of

various day-to-day activities and long term budget-monitoring. d. Sonali Bank is expected to automate their Over The Counter (OTC) Challan receiving process and will transfer the cash on the following working day to Bangladesh Bank. They will also transfer the submitted Challan information received through its automation process to CGA Challan automation system for accounting and reporting purpose as well. e. As a result, government cash will be accounted for in the Consolidated Fund significantly faster and with less errors which will lead to accurate fiscal decision making by policy makers.

## **SPECIFIC OBJECTIVES**

Enable citizens to have verification/confirmation of their submitted Challan at a minimal cost or no cost.  
Enable citizens to submit their Challan from any location and anytime without the hassle of going through the banking process, thus reducing their time, effort and transportation expenses to and from the banks  
Enable Government offices to receive their relevant statements of submitted Challan daily/periodically  
Host the new automated system according to the Finance Division guidance.

## **SCOPE OF WORK**

Establish an online Challan submission, tracking and management system for the citizens who submit Challan at government offices. This proposed system will have the ability to receive process, store and manage the treasury Challan submission and verification system, generate reports from different user ends, and create user spaces with accessibility regulation and management to serve the citizens throughout the country.

The proposed system focuses on the following components and tasks:

The proposed system will have user access control features, which will facilitate top-level users to create/update/delete subordinate users as well as block/unblock users' activity, monitor users' status and maintain user logs. The user access control must have the following components: o Administrative Management - this will facilitate managing of administrators' and general users', administrator and user accessibility management with all possible task management at administrator level.

Principal Administrator will have the authority to manage lower level users and can view all types of reports.

Associate Administrator will have the authority to manage lower level users and can view the reports defined by Principal Administrator. 1. Associate Administrator of Controller General of Accounts (CGA)

Assistant Administrator will have the authority to manage lower level users and can view the reports defined by Associate Administrator. 1. Assistant Administrator of Bangladesh Bank (if required)

2. Assistant Administrator of Controller General of Accounts (CGA) 3. Assistant Administrator of Sonali Bank (if required) 4. Assistant Administrator of other organisations (if required)

o General User Management will have two types of users. Only registered users can login and check their profile, enquiry Challan status and submit Challan status reports.

Service Provider can verify the Challan ID/Scroll number to check the status, change the Chalan status (e.g. from READY to EXPIRE), and view the submitted Challan reports archived for this user space. □

Registered User can submit Challan and view all her/his submitted Challan reports archived for this user

□ Unregistered User can submit Challan, but only can check the Challan status of her/his last submitted Challan

The proposed system will have the following facilities to control accessibility or ACL management, privilege management, work space management and audit management o Classification of Access Control o User Registration and Management o Login Management and User Tracking Facility and Security Management o Privilege Creation, Allocation, Control and Management o Work Space

Creation, Allocate and Management The proposed system will have the Chalan submission interface with the following features:

- o Classification of Challan Submission Interface
- Online Submission Interface through Website 1. Web based Submission Interface will have the facility to submit Challan through web server
- o Management of Challan Submission Interface with the following features:

- Classification of Work Space of Challan Submission Interface

- Access Control of Challan Submission Interface

- Security Management of Challan Submission Interface

- Notification Management of Submitted Challan

- Print, Email, PDF options of Challan notification page The proposed system will have the payment interface for submitted Challan
- o Classification of Payment Interface with the following features:

- Online Payment Interface on Website 1. Web based Payment Interface
- o Management of Payment Interface with the following features:

- Classification of Work Space of Payment Interface

- Access Control of Payment Interface

- Security Management of Payment Interface

- Notification Management of Payment on Submitted Challan 1. Payment notification through SMS (Payment ID) for web based and mobile payment solution 2. Confirmation of Submitted Challan through SMS (with respective Scroll Number and Pin number)

- Print, Email, PDF options of Payment notification page The proposed system will have the facility to verify/authenticate submitted Challan:
- o Verification/Authentication Interface with the following features:: An online verification interface on website where service providers can verify the submitted Challan ID/Scroll # numbers. The proposed system will provide necessary Interfaces/APIs to submit/receive/access Challan information.

- o API should have necessary security features
- o API should have necessary access permission and accessibility options which will set by the Principal Administrator. The proposed system will have the facility to generate various reports and quick views:
- o Monitoring of daily submitted Challan status as well as past day's history of the issued Challan and corresponding payment information.
- o Ministry/division specific reports: Daily submitted Challan status/report Daily payment status/report Day wise submitted Challan history Day wise payment history Daily administrator/authorized user login information Daily administrator/authorized user task/activity information Day wise administrator/authorized user login and task history Monthly and yearly summery (Challan/ payment of Challan) Graphical reports of all types

The proposed system will have the following interfaces/views:

- o Login interfaces for all types of administrator/authorized user. Principal Administrator login interface Associate Administrator login interface Assistant Administrator login interface
- o Administrative/working panels for all types of users Principle administrator administrative panel Associate administrator administrative panel Assistant administrator working panel Registered user working panel

The proposed system will have the following additional functionalities:

- o User creation, verification and management
- o Access control facility
- o User log book
- o All possible search options and facilities for Challan and users
- o Data/report export facility PDF CSV/Excel Email
- o Periodical/emergency notifications, alerts and reports to appropriate administrators/users
- o Terminals and server status
- o Central database status and loads
- o Regular/periodical backup and storage facility of database
- o Easy recovery and restoration facility of system files and database
- o An audit trail system auditing each and every transaction that were inserted and modified. The system will be designed both for intranet and internet

All standard security features will be made available in the developed system Application development environment will be in PHP/JSP/servlet/ASP.NET and use of AJAX in their latest version using suitable framework .

## **EXPECTED SERVICES & DELIVERABLES:**

1. System Requirement Study, System Analysis & Designing report: The vendor will perform extensive system requirement study, system analysis and designing tasks following standard methodology or practice visiting Finance Division with close monitoring by A2I.
2. Development of a Web based Application software:
3. Technical Documentation: System setup & installation Package i.e. details source code and required installation software should be provided in Portable Media, e.g. CD/DVD. Other relevant technical Documentation, Setup & Configuration Manual, Code Manual, Hosting and setup Manual, User Manual, Administrative manual etc. must also be provided.
4. Adequate end essential training has to be provided formally to the assigned officials & Staffs chosen by Ministry of Finance with approved training manuals.
5. Eight months maintenance
6. Interoperability: The system should be SOA (Service Oriented Architecture) compatible so that it could be easily integrate with other system within and outside ministry. The system must follow the Citizen Core Data Structure (CCDS) as approved by Cabinet Division.
7. Hosting spec document, SRS, Architecture Diagram, Data dictionary and test cases.
8. Smartphone interfaces for citizen for submitting the challan.
9. Standard API to integrate with other services/portal.
10. Vendor will address/solve all the issues from stress test/security audit by any other vendor appointed by a2i.
11. Pilot the system as test basis and implement after successful pilot.