*Version 1.0 /110621*

**INVITATION TO TENDER**

**Federation of Bosnia and Herzegovina**

**23rd May 2022**

**ITT-NWB-BIH-2022-001**

**FRAMEWORK AGREEMENTS FOR CASH TRANSFER PAYMENTS ON BEHALF OF SCI NORTH WEST BALKANS**

**SUBMISSION DEADLINE: 16:00 on 15th June 2022**

**DEADLINE FOR QUESTIONS FROM BIDDERS: 16:00 on 3rd June 2022**

**QUESTIONS / CLARIFICATIONS:** [**Procurement.NWB@savethechildren.org**](mailto:Procurement.NWB@savethechildren.org)

**FORMAT FOR SUBMISSION:** [**BIDDER RESPONSE DOCUMENT**](#_PART_3_–)

[**PART**](#_PART_1_–) **1: INVITATION TO TENDER**

* + Introduction to SCI
  + Project Overview and Requirements
  + Award Criteria
  + Instructions & Key Information

[**PART 2: CORE REQUIREMENTS AND SPECIFICATION**](#_PART_2_–)

Detailed description of SCI’s specific requirements (e.g. volumes, delivery dates / locations, product specifications etc).

[**PART 3: BIDDER RESPONSE DOCUMENT**](#_PART_3_–)

Template to be used to submit response to this Invitation to Tender.

# **PART 1 – INVITATION TO TENDER**

## **INTRODUCTION TO SAVE THE CHILDREN**

SCI is the world’s leading independent organisation for children. We save children’s lives; we fight for their rights; we help them fulfil their potential. We work together, with our partners, to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

**Our Vision** – a world in which every child attains the right to survival, protection, development and participation.

**Our Mission** – to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

We do this through a range of initiatives and programmes, to:

* Provide lifesaving supplies & emotional support for children caught up in disasters (e.g. floods, famine & wars).
* Campaign for long term change to improve children’s lives.
* Improve children’s access to the food and healthcare they need to survive.
* Secure a good quality education for the children who need it most.
* Protect the world’s most vulnerable children, including those separated from their families because of war, natural disasters, extreme poverty or exploitation.
* Work with families to help them out of the poverty cycle so they can feed and support their children.

For more information on the work we undertake and recent achievements, visit our [website](http://www.savethechildren.net/).

## **PROJECT OVERVIEW**

|  |  |
| --- | --- |
| **Item** | **Description** |
| **Description of Goods / Services** | *Cash transfers via e-cards* |
| **Outcome of Tender** | ***Framework Agreement*** *(Fixed Price or Non-Fixed Price) – the successful supplier(s) will be awarded a ‘Framework Agreement’. Within the Framework Agreement the terms of supply (e.g. indemnities, liabilities, warranties etc.) shall be agreed, as will the conditions of supply (e.g. specifications, lead times etc.). The Framework Agreement does not commit SCI to any purchases or specific volumes. Any future purchases which will be completed under separate Purchase Orders which will be governed and linked to the original Framework Agreement.* |
| **Duration of Award** | *24 months from the date of signing the agreement* |

Further detail on the specific requirements of the project (e.g. volumes, dates, specifications etc.) can be found in [Part 2](#_PART_2_–) (Core Requirements & Specifications) of this Tender Pack.

## **AWARD CRITERA**

SCI is committed to running a fair and transparent tender process and ensuring that all bidders are treated and assessed equally during this tender process. Bidder responses will be evaluated against four weighted categories of criteria: Essential Criteria, Sustainability Criteria, Capability Criteria, and Commercial Criteria.

### **ESSENTIAL CRITERIA**

Criteria which bidders **must** meet in order to progress to the next round of evaluation. If a bidder does not meet any of the Essential Criteria, they will be excluded from the tender process immediately. These criteria are scored as ‘Pass’ / ‘Fail’.

**3.2 SUSTAINABILITY CRITERIA (10%)**

Criteria used to evaluate the impact a supplier has on the environment, local economy and community. Bids will be evaluated against the same pre-agreed Criteria.

### **3.3 CAPABILITY CRITERIA (60%)**

Criteria used to evaluate the bidders’ ability, skill and experience in relation to the requirements. Bids will be evaluated against the same pre-agreed Criteria.

### **3.4 COMMERIAL CRITERIA (30%)**

Criteria used to evaluate the commercial competitiveness of a bid. Bids will be evaluated against the same pre-agreed Criteria.

## **VETTING**

Successful bidders must be successfully vetted. This involves checking bidders and key personnel against Global Watch Lists, Enhanced Due Diligence Lists and Politically Exposed Persons Lists.

The vetting of bidders will be completed after the award decision and prior to any contract being signed, or orders placed. If any information provided by the Bidder throughout the tender process is proved to be incorrect during the vetting process (or at any other point), SCI may withdraw their award decision.

## **BIDDER INSTRUCTIONS**

### **6.1 TIMESCALES**

|  |  |
| --- | --- |
| **Activity** | **Date** |
| **Issue Invitation to Tender** | 23 May 2022 |
| **Deadline for questions from Bidders** | 03 June 2022 |
| **Deadline for Bid Submission** | 15 June 2022 |
| **Bid Clarifications** | 24 June 2022 |
| **Award Contact** | 01 July 2022 |

The above dates are for indicative purposes only and are subject to change.

### **6.2 SUBMISSION FORMAT & BIDDER RESPONSE DOCUMENT**

Bidders wishing to submit a bid **must use the Bidder Response Document template in** [**Part 3**](#_PART_3_–) **of this Tender Pack**. Any bids received using different formats, or incomplete bids, will not be accepted.

This document allows bidders to submit all the required information and be evaluated fairly and equally against the Essential, Capability and Commercial Criteria. Bidders may also be required to submit supporting documentation. Further instructions can be found within the document in Part 3 of this pack.

Bids can be submitted physically as per below instructions:

**Paper Submission**

* Two paper copies submitted on headed paper to Save the Children Int. North West Balkans, Ljubljanska 16, 71000 Sarajevo, Bosnia and Herzegovina.
* Bids should be submitted in a single sealed envelope addressed to Save the children.
* The envelope should clearly indicate the Invitation to tender reference number **ITT-NWB-BIH-2022-001**, but contain no other details relating to the bid or the bidder’s name.
* All supporting documentation should be labelled and grouped together (individual envelopes, stapled etc), and then included in a single sealed envelope as per the above.

### **6.4 CLOSING DATE FOR BID SUBMISSION**

Your bid must be received, no later than **16:00 on 15th June 2022.**

Bids must remain valid and open for consideration for a period of no less than 60 days.

### **6.5 KEY CONTACTS**

All questions relating to the tender should be sent via email to:

|  |  |
| --- | --- |
| **Name** | **Email Address** |
| **Procurement Committee members** | [**Procurement.NWB@savethechildren.org**](mailto:Procurement.NWB@savethechildren.org) |

Please be advised local working hours are Monday to Thursday from 08:00 till 17:00. Please allow up to 2 days for a response.

Where the enquiry may have an impact on other bidders within the process, Save the Children will notify all other Bidders to maintain a fair and transparent process.

# **PART 2 – CORE REQUIREMENTS & SPECIFICATIONS**

For the purpose of this document, Cash and Voucher Assistance (CVA) refers to all programs where cash transfers or vouchers for goods or services are directly provided to recipients (individuals, household or community recipients, not to governments or other state actors).

Save the Children has been present in North West Balkans since the 4-years long violent conflict ended in 1996. The work of Save the Children evolved from humanitarian relief to development throughout the past 26 years. Currently, we are implementing programs in Bosnia and Herzegovina, Serbia and Montenegro in four thematic areas: Child Rights Governance, Child Protection, Education and Emergency. Save the Children is recognized as the expert organization on these topics in the Region.

The scope of interventions covered from pre-school and primary education, through support to children without parental care and disabled children, reconciliation efforts, psycho-social support to children, development of policies and strategies, building capacities of CSOs and institutions, establishment of children’s groups for monitoring of CR, prevention of violence and abuse, prevention of on-line abuse and exploitation, building of institutions for children, child rights monitoring, capacity building of professionals and practitioners to strengthening national mechanisms for monitoring and implementation of child rights, child friendly services for children performing street work, all the way to making sure that national institutions prioritize children in events of emergency.

Our programmatic approach is to build evidence from our program innovations and then work to enhance existing systems to scale-up successful programs.  We typically enhance service delivery directly or through local NGO and other partners and use our successes to engage in policy dialogue at different levels. We work in three main programmatic sectors in North West Balkans – Child Protection, Education and Emergency Response, targeting vulnerable children and their families in both rural and urban underserved areas.

Current economic situation due to the COVID 19 outbreak, increased cost of leaving, instable political situation, and the country being prone to natural disasters, a large percentage of BiH population are likely to have increasing survival needs during 2022. As one of the leading humanitarian aid agencies in North West Balkans, SCI as a part of Country Office general preparedness has been responding using different modalities, of which being cash transfers.

Within this framework, SCI is looking to contract one or more financial service providers, which will physically operate the cash transfers to the individuals selected by Save the Children. The geographic scope includes Federation of Bosnia and Herzegovina

1. **SPECIFIC REQUIREMENTS**

Based on available funds the estimated volume of total payment will be USD 3.000.000 transferred and distributed in BAM.

***Expected quality standards***

* A supplier applying will have to operate the totality of all foreseen transfers, in all regions covered by SCI programming in Federation Bosnia and Herzegovina.
* It is SCI’s pre-eminent obligation to protect beneficiaries' privacy and security. Therefore, the proposed financial solution and framework design should align with the SCI Policy on the Protection of Personal Data of Persons of Concern to SCI and need to reflect rules and processes, which allow for encryption and/or tokenization of beneficiary ID data.
* All financial transfers, processes and transactions, and the underlying infrastructure need to be compliant with existing regulatory frameworks in Bosnia and Herzegovina. Especially with regards to licenses granted by the government, taxation, Know Your Customer procedures (KYC), Anti-Money-Laundering (AML), Anti-Terror-Financing (ATF), Data and Privacy laws and mandatory security standards and/or requirements.

1. **SERVICE DESCRIPTION**

|  |  |
| --- | --- |
| **Service requirement** | **Service specification** |
| Expected card features | The supplier is expected to provide cards with the following minimal features:   * Open-loop card; * Standard/generic card design * Cancel, re-issue or freeze capability * Card blocking capability (to be decided by each SCI) * Cards that can be loaded at SCI’s request multiple times; * Reclaim/Offload unspent funds capability * Cards with a validity duration of at least one year; * Cards allowing cash withdrawals at ATMs up to the value loaded on the cards; * Requirement of PIN identification for all transactions.   SCI will prioritise bidders who can provide cards and related services with the following additional features:   * Contactless * SCI branded card design; * Cards sent deactivated or activated based on SCI request * Online portal system to allow for activation, deactivation, loading, and offloading of cards * Use of cards for electronic payments at point of sales (PoS) machines * Provision of smart phone app and/or SMS notification system allowing card users to check their fund balance, monitor their transactions, and fund usage. |
| Provision of cards with PIN | The supplier is responsible for providing unique pre-paid or ATM cards and corresponding unique PIN codes to SCI in an efficient and secure manner, and within agreed timeframes.  SCI is responsible for distributing cards and PINs to project recipients.  Identity verification will be the responsibility of SCI during card distributions, prior to their loading.  SCI will notify the supplier in case of a lost or damaged card and the supplier will be responsible for issuing replacement cards. |
| Card activation | The supplier will be responsible for activating the cards within 2 days of a request for activation submitted by Save the Children. |
| The supplier will perform disbursements through cards | A card loading request prepared by SCI and accompanied by a beneficiary list, will be shared with the Supplier in advance of each disbursement, to formally authorise the Supplier to prepare for the disbursement and mobilise the required liquidity.  The supplier will be responsible for verifying the loading request and loading cards with the agreed transfer value, within an agreed timeframe.  The supplier will be expected to submit a report to SC showing the cards successfully and unsuccessfully loaded, along with an explanation for any loading issues.  The supplier and Save the Children will jointly agree actions for any issues with card loading.  The Supplier will be responsible for communicating with beneficiaries that their entitlement is available for collection and timeframe for withdrawal or use.  In coordination with Save the Children, the supplier is responsible for dealing with complaints from recipients on issues related to payments and withdrawals. Respective responsibilities will be jointly agreed by both parties. |
| Provision of a payment network | Save the Children will request project recipients to withdraw or utilise their entitlement within an agreed period of time.  The Supplier is responsible for ensuring the liquidity of ATMs (directly or through partner networks) in the defined geographic areas of the project intervention to enable timely usage by recipients. The Supplier is to include a contingency plan in their bids which sets out how they will ensure availability of cash at ATMs.  Suppliers who provide a card solution which enables recipients to use their card with a network of merchants through payments at PoS will also be scored higher.    The supplier will be responsible for capturing sufficient data to track fund usage and withdrawals on cards (see reporting and invoice section for further details).  Save the Children will follow up with beneficiaries who have not cashed out their entitlement within the agreed timeframe, and will set out the next steps for any remaining balances in the recipients’ accounts (e.g. keep the balance or offload the account). |
| Reporting and invoicing | On a monthly basis following the cash out period, the Supplier will submit a transaction report written in English and/or Bosnian/Croatian/Serbian, and the invoice corresponding to the transaction fees for the amount disbursed to beneficiaries. The transaction report template will be agreed with Save the Children based on the supplier’s system reporting capabilities but will be required to include at a minimum:   * Beneficiary name; * Card Number; * Funds successfully loaded onto recipients’ cards; * Location of withdrawal/PoS Purchase; * Date of withdrawal or card payment * Amount withdrawn or paid at merchants * Failed loading; * Balances available on recipients’ cards at the start and end of the reporting period.   In addition, the supplier will be required to produce a reconciliation between the funds required to be disbursed (card loading request), funds successfully loaded onto recipients’ cards, funds uncollected to recipients’ cards, amounts offloaded to Save the Children. If applicable, the supplier will also need to reconcile to any amounts pre-financed by SCI.  The funds will be transferred to the Supplier once Save the Children verifies the submitted documents, provided that the transaction reports and reconciliations are generated by a system indicating clear audit trails and are complete and accurate. |
| If Save the Children pre-finances the distributions, the Supplier will reimburse the money that has not been distributed to beneficiaries | Money that is left over will stay with the supplier for future distributions, or sent back to SCI via bank transfer and will have to match with figures in reconciliation document. |
| Provision of customer support | The Supplier is responsible for dealing with complaints from recipients through any part of the payment process in the manner agreed with Save the Children. |
| Provision of training on use of card system | The supplier will be responsible for providing Save the Children staff with training on all aspects of the suppliers’ systems if required by SC and provide the related reference materials and guidance/ manuals. |
| Availability for audit | The Supplier is responsible for ensuring that all financial and programmatic records are safely kept and available for audit by Save the Children or any other designated party. |
| Operating language with recipients and Save the Children | The primary operating language with recipients is Bosnian/Croatian/Serbian, as for working with Save the Children it is English |
| Desirable service: Provision of Payment and Account Management platform | The supplier will adhere to basic key principles of confidentiality and data protection in the management of the services through the platform. The Supplier will guarantee strict standards and processes for the confidentiality of beneficiary data in order to mitigate the risk of data breach.  The supplier will provide Save the Children with a secure multi-layered access to the platform to perform key tasks including but not limited to card management, cash transfers management and authorization, and general financial and programmatic reporting. |

# **PART 3 – BIDDER RESPONSE DOCUMENT**

1. **INTRODUCTION**

This document **MUST BE USED** by Bidders wishing to submit a bid. It is linked into 5 sections detailed below:

* [Section 1 – Essential Criteria](#_SECTION_2:_ESSENTIAL)
* [Section 2 – Capability & Sustainability Questions](#_SECTION_3_–)
* [Section 3 – Commercial Questions](#_SECTION_4_–)
* [Section 4 – Bidder Submission Checklist](#_SECTION_5_–)

**The Bidder is required to sign a copy of the Check list in Section 4 as part of their submission**.

1. **INSTRUCTIONS**

Within each section there are instructions providing guidance to the bidder on what information is required. This guidance details the **MINIMUM** requirements expected by SCI. If a Bidder wishes to add further information, this is acceptable, but the additional information should be limited to only items that are relevant to the tender.

* For the avoidance of doubt, bidders are required to complete all items within the Bidder Response Document unless clear instruction is provided otherwise.
* If a Bidder does not complete the entire Bidder Response document, their submission may be declared void.
* If a Bidder is unable to complete any element of the Bidder Response Document, they should contact Save the Children through the using the contact details provided for guidance.

By submitting a response, the bidder confirms that all information provided can be relied upon for validity and accuracy.

## **SECTION 1 - ESSENTIAL CRITERIA**

***INSTRUCTIONS – Bidders are required to complete all sections of the below table.***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ***Item*** | ***Question*** | | ***Bidder Response*** | | | |
| ***1*** | SCI has attached a FWA template for CVA services to this bidding document. Please confirm you accept the document by writing Yes in the Bidder response column.  If you don’t accept it in full, please state No and you must submit a marked-up version of the FWA template stating how you are wishing to modify the existing clauses. | | **Yes / No** | | **Comments / Attachments** | |
|  | |  | |
| ***2*** | The Bidder and its staff (and any sub-contractors used) agree to comply with SCI and the IAPG’s policies listed in Section 5 of this pack throughout this tender process, and during any future works should the bidder be awarded a contract. | | **Yes / No** | | **Comments** | |
|  | |  | |
| ***3*** | The bidder confirms they are not a prohibited party under applicable sanctions laws or anti-terrorism laws or provide goods under sanction by the United States of America or the European Union and accepts that SCI will undertake independent checks to validate this. | | **Yes / No** | | **Comments** | |
|  | |  | |
| ***4*** | The Bidder confirms it is fully qualified, licensed and registered to trade with Save the Children (including compliance with all relevant local Country legislation).  This includes the Bidder submitting the following requirements (where applicable):   * Legitimate business address * Tax registration number & certificate * Business registration certificate * (If Applicable) Licence to provide Financial Services | | **Yes / No** | | **Comments** | |
|  | |  | |
| **Requirement** | | **Bidder Response / Attachments** | |
| ***Legitimate Business Address*** | |  | |
| ***Tax Registration Number & Certificate*** | |  | |
| ***Business Registration Certificate*** | |  | |
| ***If applicable – licence to provide Financial Services to customers.*** | |  | |
| ***5*** | The Bidder confirms to be registered within banking Agency as an authorised Financial Service Provider and attaches the license. | | **Yes / No** | | **Comments** | |
|  | |  | |
| ***6*** | Bidder’s willingness to accept 100% payment to be paid until the maximum of 30 days from submission of invoice (after delivery) with all valid supporting documents. Bidders to submit a confirmation letter presenting **all** accepted payment methods with details covering the currency (BAM or USD), exchange rate (if applicable) and origin of payment (local or international). | | **Yes / No** | | **Comments** | |
|  | |  | |
| ***7*** | Bidder accepts the clause on Governing law (ref clause 34 in sample Framework Agreement shared in below  This is the clause that (i) specifies the system of law which will be used to interpret the contract, i.e. determining what the terms of the contract mean in a legal sense, including for the purpose of any disputes which arise in relation to the contract, and (ii) specifies the jurisdiction (i.e. the country where any dispute would be heard).  At SCI there is a strict policy that the governing law of any contract must be English and the jurisdiction for disputes must be England.  Instead of not applying for the tender, bidders are advised to reach out to SCI through the email mentioned above if they are not able to meet this criterion to get further information. | | **Yes / No** | | **Comments** | |
|  | |  | |
| ***8*** | Does the Financial Service Provider have a data protection policy that is in line with that of the organization? | | **Yes / No** | | **Comments / Attachments** | |
|  | |  | |
| **KEY INFORMATION** | | | | | | |
| **Total Annual Revenue** (please state the currency) | | **2021** | | **2020** | | **2019** |
|  | |  | |  |
| **Annual Revenue (from goods and services requested in this tender)** | |  | |  | |  |
| **OTHER KEY INFORMATION** | | | | | | |
| **Provide details of what insurance cover you have and what the maximum value is** | |  | | | | |
| **KEY ROLES & PERSONNEL** | | | | | | |
| **Which employees will be responsible for providing goods and services to SCI? Please list names, and job titles and contact details (e.g. account managers)** | | **Job Title** | | **Role** | | **E-mail Address** |
|  | |  | |  |

## **SECTION 2 – CAPABILITY QUESTIONS (including Sustainability) 70%**

This section is divided into four sub-section which each bidder must compete – given the complexity of some CVA services bidders can use their discretion to provide additional information to explain their services.

1. **Experience**
2. **Geographic Coverage**
3. **Operations**
4. **Sustainability**

|  |  |  |
| --- | --- | --- |
| Item | Question | Bidder Response |
| Section 2.1 Experience providing CVA Services | | |
| 1 | Tick which services your organisation can offer to SCI?  Please include any additional services you may provide. | Mobile Money (i.e. transfers using e-wallets on mobile phones) [ ]  Mobile banking (i.e. access to banking services via a phone app) [ ]  Electronic Voucher (eVoucher) [ ]  Bank Account linked debit card (specify whether Point of Sale (PoS) payments are possible) [ ]  Prepaid cards or ATM cards (specify whether PoS payments are possible) [ ]  Cheques Physical Cash Withdrawal (over the counter) [ ]  Physical Cash Withdrawal (at a field site) [ ]  Other, please specify [ ]  Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 2 | For the services that you can offer (ticked in question 1) confirm the total value of funds you have transferred to recipients/ beneficiaries/ customers under UN/ INGO/ NGO funded projects in the last three years.  If you offer more than one delivery mechanism confirm for each. |  |
| 3. | Provide the name and contact details of two references (ideally from UN or INGO or NGO) that you have delivered Cash and Voucher Assistance services to |  |
| 4. | Explain how your services meet the needs of SCI (as detailed above in the services description section) and what your competitive advantage is over other organisations |  |

|  |  |  |
| --- | --- | --- |
| Section 2.2 Geographic Coverage | | |
| 1. Geographic Coverage | Confirm your geographic coverage indicating (as applicable to the services you are offering) the number of physical branches, ATMs, Agents, point of sale vendors. Provide as much detail as possible for us to understand your capability in each area. | |
| **Locations** | **Bidder Response** | |
| Insert location |  | |
| Insert location |  | |
| Insert location |  | |
| Insert location |  | |
| Insert location |  | |
| Insert location |  | |
| Insert location |  | |
| Insert location |  | |
| Insert location  (add more rows if needed) |  | |
| Item | Question | Bidder Response |
| 1. Expansion | If required to expand your services to new geographies confirm   1. Is this possible? 2. Under what circumstance (e.g. amount of funds, number of recipients) would you be able to expand   If you have full market coverage already do not complete this question. |  |
| 1. Scaling up | Do you have any plan to expand or scale up your business |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Section 2.3. Operations | | | | |
| 1. Mobilising **(from signing an FWA to being ready to disburse funds)**   The supplier should submit a project plan for mobilisation of services.  Key steps may include, e.g.:  Collection of key information  Creation of accounts and sub-accounts  Beneficiary identification requirements  Delivery of required technology / infrastructure  Activation of accounts/ cards  Where possible, provide examples of the internal controls your organisation performs under the different activities.  You can submit Standard Operating Procedures or Operations Manual to support this question. | **Activity** | **Detail (include any key requirements)** | **Who does this (SCI or Supplier or other e.g. regulator)** | **How long does it take?** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| 1. Distributing (SCI transferring fund to the supplier through to recipients getting their entitlement (money, voucher)   The supplier should submit a project plan for fund disbursement.  This plan should cover steps from when mobilisation is complete, and we are preparing for our first fund transfer until the beneficiaries have received funds).  This project plan will be scored based on its completeness, how clear the explanation of each step is and whether the timelines seem realistic.  Where possible, provide examples of the internal controls your organisation performs under the different activities.  You can submit Standard Operating Procedures or Operations Manual to support this question. | **Activity** | **Detail (include any key requirements)** | **Who does this (SCI or Supplier or other e.g. regulator)** | **How long does it take?** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## 

|  |  |  |
| --- | --- | --- |
| *Item* | *Question* | *Bidder Response* |
| Section 2.3 Operations | | |
| 1. *Reporting* | *To what extent is SCI able to directly monitor and produce reports on the progress of distributions as they are occurring from your platform? Explain your organisation’s ability to monitor report and provide data to SCI about fund being disbursed, withdrawn or used. Please specify timeframes for this process* |  |
| 1. *Reconciliation and return* | *How will the supplier reconcile and report to SCI the funds not withdrawn/ utilised and can those funds be returned to SCI. Explain the process and timeframes.* |  |
| 1. *IT Security* | *If successful in initial evaluation, SCI will require you to complete an IT Security Assessment form – confirm this is acceptable.*  *In addition, please confirm if you operate to any IT Security standards or regulations – provide details.* |  |
| 1. *Data Protection* | *Safeguarding beneficiary data is of utmost importance to SCI – advise what data protection standards or regulations you comply with and how you will safeguard data flows between your organisation/ agents and SCI* |  |
| 1. *Data management* | *Tell us about your payment and card management portal?* |  |
| 1. *Continuity plan* | *Tell us about your business continuity plan in case things go worse*. |  |

|  |  |  |
| --- | --- | --- |
| *Item* | *Question* | *Bidder Response* |
| Section 2.4 Sustainability | | |
| 1. *Local business* | *Would you describe your organisation as “local” to the geographies listed in section 2.2 above? If so, demonstrate how you are a local business with reference to ownership structure?* |  |
| 1. *Financial inclusion* | *SCI values sustainable businesses that support local communities and people. Please explain how your organisation or services support the financial inclusion of vulnerable groups.* |  |

## **SECTION 3 – COMMERCIAL QUESTIONS 30%**

The supplier should submit in Section 3 a full breakdown of costs related to the services being proposed in Section 2. *Note – SCI as a non-for-profit organisation and we urge financial service providers to absorb, waive or minimise fees wherever possible to support the communities in which you operate.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Section 3.1 – Cost Proposal* | | | | |
| 1. *Supplier should submit all costs related to account set-up, card/account issuance, funds transfer, cash-out, project management, reporting or any other fees related to the services being provided.*   *Note – supplier should include fees/costs to SCI and to recipients, whether they are being charge by your organisation or agents (if appropriate).* | *Cost Item (e.g. card issuance, cash-out fee)* | *Cost amount* | *Unit of Measure* | *Comments* |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| 1. *Volume Discounts/Pricing*   *Supplier should indicate how pricing varies based on the volume of recipients/cash.* |  | | | |
| 1. *SCI will transfer to the supplier in BAM – convertible mark currency– confirm this is acceptable?* |  | | | |
| 1. *Confirm whether you are able to offer invoices to the services, you provide?* |  | | | |
| 1. *Do you require SCI to pre-finance:*   *a) beneficiary funds AND/OR b) fees to you before you disburse funds to recipients?* |  | | | |
| 1. *Confirm if prices are fixed for the duration of this FWA* |  | | | |

## **SECTION 4 – BIDDER SUBMISSION CHECKLIST**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **We, the Bidder, hereby confirm we have completed all sections of the Bidder Response Document:** | | | | | | |
| **No** | **Section** | | | **Please Tick** | | |
| 1. | Section 1 – Essential Criteria | | |  | | |
| 2. | Section 2 – Capability & Sustainability Questions | | |  | | |
| 3. | Section 3 – Commercial Questions | | |  | | |
|  | | | | | | |
| **We, the Bidder, confirm we have uploaded all of the required information and supporting evidence:**  *(Please add any additional documents you are submitting in the table below)* | | | | | | |
| **Section** | | **Required Document / Evidence** | | | | **Please Tick** |
| **Essential Criteria Evidence** | | Proof of legitimate business address | | | |  |
|  | | Copy of tax registration number & certificate | | | |  |
|  | | Copy of business registration certificate | | | |  |
|  | | A copy of the license issued by the competent banking agency | | | |  |
|  | | Copy of Data Protection Policy | | | |  |
|  | | Balance sheet for 2021,2020 and 2019 | | | |  |
|  | |  | | | |  |
| **Capability (and sustainability) Criteria Evidence** | | Completed Bidder Response Document | | | |  |
|  | | Supporting Financial Documents | | | |  |
|  | |  | | | |  |
|  | |  | | | |  |
|  | |  | | | |  |
|  | |  | | | |  |
| **Commercial Criteria Evidence** | | Completed Bidder Response Document | | | |  |
|  | |  | | | |  |
|  | |  | | | |  |
|  | |  | | | |  |
|  | | | | | | |
| **We, the Bidder, hereby confirm we compliance with the following policies and requirements:** | | | | | | |
| **Policy** | | | **Policy / Document** | | **Signature** | |
| Terms & Conditions of Bidding | | |  | |  | |
| Terms & Conditions of Purchase (referred to in Section 1 Question 1) | | |  | |  | |
| Child Safeguarding Policy | | |  | |  | |
| Anti-Bribery & Corruption Policy | | |  | |  | |
| Human Trafficking & Modern Slavery Policy | | |  | |  | |
| Protection from Sexual Exploitation & Abuse | | |  | |  | |
| Anti-Harassment, Intimidation & Bullying Policy | | |  | |  | |
| IAPG Code of Conduct | | |  | |  | |

|  |  |
| --- | --- |
| We confirm that Save the Children may in its consideration of our offer, and subsequently, rely on the statements made herein. | |
| Signature: | ………………………………………………….. |
| Name: | ………………………………………………….. |
| Title: | ………………………………………………….. |
| Company: | ………………………………………………….. |
| Date: | ………………………………………………….. |