**Request for Proposal (Number of RFP or EA/DREF operation)**

**[TITTLE (i.e. Modality - Country)]**

# Instructions to Tenderers

The [NS] invites you to submit proposal for [“*Tittle”]* tender as per instructions specified in this Request for Proposal and the attached Scope of Work (SoW) (Annex 2).

# **Eligibility requirement**

It is not permitted that invited tenderers appear in more than one proposal.

The “Supplier Registration Form” (Annex 5) and "Declaration of Undertaking" (Annex 6) must be properly filled in and submitted together with the tender documents.

# Content of the Request for Proposal

The Request for Proposal consists of the following documents:

1. Request for Proposal [Number of RFP or EA/DREF operation]
2. Annex 1. [NS] General Terms & Conditions
3. Annex 2. Scope of Work (SoW)
4. Annex 3. FSP Response Sheet
5. Annex 4. Cost breakdown
6. Annex 5. Supplier Registration Form
7. Annex 6. Declaration of Undertaking

The Request for Proposal should be read in conjunction with any Addendum issued.

# Language of proposal

The proposal and all correspondence and documents related to the proposal shall be written in English.

# Cost of submitting proposals

The Tenderer shall bear all costs associated with the preparation and submission of the proposal, and the [NS] will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

# Acknowledgment

Tenderers are required to acknowledge their participation in the tender by forwarding a notification e-mail to name/surname [email](mailto:xxxx@redcross.org.na) address within 48 hours of receiving the Request for Proposals.

# Point of Contact

# The tenderer must provide a single point of contact for all correspondence relating to this Request for Proposal. The [NS] will not be responsible for contacting the tenderer through any route other than the nominated contact. The Tenderer must therefore undertake to notify any changes relating to the nominated contact point.

# Enquiries

Enquiries are only permitted until [hour and date] and should be directed to [[email](mailto:xxxx@redcross.org.na) address].

Enquiries will be addressed by email only to the sender.

# Amendment to the Request for Proposals

At any time prior to the deadline for submission of proposals, [NS] may amend the tender documents by issuing Addenda. Any Addendum thus issued shall be part of the tender documents and shall be communicated in writing by e-mail to all tenderers. Prospective tenderers should promptly acknowledge receipt of each Addendum by e-mail to the [NS]. To give reasonable time to prospective tenderers for taking the Addendum into account, the [NS] shall extend as necessary the deadline for submission of proposals.

# Time Schedule

The [NS] aims to follow the time schedule indicated below:

* Date – Launch of Request for Proposals
* Date/Time – Deadline to receive enquiries
* **Date/Time – deadline for submission of proposals**
* Date – Expected award of the contract

# Submission of Proposals

Proposals must be received prior to **Date at Time (local time)** and must be send:

[Select the possible options below]

* in **sealed envelopes** to the following address in hand or by express courier:

**NS / XXX Department / Address**

with the mention [‘**NS / Request for Proposal (Number) / Tittle (i.e. Mobile Money, Cash over the counter, Cash in envelopes]**, and the name of the sender / tenderer.

* Sealed e-mail to [email address]

The subject of the email shall clearly state [‘**NS / Request for Proposal (Number) / Tittle (i.e. Mobile Money, Cash over the counter, Cash in envelopes]**, and the name of the sender / tenderer.

* Proposals received by the [NS] after the deadline or proposals that do not comply with the requirements will not be considered.

Any proposal addressed to any different e-mail account and or not properly marked will not be considered.

* Tenderers presenting incomplete documents will be excluded from the tender process.
* No received proposal will be returned to the tenderer.
* The [NS] will acknowledge receipt of the proposal to the sender.

# Validity

The proposal must remain valid for [select period of time – i.e. at least 18 months from the date of the offer].

# Contents of the Proposal

The proposal should report in the header “Proposal Reference: [Number of RFP]” and be set out in 2 main parts:

1. **Part I. Technical Proposal** max 20 pages

The technical part of the proposal shall set out:

* Full interpretation and comments on the Scope of Work (SoW).
* Analysis, identification of objectives and concepts and approach to achieve the objectives.
* Proposed methodology.
* A work plan providing a detailed breakdown of activities, time schedule and outputs that are clearly linked to pricing mechanisms.
* Detailed timeline schedule with proposal of intended professional inputs clearly related to the Program Implementation Schedule; to be presented as a bar chart.
* Implementation experience**.** Please state prior experience in implementing cash programme of similar nature and/or scale, with names of countries, programmes, and service recipients.

1. **Part II. Financial Proposal** max 2 pages

The financial part of the proposal shall be structured in the following sections:

* Concise budget broken down by activities and timeline for each phase
* Cost of services as lump sum in [Local Currency] including following:
  + Miscellaneous Cost – This would include all expenses that might not be covered by the above category
  + Total costs as lump sum for all services as per attached SoW.
  + The quoted fee shall reflect any tax exemption to which the [NS] is entitled by reason of any immunities which it enjoys. (For services within [Country], the [NS] is exempted from VAT-in case this is applicable to this country)
* The rates and costs shall be quoted by the tenderer entirely in [Local Currency]
* Please fill in the Cost Breakdown in Annex 4 and submit with your proposal (both as pdf and excel formats).

No other cost items except those stated above will be accepted in the financial proposal and considered for payment. If the tenderer regards an important cost component not covered by the above instructions, he may ask permission to include such items in writing as per instructions under 8) Enquiries. Such request shall be made not later than 3 days before the submission date for the proposal. The result will be communicated as circular letter or e/mail to all financial service providers.

The [NS] will not reimburse costs not included in the bid as well as costs of normal tools of trade (e.g. portable personal computers).

Travel and any travel related costs are out of scope of this tender.

**III. Part III. Annexes**

The following documents shall **be filled in and signed and included as attachments in the proposal**:

1. Annex 1. [NS] General Terms & Conditions for Cash Based Programme – To be signed (and stamped) as acceptance.
2. Annex 3. FSP Response Sheet – to be filled in and signed and submitted with your offer.
3. Annex 4. Cost breakdown - to be filled in and signed and submitted with your offer both in pdf and in excel format.
4. Annex 5. Supplier Registration Form - to be filled in and signed and submitted with your offer together with supporting documentation:

a. Copies of last three years audited financial statements

b. Original Statement of the Supplier’s Bank confirming banking details (certifying the bank account and relevant details – Bank Name, Address, Brach Code, Banking Codes etc.)

c. Copy of Company Registration Certificate

d. Tax Clearance Certificate and any other relevant documents required by country law.

1. Annex 6. Declaration of Undertaking - to be filled in and signed and submitted with your offer
2. Any additional information or documents relevant and related to the tender.

Failure to provide the information requested including filled in annexes may be grounds for disqualification.

# Evaluation of proposals

The tenderers should show that the Requirements have been fully understood and that the proposed methods and resources are suitable and will be employed appropriately to fulfil the required tasks. In drawing up the proposal for services, the tenderer should observe the SoW. The document should be clear, complete and arranged in a readable way. The presentation may include diagrams, tables and graphs.

The proposal will be evaluated based on technical and financial criteria where price will account for 30 % and technical criteria for 70 % of the overall proposal evaluation.

The following criteria will be used as a basis for evaluation of the technical proposals.

- Administrative Evaluation and specific experience of the tenderer

- Adequacy of the proposed methodology and work plan, schedule

A minimum technical qualifying mark is 70 points. Any technical proposal with an evaluation score below this mark will be rejected. The number of points given for the price quotation will then be added to the points that were awarded for the technical proposal. The order (ranking) of proposals will be determined by the highest ranking based on technical and financial evaluation of proposals. The proposal with the highest ranking will be regarded as the most responsive tender and recommended for award of contract.

# Right to accept any proposal and to reject any or all proposal

The [NS] reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals, at any time prior to award of contract, without thereby incurring any liability to the affected tenderers or any obligation to inform the affected tenderers of the grounds for the [NS] action.

It shall be noted that proceeding to Phase 2 will solely be the [NS] decision.

# Guarantees

No Tender Guarantee (Bid Bond) is required.

No Performance Guarantee for execution of contract will be required.

# Confidentiality

All provided documents, technical data and information relating to the Request for Proposal shall be treated as confidential and the tenderer and the personnel of either of them shall not, either during the tender process or after, disclose any such documents or information to any other person, government, other organizations or authority external to the [NS].

The tenderer shall not communicate at any time to any other person, government, other organizations or authority external to the [NS]., any information known to them by reason of their participation in this Request for Proposal; nor shall the tenderer use such information to their private advantage. The tenderer agrees not to publish, announce anything prejudicial to the [NS].’s goodwill or overall public image.

Details of evaluation of the proposals are not disclosed to the Tenderers.

# Intellectual Property Rights

All intellectual property rights in all Material under contract award (including, but not limited to reports, data and designs, whether or not electronically stored) produced by the successful tenderer or its personnel, members or representatives in the course of carrying out the awarded contract will be the property of the [NS].

# Exemptions

The proposal’s price shall reflect tax exemption to which the [NS] is entitled by reason of any privileges or immunities enjoyed by it. If it is subsequently determined that any taxes and duties which have been included in the price are not required to be paid, the [NS] shall deduct the amount from the contract price and payment of such corrected amount shall constitute full payment. Any amounts of such taxes and duties already paid by the [NS] shall be refunded by the tenderer.

In the event any governmental authority refuses to recognize the exemptions of the [NS] from such taxes, restrictions, duties, or charges, the tenderers shall immediately consult with the [NS] to determine a mutually acceptable course of action.

The tenderers shall be liable to pay all taxes, duties, levies and other charges which are due on the basis of national legislation.

# Standard payment terms

The [NS] shall pay the agreed Service Fee in accordance with local regulations.

Payments will be effected in [Local Currency].

# Liquidated damage clause

Please be advised that delivery of output after agreed delivery schedule without justification accepted by the [NS] may be subject to a deduction 5% per day up to a total of 10% of the total contract value from the Service Fee invoice.

# Contractual arrangements

Prior to issuing contract, clarifications will be limited to the following issues:

• Clarifying the work and the methods to be used.

• Clarifying starting date.

• Fees and unit prices are not subject to negotiations, as they were taken into account in assessing the proposal.

The [NS] will use standard template of the [NS] Contract. Except where expressly varied in this Request for Proposals and the eventual Contract award. [NS] General Terms and Conditions (Annex 1) attached will apply.

# Principle of Conduct

Tenderers seeking to work with the [NS] shall respect the following principles:

**Business Ethics:** Tenderers are expected to maintain the highest degree of business ethics when working with the IFRC.

**Transparency of information provision:** Tenderers shall not be involved in any fraudulent activities,

misrepresent information or facts for the purpose of influencing the selection and contract awarding process in its favour.

**Fair competition:** Tenderers shall not be involved in any corrupt, collusive or coercive practices.

If at any time during the registration or procurement process the [NS] determines that the tenderer is in violation of the above mentioned principles, the proposal will be rejected as ineligible.

The respect of fundamental human rights and labour standards is stipulated in the General Terms and Conditions (Annex 1) and must be accepted by you as a condition of contracting with the [NS]. Any refusal of these terms shall constitute grounds for rejection of proposal; and any violation during a contract terms shall constitute grounds for termination.

Thanks and best regards,

Name and Signature by person responsible in the NS.