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**Request for Proposal (PLEASE PUT THE REFERENCE NUMBER OF RFP)**

**“Prepaid cards - COUNTRY”**

# Instructions to Tenderers

The International Red Cross and Red Crescent Societies (IFRC) invites you to submit proposal for “*COUNTRY – Prepaid Cards”* tender as per instructions specified in this Request for Proposal and the attached Requirements (Annex 2).

# **Eligibility requirement**

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

The “Supplier Registration Form” (Annex 6) and "Declaration of Undertaking" (Annex 7) 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, and should be read in conjunction with any Addenda issued:

1. Request for Proposal xxxx (RFP reference number)
2. Annex 1 IFRC General Terms & Conditions for Cash Based Programme
3. Annex 2 Requirements/ Terms of reference
4. Annex 3 Pricing template - **to be filled in and submitted with your offer**
5. Annex 4 Supplier Registration Form - **to be filled in and submitted with your offer**
6. Annex 5 Declaration of Undertaking - **to be filled in and submitted with your offer**

# Language of proposal

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

# Cost of submitting proposals

The Tenderer shall bear all costs associated with the preparation and submission of the proposal, and the IFRC 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 at [xxxx@ifrc.org](mailto:xxxx@ifrc.org) within 48 hours of receiving the Request for Proposals.

# Contact point

# The Tenderer must provide a single point of contact for all correspondence relating to this Request for Proposal. The IFRC 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 10:00 (CET) 18 July 2016 and should be directed to name/surname at [xxxx@ifrc.org](mailto:xxxx@ifrc.org) Enquiries will be addressed by email to the sender.

# Amendment to the Request for Proposals

At any time prior to the deadline for submission of proposals, IFRC 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 IFRC. In order to give reasonable time to prospective Tenderers for taking the Addendum into account, the IFRC shall extend as necessary the deadline for submission of proposals.

# Time Schedule

The IFRC aims to follow the time schedule indicated below:

* 11 July 2016 – Launch of Request for Proposals
* 18 July 2016 at 10:00 CET – Deadline to receive enquiries
* **21 July 2016 at 10:00 CET (local Geneva time) – deadline for submission of proposals**
* 29 July 2016 – Expected award of the contract

# Submission of Proposals

Proposals must be received prior to **21 July at 10:00 CET (local Geneva time)** and must be forwarded as an electronic copy to the sealed bids e-mail account of the IFRC geneva.bidreceiving[@ifrc.org](mailto:Mikhail.Chitashvili@ifrc.org) **Please do not cc or bcc any other IFRC email addresses on your email with the proposal.**

The subject of the email shall clearly state “Proposal Reference number xxxx” and the name of the sender / tenderer.

* Proposals received by the IFRC 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 IFRC will acknowledge receipt of the proposal to the sender.

# Validity:

The proposal must remain valid until the award of the contract. For details please refer to time schedule.

# Contents of the Proposal

The proposal should report in the header “Proposal Reference: number xxxxx” 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 Requirements.
* 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 EUR 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 ToR
* The quoted fee shall reflect any tax exemption to which the IFRC is entitled by reason of any immunities which it enjoys. (For services within Switzerland, the IFRC is exempted from VAT)
* The rates and costs shall be quoted by the Tenderer entirely in EUR (Euros)
* Please fill in the Pricing template 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 Proposals.

- IFRC 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 signed, filled and included as attachments in the proposal:

Annex 3 Pricing template (please submit both as signed pdf document and in excel format)

Annex 4 Supplier Registration Form

Annex 5 Declaration of Undertaking

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 Requirements. 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 were 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 consulting firm

- 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 IFRC 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 IFRC action.

It shall be noted that proceeding to Phase 2 will solely be the IFRC 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 IFRC.

The tenderer shall not communicate at any time to any other person, government, other organizations or authority external to the IFRC, 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 IFRC’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 IFRC.

# Exemptions

The proposal’s price shall reflect tax exemption to which the IFRC 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 IFRC 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 IFRC shall be refunded by the tenderer.

In the event any governmental authority refuses to recognize the exemptions of the IFRC from such taxes, restrictions, duties, or charges, the tenderers shall immediately consult with the IFRC 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

Following satisfactory progress and formal acceptance of deliverables under the relevant project milestone by the IFRC Subject Matter Expert, the IFRC shall pay a daily fee up to a maximum of 70% as per lump sum stated in quotation. The final 30 % of the total contract value will be paid after completion and submission of the final output as per terms of reference and its formal acceptance by IFRC. The consultant or the consulting firm shall submit an invoice for the number of days worked and provide details of the account number and bank where payment should be made.

Payments will be effected in Euros

# Liquidated damage clause

Please be advised that delivery of output after agreed delivery schedule without justification accepted by the IFRC may be subject to a deduction from the invoice of 0.1% per day up to 5% of the total value of the contract.

# 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 IFRC will use standard template of the IFRC Contract. Except where expressly varied in this Request for Proposals and the eventual Contract award, IFRC General Terms and Conditions (Annex 1) attached hereto will apply.

# Principle of Conduct

Tenderers seeking to work with the IFRC 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 IFRC determines that the Tenderers 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 IFRC. 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,

Logistics Management, IFRC

*Geneva, 11.07.2016*