

RESTRICTED CALL FOR TENDER FOR A FRAMEWORK AGREEMENT - ACTED Iraq

Date: 12/09/2018

Tender N°: T/10/MULTI/MOBILE-MONEY-TRANSFER /ERBIL/12-09-2018/001

ACTED is requesting through this tender a company to provide detailed written quotations for the supply of the following service:

PRODUCT SPECIFICATIONS:

1. Description: **Mobile money transfer service in several governorates.** "Mobile Money Transfer" means the activity of money transfer through SIM Card linked and exclusively owned account by an individual (also known as e-wallet) whose final withdraw is performed in any point-of-sale (POS) registered and authorized to do so.
2. Product class / category: Services
3. Product stage: Services
4. INCOTERM (delivery conditions): N/A
5. Quantities and specifications: **Daily service for 12 months**

Lot #	Description	Product category	Service Stage	Location/Deadline
1	Mobile money transfer	Services	Final, according to technical specifications	Dohuk Governorate
2	Mobile money transfer	Services	Final, according to technical specifications	Erbil Governorate
3	Mobile money transfer	Services	Final, according to technical specifications	Nineveh Governorate
4	Mobile money transfer	Services	Final, according to technical specifications	Kirkuk Governorate
5	Mobile money transfer	Services	Final, according to technical specifications	Sulaymaniyah Governorate
6	Mobile money transfer	Services	Final, according to technical specifications	Saladin Governorate
7	Mobile money transfer	Services	Final, according to technical specifications	Baghdad Governorate

8	Mobile money transfer	Services	Final, according to technical specifications	Diyala
9	Mobile money transfer	Services	Final, according to technical specifications	Wassit
10	Mobile money transfer	Services	Final, according to technical specifications	Qadissiya
11	Mobile money transfer	Services	Final, according to technical specifications	Anbar
12	Mobile money transfer	Services	Final, according to technical specifications	Other governorates

RESPONSIBILITIES OF THE CONTRACTOR:

1. Terms of delivery: As per specific conditions defined below
2. Date of delivery: Within 48h after reception of purchase order
3. Validity of the offer: **One year (fixed price framework agreements)**
4. Prices can be reviewed on a quarterly basis based on market fluctuation and upon approval of both parties, not exceeding 10% of the original unit price.

GENERAL CONDITIONS:

1. The **closing date** of this tender is fixed on **03/10/2018 (October 3rd, 2018) at 16:00 (Iraq time)** in ACTED office at the following address: **ACTED representative office in Erbil, IRAQ** (6th street (Khabat street) on the right after Ankawa intersection, 1st street on the right, House #: 240/1/467 Hadiyab quarter, Ainkawa, Erbil, Iraq)

Or emailed to both: iraq.tender@acted.org and tender@acted.org

In case of electronic submission, please:

- Mention the RFQ reference number mentioned above in the subject tab.
- Fill the RFQ document, sign, stamp, scan and send. Electronic stamp and signatures are not acceptable.

2. **Bidders will fill, sign and stamp all pages of this document.**
3. The offer should be provided using the below ACTED template.
4. The offer must be submitted to ACTED purchase department in a **sealed envelope, signed and stamped**, with the mention "T/10/MULTI/MOBILE-MONEY-TRANSFER /ERBIL/12-09-2018/001" not to be opened before 04/10/2018. Bidder's name to be clearly mentioned on the envelope.
5. The quotation will not directly result in the award of a contract.
6. Prices are mandatory in US Dollar (USD) and IQD.
7. The quantities and specifications may be subject to change. Quantities change: +/- 30%



8. Bidders can apply for one lot or more, different lots can be awarded to different suppliers.
9. In case of any calculation mistakes, the unit price will be considered.
10. To ensure that funds are used exclusively for humanitarian purposes and in accordance with donors' compliance requirements, all contract offers are subject to the condition that contractors do not appear on anti-terrorism lists, in line with ACTED's anti-terrorism policy. To this end, ACTED reserves the right to carry out anti-terrorism checks on contractor, its board members, staff, volunteers, consultants, financial service providers and sub-contractor."

NOTE: ACTED adopts a zero tolerance approach towards corruption and is committed to respecting the highest standards in terms of efficiency, responsibility and transparency in its activities. In particular, ACTED has adopted a participatory approach to promote and ensure transparency within the organization and has set up a Transparency focal point (Transparency Team supervised by the Director of Audit and Transparency) via a specific e-mail address. As such, if you witness or suspect any unlawful, improper or unethical act or business practices (such as soliciting, accepting or attempting to provide or accept any kickback) during the tendering process, please contact the following phone number (+964)-773-695-2782 and/or send an e-mail to transparency@acted.org.

SPECIFIC CONDITIONS:

1. The answers to this tender should include a written quotation including all the specifications, the price per unit, technical specifications and unit.
2. Technical manual to be included in English.
3. Brochure of all commercial offers for money transfers (money transfer, salary disbursement, merchant payment,...).
4. SIM cards for beneficiaries have to be delivered free of charges
5. The supplier shall provide a detailed invoice (pdf and excel) with: beneficiaries' names, transfers issued, transfers redeemed and amount for each transfers.
6. The supplier shall provide his personal data protection process
7. All prices are intended to be without taxes
8. The supplier shall provide the beneficiaries identification process
9. The payment terms should be 30 days by transfer upon reception of the invoice
10. Offer with 6 months of validity preferred
11. Bidders must present a valid copy of all their registration with the financial bodies of Kurdistan Region of Iraq and/or the Central Bank of Iraq.

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____

OFFER FORM

Date:

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To be Filled by Bidder (COMPULSORY)**Details of Bidding Company:**

1. Company Name: (_____)
2. Company Authorized Representative Name: (_____)
3. Company Registration No: (_____)
No/Country/ Ministry
4. Company Specialization: (_____)
5. Mailing Address (Physical Address): (_____)
Country/Governorate./City/St name/Shop-Office No
 - a. Contact Numbers: (Land Line: _____ / Mobile No: _____)
 - b. E-mail Address: (_____)

I undersigned _____, agree to provide ACTED, non-profit NGO, with items answering the following specifications, according to the general conditions and responsibilities that I engage myself to follow.

OPERATIONAL CAPACITY

Registered with Central Bank of Iraq:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Registered with Chamber of Commerce KRG (if based in KRI):	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Audited by an independent company on the fiscal year of 2016	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Is the Company capable to handle transactions without advance payments?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Company's capacity to transfer funds per day without payment in advance (in USD Dollars)		

PLEASE FILL IN THE FOLLOWING TABLES, ONE FOR EACH BATCH, EACH BATCH CORRESPONDING TO:

		LOT 1	LOT 2	LOT 3	LOT 4	LOT 5	LOT 6
SPECIFICATIONS	UNIT	Dohuk Governorate	Erbil Governorate	Nineveh Governorate	Kirkuk Governorate	Sulaymaniyah Governorate	Saladin Governorate
Cost (in USD)	per month						
Transaction fees – please specify the fees breakdown for each transaction in an attached document	per transaction						
Percentage of coverage for the governorate	%						
Number of agents (POS)	Point						
Maximum amount transferable (in USD)	Per month						
Service presentation to beneficiaries and Q&A session	Per hour						

		LOT 7	LOT 8	LOT 9	LOT 10	LOT 11	LOT 12
SPECIFICATIONS	UNIT	Baghdad Governorate	Diyala Governorate	Wassit Governorate	Qadissiya Governorate	Anbar Governorate	Other governorates
Cost (in USD)	per month						
Transaction fees – please specify the fees breakdown for each transaction in an attached document	per transaction						
Percentage of coverage for the governorate	%						
Number of agents (POS)	-						
Maximum amount transferred (in USD)	Per month						
Service presentation to beneficiaries and Q&A session	Per hour						

BIDDER'S COMMENTS/REMARKS:

1. _____
2. _____



BIDDER'S TERMS AND CONDITIONS:

1. Valid of the offer: _____ (recommended: 6 months or more)
2. Terms of delivery: _____
3. Terms of payment: _____

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____

Money Transfer Service – Bidder Interview

Date		Interviewer	
Tender Reference	T/10/MULTI/MOBILE-MONEY-TRANSFER /ERBIL/12-09-2018/001		
Bidder's Name			
Representative			

A. Financial Capacity

Attached are copies of financial statements (balance sheets and income statements) for the 3 years required below; and complying with the requirements.

The Applicant shall provide copies of the balance sheets and/or financial statements for last 3 years that:

- (a) reflect the financial situation of the Applicant or partner to a JV, and not sister or parent companies.
- (b) be audited by a certified accountant.
- (c) be complete, including all notes to the financial statements.
- (d) correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).

Attached are copies of all bank statements as per last day of the month prior to the interview date.

Financial data:

Financial information in USD or IQD	Historic information for previous 3 years		
	2017	2016	2015
Information from Balance Sheet			
1. Total Assets (TA)			
1.1. Current Assets (CA)			
1.1.1. Total Trade Receivables			
1.1.2. Inventory			
1.1.3. Cash and Cash Equivalent			
2. Total Liabilities (TL)			
2.1. Current Liabilities (CL)			
2.1.1. Trade and other payables			
2.1.2. Short-term borrowings			
Net Worth (NW)			
Information from Income Statement			
Total Revenue (TR)			
Profits Before Taxes (PBT)			

Parameter	Calculation	Result	Benchmark
Solvency (Debt Ratio)	Total Liabilities (TL) / Total Assets (TA)		<0.4
Liquidity (Current Ratio)	Current Assets (CA) / Current Liabilities (CL)		>1



Pending litigations:

- The candidate has no pending litigation.

If yes, list the three main ligations below:

Year	Contract Description	Total Contract Amount (current value, US\$ equivalent)	Total Cost of the Case (Max Loss + Legal Costs)	Likelihood of Loss

- The company accept international transfer.

If yes:

Bank	
Account Owner	
Agency	
Account Number	
Swift Code/IBAN	

- The company have current operation in another country.

If yes:

Country	Type of Operation

- The company accept to receive the total amount being transferred and the fee within 24h after the delivery of the money.

If no, explain below the proposed conditions:

- The company has a financial management software.

If yes, explain below the features and impact on operations management:

Description of the management structure of the company including organigram and levels of authority



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B. Program Capacity

Parameter	Unit	Value
Minimum amount of days to return the distribution report	Day	
Maximum amount distributed per day	IQD/Day	
Total amount of Simultaneous Sites	Site	
Total amount of people served per distribution (caseload)	People/Site	
Minimum anticipated notice needed to perform a distribution	Day	
Time required to perform the payment to 100 beneficiaries in one site	Hour	
Biggest distribution ever done in total transferred value during the past 12 months	IQD/Distribution	

The company can distribute on a daily basis during the duration of the contract.

If no, explain which is the maximum frequency the company can operate:

The company is able to ensure that the beneficiaries do not pay commissions on the amount received through the service.

If no explain why:

The candidate has worked with NGOs before.

If yes:

Year	Organisation	Location	Total amount transferred	Total caseload (people)

Human Resources Capacity

Parameter	Value (person)
Total number of full time employees:	
Total number of full time distribution supervisors:	
Total number of full time cashiers:	
Total number of registration assistants:	
Total number of other full time workers (mention positions):	

Parameter	Value (person)
Minimum number of distribution supervisors available per distribution site:	



Minimum number of cashiers available per distribution site:	
Minimum number of registration assistants available per distribution site:	

What is the distribution strategy and structure proposed by the candidate?

What are the reporting minimum standards proposed by the candidate and proof of distribution?

What are the services and warranties covered by the fee offered?

- The candidate can distribute in any geographical location required.

If no, explain below the geographical limitations:

- The company agrees with all the terms and conditions presented in the tender documents

If no, explain which were not agreed and why:

C. Security Background

- The candidate accepts ACTED to perform a reference check with previous clients.

If no, explain below the reason:

- The candidate doesn't have any limitation or is under investigation from any security authority, related or not to the its activities as a money transfer agent.

If yes, explain below the reason:

- The company has authorization from the security authorities to operate as a money transfer agent

If no, explain below the reason:



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- Candidate certifies that it has not provided and will not provide material support resources, information or any other means to any individual, association or organization that it knows, or has reason to know, is an individual or organization that advocates, plans, sponsors, engages in, or has engaged in an act of terrorism within Iraq or abroad.

If no, explain below the reason:

- Candidate never transferred resources – intentionally or not - to an individual, association or organization located under control of association or organization known for the use or advocate for acts of terrorism.

If yes, explain the situation:

- The company has all registration with financial and security bodies to operate as money transfer in Iraq

If yes:

Registration	Registration No
Company Registration	
Financial Institution Registration	
Money Transfer Registration	

- Candidate is not listed in any warning list or database due to links to terrorism or criminal practices in Iraq or elsewhere

If yes, list below the body listing the company and why:

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____



BIDDER'S QUESTIONNAIRE

Date:

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A. Company Name:

B. Company Owner(s) / Partners full names: 1 _____ 2 _____ 3 _____ 4 _____	C. Company Legal Authorised Representative for this Tender: Complete Name: _____ Position in the Company: _____ Signature: _____
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D. Additional Information about the Company:

1 Official Date of Registration: _____

2 Company Type / Profession as per Registration: _____

3 Full Name of the Three Company Representatives:

Name	Position	Location	Phone Number

4 Total number of full time employees: _____

5 Company Telephone Number: _____

6 Company Fax Number: _____

7 Email Address: _____

8 Have you worked with NGOs before? If Yes, please list them with detailed information:

-
-
-

9 Have you worked on similar types of projects before? If Yes, please list them below with detailed information (if needed please provide separate list):

-
-
-

10 Bank Accounts: _____

In Iraq	In Europe	Other

(Please mention yes or no only)

E. Past Performances:

1 Contract Award History
Please the last supply contracts awarded by your company since 2009 up to now

No	Project Description	Location	Partner Name	Duration	Project Cost (USD)
1					
2					
3					
4					
5					



2 Company Assets as of January 1st 2016:

Please list your Company main assets (machine, equipment, premises & warehouses, trucks & heavy machines, production centre, etc)

No	Description	Location/Address	Quantity
1			
2			
3			
4			
5			

I undersigned, certify that I am the designated legal representative of this Company that the information provided above is correct and I am aware of the fact that I will be held responsible for providing false information.

I declare and certify that the information above is true and accurate to the best of my knowledge. I understand and accept any false or inaccurate information may result in the cancellation of any offer made by the Bidder, even if discovered later.

Name _____

Position: _____

Signature & Stamp: _____

Date: _____



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BIDDER'S ETHICAL DECLARATION

Date:

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Bidder's name: _____

Bidder's address: _____

CODE OF CONDUCT:

1. Labour Standards

The labour standards in this code are based on the conventions of the International Labour Organisation (ILO).

- *Employment is freely chosen*

There is no forced, bonded or involuntary prison labour. Workers are not required to lodge 'deposits' or their identity papers with the employer and are free to leave their employer after reasonable notice.

- *Freedom of association and the right to collective bargaining are respected*

Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively. The employer adopts an open attitude towards the legitimate activities of trade unions. Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace. Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.

- *Working conditions are safe and hygienic*

A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment. Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers. Access to clean toilet facilities and potable water and, if appropriate, sanitary facilities for food storage shall be provided. Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers. The company observing the standards shall assign responsibility for health and safety to a senior management representative.

- *Child Labour shall not be used*

There shall be no new recruitment of child labour. Companies shall develop or participate in and contribute to policies and programmes, which provide for the transition of any child found to be performing child labour to enable her/him to attend and remain in quality education until no longer a child. Children and young people under 18 years of age shall not be employed at night or in hazardous conditions. These policies and procedures shall conform to the provisions of the relevant International Labour Organisation (ILO) standards.

- *Living wages are paid*



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Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmarks. In any event wages should always be high enough to meet basic needs and to provide some discretionary income. All workers shall be provided with written and understandable information about their employment conditions in respect to wages before they enter employment, and about the particulars of their wages for the pay period concerned each time that they are paid. Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the express and informed permission of the worker concerned. All disciplinary measures should be recorded.

- *Working hours are not excessive*

Working hours comply with national laws and benchmark industry standards, whichever affords greater protection. In any event, workers shall not on a regular basis be required to work in excess of the local legal working hours. Overtime shall be voluntary, shall not exceed local legal limits, shall not be demanded on a regular basis and shall always be compensated at a premium rate.

- *No discrimination is practised*

There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

- *Regular employment is provided*

To every extent possible work performed must be on the basis of a recognised employment relationship established through national law and practice. Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub-contracting or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

- *No harsh or inhumane treatment is allowed*

Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

B. Environmental Standards

Suppliers should as a minimum comply with all statutory and other legal requirements relating to the environmental impacts of their business. Detailed performance standards are a matter for suppliers, but should address at least the following:

- *Waste Management*

Waste is minimised and items recycled whenever this is practicable. Effective controls of waste in respect of ground, air, and water pollution are adopted. In the case of hazardous materials, emergency response plans are in place.

- *Packaging and Paper*

Undue and unnecessary use of materials is avoided, and recycled materials used whenever appropriate.

- *Conservation*



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Processes and activities are monitored and modified as necessary to ensure that conservation of scarce resources, including water, flora and fauna and productive land in certain situations.

- *Energy Use*

All production and delivery processes, including the use of heating, ventilation, lighting, IT systems and transportation, are based on the need to maximise efficient energy use and to minimise harmful emissions.

- ***Safety precautions for transport and cargo handling***

All transport and cargo handling processes are based on the need to maximise safety precautions and to minimise potential injuries to ACTED beneficiaries and staff as well as the suppliers' employees or those of its subcontractors.

C. Business Behaviour

The conduct of the supplier should not violate the basic rights of ACTED's beneficiaries.

The supplier should not be engaged

1. in the manufacture of arms
2. in the sale of arms to governments which systematically violate the human rights of their citizens; or where there is internal armed conflict or major tensions; or where the sale of arms may jeopardise regional peace and security.

D. ACTED procurement rules and regulations

Suppliers should comply with ACTED procurement rules and regulations outlines in ACTED Logistics Manual Version 1.2. or above. In particular, ACTED's procurement policy set out in Section 2.1 and 2.4. (contract awarding). By doing so, Suppliers acknowledge that they do not find themselves in any of the situations of exclusion as referred to under section 2.4.2.

Operating Principles

The implementation of the Code of Conduct will be a shared responsibility between ACTED and its suppliers, informed by a number of operating principles, which will be reviewed from time to time.

ACTED will:

1. Assign responsibility for ensuring compliance with the Code of Conduct to a senior manager.
2. Communicate its commitment to the Code of Conduct to employees, supporters and donors, as well as to all suppliers of goods and services.
3. Make appropriate human and financial resources available to meet its stated commitments, including training and guidelines for relevant personnel.
4. Provide guidance and reasonable non-financial support to suppliers who genuinely seek to promote and implement the Code standards in their own business and in the relevant supply chains, within available resources.
5. Adopt appropriate methods and systems for monitoring and verifying the achievement of the standards.
6. Seek to maximise the beneficial effect of the resources available, e.g. by collaborating with other NGOs, and by prioritising the most likely locations of non-compliance.

ACTED expects suppliers to:

1. Accept responsibility for labour and environmental conditions under which products are made and services provided. This includes all work contracted or sub-contracted and that conducted by home or other out-workers.
2. Assign responsibility for implementing the Code of Conduct to a senior manager.
3. Make a written Statement of Intent regarding the company's policy in relation to the Code of Conduct and how it will be implemented, and communicate this to staff and suppliers as well as to ACTED.

Both parties will



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1. Require the immediate cessation of serious breaches of the Code and, where these persist, terminate the business relationship.
2. Seek to ensure all employees are aware of their rights and involved in the decisions which affect them.
3. Avoid discriminating against enterprises in developing countries.
4. Recognise official regulation and inspection of workplace standards, and the interests of legitimate trades unions and other representative organisations.
5. Seek arbitration in the case of unresolved disputes.

Qualifications to the Policy Statement

The humanitarian imperative is paramount. Where speed of deployment is essential in saving lives, ACTED will purchase necessary goods and services from the most appropriate available source.

ACTED can accept neither uncontrolled cost increases nor drops in quality. It accepts appropriate internal costs but will work with suppliers to achieve required ethical standards as far as possible at no increase in cost or decrease in quality.

I undersigned _____, agree to adopt the above Code of Conduct and to commit to comply with the labour and environmental standards specified, both in my own company and those of my suppliers.

Name & Position of Bidder's authorized representative _____

Authorized signature _____



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BIDDER'S CHECK LIST

Date:

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BEFORE SENDING YOUR BIDDING DOCUMENTS, PLEASE CHECK THAT EACH OF THE FOLLOWING ITEM IS COMPLETE AND RESPECTS THE FOLLOWING CRITERIA:

Description	To be filled in by Bidder		For ACTED use only (to be filled in by Purchase Committee)		Comments
	Included		Present		
	Yes	No	Yes	No	
1. An original and one copy of the bid have been provided					
2. PART 1 (form PRO-05) – Instructions to Bidders is attached, filled, signed and stamped by the supplier. (compulsory)					
3. PART 2 (form PRO-06) – Offer Form is attached, filled, signed and stamped by the supplier. (compulsory)					
4. The prices in the Offer Form are in USD (compulsory)					
5. PART 3 (form PRO-06-01) – Bidders Questionnaire Form is attached, filled, signed and stamped by the supplier. (compulsory)					
6. PART 4 – (form PRO-06-02) – Bidder's Ethical Declaration is attached, filled, signed and stamped by the supplier. (compulsory)					
7. The Bidding documents are filled in English.					
8. ANNEXES – Proofs of past performances in a similar field of activity (e.g. past deliveries of similar items) are provided					
9. ANNEXES – A Copy of Company registration documents and license are included (compulsory)					
10. ANNEXES – Technical manual is included					

Name & Position of Bidder's authorized representative _____

Authorized signature _____