NATIONAL CALL FOR TENDER FOR A FRAMEWORK AGREEMENT

Instructions to bidders ACTED Yemen

Date: 10-3-2019

Tender N°: FA/15/Multi/FSP/SAN/10032019/001

Subject of BID: Financial Services Providers in different governorates - Yemen.

To support its ongoing operations in Yemen, ACTED Yemen is launching a national competitive bidding and requesting through this tender a company to provide detailed written offers for the supply of the following products:

PRODUCT SPECIFICATION:

1. Description: Financial Services Providers Cross Yemen Governorates
2. Product class / category: Services
3. INCOTERM (delivery conditions): DDP to several locations - Yemen (see below Table)
4. Quantity/unit: As per below table and details in offer form.

<table>
<thead>
<tr>
<th>Lot #</th>
<th>Description</th>
<th>Location</th>
<th>Qty</th>
<th>Unit</th>
<th>INCOTERMS / Delivery point</th>
<th>Delivery deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Outsourcing Payment to beneficiaries through a financial service provider for distribution activities in YER, Distribution of payments will be via different amounts and rounds, at the cash distribution sites selected by ACTED, to beneficiaries in 11 governorates including all districts</td>
<td>Hudayda</td>
<td>As per Call-off Purchase Order</td>
<td>Lumpsum</td>
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<td>Raymah</td>
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<td>3</td>
<td>Hajjah</td>
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<td>Dhamar</td>
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<td>Al Jawf</td>
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<td>6</td>
<td>Sadaah</td>
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<td>Ibb</td>
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<td>Al Dhale</td>
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<td>Taaz</td>
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<td>11</td>
<td>Lahj</td>
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</tbody>
</table>

Remarks:
- Outsource payment to beneficiaries through a financial service provider for distribution activities in Yemen.
- Distribution of payments will be via different amounts and rounds, at the cash distribution sites selected by ACTED, to beneficiaries in 11 governorates including all districts.
- As per Call-off Purchase Order.
RESPONSIBILITIES OF THE CONTRACTOR (مسؤوليات التعاقد):

1. Terms of delivery: DDP to several locations in (Hudayda, Raymah, Hajjah, Dhmar, Al Jawf, Sadaah, Ibb, Al Dhale, Taaz, Adan, and Lahj) Governorates-Yemen. (Prices (commissions) must include all delivery, security, transportation, and any other related costs to delivery of the required services)

2. Date of Delivery: Preferred Two Days from Distribution Order date and no More than Five Days.

3. Validity of the offer: Minimum 3 months.

The answers to this tender should include the following elements:

Telemart بمراجعة وصيانة التكاليف إلى محافظات (حديدة وريمة وحجة وذمار وحجة وصمود وإب والضالع وإب وتعز وعدن وعمران وحجة) - اليمن. يجب أن تتضمن الأسعار (العمولات) الإجمالية جميع عمليات التوصيل، والأمن، والنقل، وأي تكاليف أخرى ذات صلة لتقدم الخدمات المطلوبة.

يفضل أن يكون خلال يومين من تاريخ طلب التوزيع وأن لا يزيد عن خمسة أيام.

يجب أن لا تقل صلاحية العرض عن 3 أشهر.

GENERAL CONDITIONS (شروط عامة):

1. The closing date of this tender is fixed on 24/03/2019 at 2:00pm in ACTED office at the following address:

Tenderers who will present their offer at ACTED bases other than ACTED Sanaa must take into consideration the transport time from the local base to ACTED Sanaa.

تاريخ إغلاق هذه المناقصة مثبت بتاريخ 24/03/2019 في تمام الساعة 2:00م. على العارضين الذين سيقدمون عروضهم من مدن أخرى يأخذوا في الاعتبار وقت النقل من هذه المدن لمكتب اكتد اكتد صنعاء.

2. ACTED will hold a tender opening session on 25 / 03 / 2019 [date] at 10:00am [time] in Al Bustan Hotel, Sanaa, Yemen.

ستعقد منظمة اكتد جلسة افتتاح العطاءات في تاريخ 25/03/2019 في تمام الساعة 10 صباحاً. في فندق البستان، صنعاء، اليمن.

3. All additional documents should be either in Arabic or English; Mandatory Documents should be in English; Certificates, official registrations, and identifications shall be submitted in Arabic or English.

يجب تقديم جميع الوثائق الاختيارية باللغة العربية أو الإنجليزية، والوثائق الإلزامية باللغة الإنجليزية، وإضافة تقديم الشهادات والسجلات الرسمية التعليمية باللغة العربية أو الإنجليزية.

4. All questions for BID documents should be directed to ACTED Yemen Logistics department at +967 716504730 between the hours of 8:00 and 16:00 Sunday through Thursday, up until the above closing date and time.
5. Tenderers will fill, sign and stamp the Offer form according to ACTED’s format.

6. Tenderers will sign and return all pages of the Product Specifications for which they apply.

7. The offer to the call for tender will not result in the award of a contract.

8. Unsealed envelope and late offers will not be considered.

9. Service providers who bid for specific governate should have all required legal documents to work on that governate.

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 send an e-mail to transparency@acted.org.
SPECFIC CONDITIONS

A technical analysis will be conducted by ACTED for the bidder’s selection based on these criteria detailed below:

Note: Below criteria to be taken into consideration upon filling tender documents especially the for financial service provider questionnaire.

1. The contract currency shall be YER. All transactions from ACTED to the selected supplier shall be in YER by bank transfer. Offers requiring payment by ACTED in USD will not be considered. This is an exclusion criterion. (mandatory)

2. Bidders must quote prices (Commissions) for cash distributions of Yemeni Riyals (YER) to ACTED beneficiaries at locations of ACTED’s choosing within (Hudayda, Raymah, Hajjah, Dhmar, Al Jawf, Sadaah, Ibb, Al Dhale, Taaz, Adan, and Lahj) Governorates. The selected supplier will be responsible for all distribution costs including security for supplier teams and cash, transportation, lodging or any other cost incurred by supplier’s teams in completing cash distributions in the field. Distributions will take place during the day, attended by ACTED teams at sites coordinated with local security and communities. (mandatory)

3. Suppliers will be selected only if they hold all the registration documents such as company registration documents and license, tax card. (mandatory)

4. Suppliers are requested to submit list of their official offices addresses with the tender documents.

5. Bidders shall not use 3rd party distributors. Bidder must agree to distribute cash directly (hand to hand) to ACTED beneficiaries. Offers using 3rd party distributors will not be considered. (mandatory)

6. Supplier will give a proposed plan for the security arrangement at the distribution point for Office and Field.

7. Only bidders offering good quality services will be selected. Bidder will provide to ACTED technical specifications about the distribution methodology used to implement these cash distribution services for each lot, each governorate and also regarding each payment option. Full technical specifications will be clearly explained, detailed in order for ACTED to select the supplier regarding its capacity and flexibility to meet the requirements. These specifications will be taken into account in the selection process. (mandatory)

8. Service delivery schedule will be a selection criterion. Bidders are kindly requested to give ACTED the realistic and specific delivery date needed to implement these services. (mandatory)
9. Preference will be given to suppliers with proof of experience in similar projects, in the designated region, in the humanitarian sector.

سيتم منح الأفضلية للموردين الذين يمتلكون إثباتات خبرة في مشاريع مماثلة، في المنطقة المعينة، في القطاع الإنساني.

10. Preference will be given to suppliers with the capacity to advance the amount to be distributed to beneficiaries.

تُمنح الأفضلية للموردين الذين لديهم القدرة على دفع المبلغ المقرر توزيعه مسبقاً على المستفيدين.
A technical analysis will be conducted by ACTED for the bidders’ selection based on these criteria detailed below and ranked in order of importance: A and B criteria will be the most important ones, C, D criteria will have the same importance.

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QUALITY representing 30%

Only bidders offering good quality services will be selected. Bidder will provide to ACTED technical specifications about the distribution methodology used to implement these cash distribution services for each lot, each governorate and also regarding each payment option. Full technical specifications will be clearly explained, detailed in order for ACTED to select the supplier regarding its capacity and flexibility to meet the requirements. These specifications will be taken into account in the selection process. (mandatory)

PRICE representing 30%

The price will be the second criteria to be considered by ACTED to select the most competitive supplier. Prices given by bidders will include delivery costs and including taxes. Bidders must quote prices in Yemeni Reials (YER) to ACTED as the contract currency shall be in YER.

DELIVERY DEADLINE representing 25%

Preferred Two Days from Distribution Order date and no More than Five Days, in addition to capacity to advance the amount to be distributed.

EXPERIENCE representing 15%

Proofs of past performances (including example contracts or other evidence of performance) in a similar field of activity (e.g. distribution of cash, hand-to-hand, in field setting) are provided (compulsory).

Suppliers should attach a proof for similar services contracts:
- Experiences in similar activities (Attach Contracts).
- Experiences in same districts (Attach Contracts).
- Previous experiences with ACTED (Attach Contracts).

A technical analysis will be conducted by ACTED for the bidders’ selection based on these criteria detailed below and ranked in order of importance: A and B criteria will be the most important ones, C, D criteria will have the same importance:

A - QUALITY representing 30%

Only bidders offering good quality services will be selected. Bidder will provide to ACTED technical specifications about the distribution methodology used to implement these cash distribution services for each lot, each governorate and also regarding each payment option. Full technical specifications will be clearly explained, detailed in order for ACTED to select the supplier regarding its capacity and flexibility to meet the requirements. These specifications will be taken into account in the selection process. (mandatory)

B - PRICE representing 30%

The price will be the second criteria to be considered by ACTED to select the most competitive supplier. Prices given by bidders will include delivery costs and including taxes. Bidders must quote prices in Yemeni Reials (YER) to ACTED as the contract currency shall be in YER.

C - DELIVERY DEADLINE representing 25%

Preferred Two Days from Distribution Order date and no More than Five Days, in addition to capacity to advance the amount to be distributed.

D - EXPERIENCE representing 15%

Proofs of past performances (including example contracts or other evidence of performance) in a similar field of activity (e.g. distribution of cash, hand-to-hand, in field setting) are provided (compulsory).