

REQUEST FOR PROPOSAL (RFP)

Transfer Mechanisms for Recurring Cash-Based Intervention Services (CBI)

RFP Reference No.: 22-191
Country: MSCU, MAC Philippines
Issued on: 30-Dec-22

SECTION 1: LETTER OF INVITATION

International Organization for Migration (IOM), hereinafter referred to as IOM, hereby invites prospective proposers to submit a proposal in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

To enable you to submit a proposal, please read the following attached documents carefully.

Section 1: This Letter of Invitation

Section 2: Instruction to Proposers

Section 3: Data Sheet

Section 4: Evaluation Criteria

Section 5: Terms of Reference/Statement of Works

Section 6: Conditions of Contract and Contract Forms

Section 7: Proposal Forms

- Form A: Proposal Confirmation
- Form B: Checklist
- Form C: Technical Proposal Submission
- Form D: Proposer Information
- Form E: Joint Venture/Consortium/Association Information
- Form F: Eligibility and Qualification
- Form G: Format for Technical Proposal
- Form H: Format for CV of proposed key personnel
- Form I: Financial Proposal Submission
- Form J: Format for Financial Proposal

If you are interested in submitting a proposal in response to this RFP, please prepare your proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the deadline for submission of proposals set out in Section 3: Data Sheet.

Please acknowledge receipt of this RFP completing and returning the attached Form A: Proposal Confirmation by email to mscubids@iom.int no later than 13/01/2023., indicating whether you intend to submit a proposal or otherwise. Should you require further clarifications, kindly communicate with the contact person/s identified in Section 3: Data Sheet as the focal point for queries on this RFP.

We look forward to receiving your proposal.

Approved by:

For: 



LLP
LLP

Name: Niiara ABLIAMITOVA

Title: Head, MSCU

Date: Jan 6, 2023

SECTION 2: INSTRUCTIONS TO PROPOSERS

GENERAL	
<p>1. Scope</p>	<p>Proposers are invited to submit a proposal for the services/works specified in Section 5: Terms of Reference/Scope of Works, in accordance with this Request for Proposal (RFP). A summary of the scope of the proposal is included in Section 3: Data Sheet.</p> <p>Proposers shall adhere to all the requirements of this RFP, including any amendment made in writing by IOM. This RFP is conducted in accordance with Policies and Procedures of IOM.</p>
<p>2. Interpretation of the RFP</p>	<p>Any proposal submitted will be regarded as an offer by the proposer and does not constitute or imply the acceptance of the proposal by IOM. IOM is under no obligation to award a contract to any proposer as a result of this RFP.</p>
<p>3. Supplier Code of Conduct</p>	<p>All proposers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the IOM. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: https://www.ungm.org/Public/CodeOfConduct.</p>
<p>4. Eligible proposers</p>	<p>Proposers shall have the legal capacity to enter into a binding contract with Click or tap here to enter text..</p> <p>A proposer, and all parties constituting the proposer, may have the nationality of any country with the exception of the nationalities, if any, listed in Section 3: Data Sheet. A proposer shall be deemed to have the nationality of a country if the proposer is a citizen or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country.</p> <p>All proposers found to have a conflict of interest shall be disqualified. Proposers may be considered to have a conflict of interest if they are or have been associated in the past, with a firm or any of its affiliates that have been engaged by Click or tap here to enter text. to provide consulting services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation and other documents to be used for the procurement of the services required in the present procurement process.</p> <p>Proposers shall not be eligible to submit a proposal if at the time of proposal submission:</p> <ul style="list-style-type: none"> ● is included in the Ineligibility List, hosted by UNGM, that aggregates information disclosed by Agencies, Funds or Programs of the UN System; ● is included in the Consolidated United Nations Security Council Sanctions List, including the UN Security Council Resolution 1267/1989 list; ● is included in the World Bank Corporate Procurement Listing of Non-Responsible Vendors and World Bank Listing of Ineligible Firms and Individuals. ● Other sanctions lists, if applicable, as per the discretion of the IOM.
<p>5. Proprietary information</p>	<p>The RFP documents and any Terms of Reference or information issued or furnished by IOM are issued solely for the purpose of enabling a proposal to be completed and may not be used for any other purpose. The RFP documents and any additional information provided to proposers shall remain the property of IOM. All documents which may form part of the proposal will become the property of IOM, who will not be required to return them to your firm.</p>
<p>6. Publicity</p>	<p>During the RFP process, a proposer is not permitted to create any publicity in connection with the RFP.</p>

SOLICITATION DOCUMENTS	
7. Clarification of solicitation documents	<p>Proposers may request clarifications on any of the RFP documents no later than the date indicated in Section 3: Data Sheet. Any request for clarification must be sent in writing in the manner indicated in Section 3: Data Sheet. Explanations or interpretations provided by personnel other than the named contact person will not be considered binding or official.</p> <p>IOM will provide the responses to clarifications through the method specified in Section 3: Data Sheet.</p> <p>IOM shall endeavour to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of IOM. to extend the submission date of the proposals, unless IOM deems that such an extension is justified and necessary.</p>
8. Amendment of solicitation documents	<p>At any time prior to the deadline for proposal submission, IOM may for any reason, such as in response to a clarification requested by a proposer, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective proposers.</p> <p>If the amendment is substantial, IOM may extend the deadline for submission of proposals to give the proposers reasonable time to incorporate the amendment into their proposal.</p>
PREPARATION OF PROPOSALS	
9. Cost of preparation of proposal	<p>The proposer shall bear all costs related to the preparation and/or submission of the proposal, regardless of whether its proposal is selected or not. IOM shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
10. Language	<p>The proposal, as well as any and all related correspondence, exchanged by the proposer and IOM, shall be written in the language(s) specified in Section 3: Data Sheet.</p>
11. Documents establishing eligibility and qualifications of the proposer	<p>The proposer shall furnish documentary evidence of its status as an eligible and qualified vendor, using the forms provided in Section 7 and providing the documents required in those forms. In order to award a contract to a proposer, its qualifications must be documented to IOM's satisfaction.</p>
12. Technical proposal format and content	<p>The proposer is required to submit a technical proposal using the forms provided in Section 7 and taking into consideration the requirements in the RFP.</p> <p>The technical proposal shall not include any price or financial information. A technical proposal containing material financial information may be declared non-responsive.</p>
13. Financial proposal	<p>The financial proposal shall be prepared using the form provided in Section 7 and taking into consideration the requirements in the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>Any output and activities described in the technical proposal but not priced in the financial proposal, shall be assumed to be included in the prices of other activities or items as well as in the final total price.</p> <p>Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
14. Currencies	<p>All prices shall be quoted in the currency or currencies indicated in Section 3: Data Sheet. Where proposals are quoted in different currencies, for the purposes of comparison of all proposals:</p> <ul style="list-style-type: none"> ● IOM will convert the currency quoted in the proposal into the IOM preferred currency, in accordance with the IOM Operational Rate of Exchange on the date of the bid closure. ● In the event that IOM selects a proposal for an award that is quoted in a currency different from the preferred currency in Section 3: Data Sheet, IOM shall reserve the right to award

	<p>the contract in the currency of IOM’s preference, using the conversion method specified above.</p>
<p>15. Duties and taxes</p>	<p>The International Organization for Migration is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties. All proposals shall be submitted net of any direct taxes and any other taxes and duties unless otherwise specified in Section 3: Data Sheet</p>
<p>16. Proposal validity period</p>	<p>Proposals shall remain valid for the period specified in Section 3: Data Sheet, commencing on the deadline for submission of proposals. A proposal valid for a shorter period may be rejected by IOM and rendered non-responsive.</p> <p>During the proposal validity period, the proposer shall maintain its original proposal without any change, including the availability of the key personnel, the proposed rates and the total price.</p> <p>In exceptional circumstances, prior to the expiration of the proposal validity period, IOM may request proposers to extend the period of validity of their proposals. The request and the responses shall be made in writing and shall be considered integral to the proposal.</p> <p>If the proposer agrees to extend the validity of its proposal, it shall be done without any change to the original proposal but will be required to extend the validity of the proposal security, if required, for the period of the extension, and in compliance with Article 17 (Proposal security) in all respects.</p> <p>The proposer has the right to refuse to extend the validity of its proposal without forfeiting the proposal security, if required, in which case, the proposal shall not be further evaluated.</p>
<p>17. Proposal security</p>	<p>Proposal security, if required by Section 3: Data Sheet, shall be provided in the amount and form indicated in Section 3: Data Sheet. The proposal security shall be valid for a minimum of thirty (30) days after the final date of validity of the proposal.</p> <p>The proposal security shall be included along with the proposal. If proposal security is required by the RFP but is not found in the proposal, the offer shall be rejected.</p> <p>If the proposal security amount, or its validity period, is found to be less than is required by IOM, IOM shall reject the proposal.</p> <p>In the event an electronic submission is allowed in Section 3: Data Sheet, proposers shall include a copy of the proposal security in their proposal and the original of the proposal security must be sent via courier or hand delivery as per the instructions in Section 3: Data Sheet.</p> <p>Unsuccessful proposers’ proposal securities will be discharged/returned as promptly as possible but no later than thirty (30) days after the expiration of the period of proposal validity prescribed by IOM pursuant to Article 16 (Proposal Validity Period).</p> <p>The Proposal security may be forfeited by IOM., and the proposal rejected, in the event of any, or combination, of the following conditions:</p> <ul style="list-style-type: none"> ● If the proposer withdraws its offer during the period of the proposal validity specified in Section 3: Data Sheet, or; ● In the event the successful Proposer fails: <ul style="list-style-type: none"> ○ to sign the contract after IOM. has issued an award; or

	<ul style="list-style-type: none"> ○ to furnish the performance security, insurances, or other documents that IOM. may require as a condition precedent to the effectivity of the contract that may be awarded to the proposer.
<p>18. Joint Venture, Consortium or Association</p>	<p>If the proposer is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the proposal, each such legal entity will confirm in their joint proposal that:</p> <ul style="list-style-type: none"> ● they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, and this will be evidenced by a duly notarised agreement among the legal entities, which will be submitted along with the proposal; and ● if they are awarded the contract, the contract shall be entered into by and between IOM. and the designated lead entity, who will be acting for and on behalf of all the member entities comprising the joint venture. <p>After the deadline for submission of proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IOM.</p> <p>If a JV, Consortium or Association’s proposal is the proposal selected for award, IOM. will award the contract to the joint venture, in the name of its designated lead entity. The lead entity will sign the contract for and on behalf of all other member entities.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Article 19 (Only one Proposal) herein in respect of submitting only one proposal.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the RFP, both in the proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IOM..</p> <p>A JV, Consortium or Association, in presenting its track record and experience, should clearly differentiate between:</p> <ul style="list-style-type: none"> ● Those that were undertaken together by the JV, Consortium or Association; and ● Those that were undertaken by the individual entities of the JV, Consortium or Association. <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
<p>19. Only one proposal</p>	<p>The proposer (including the individual members of any Joint Venture) shall submit only one proposal, either in its own name or as part of a Joint Venture.</p> <p>Proposals submitted by two (2) or more proposers shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> ● they have at least one controlling partner, director, or shareholder in common; or ● any one of them receive or have received any direct or indirect subsidy from the other/s; or

	<ul style="list-style-type: none"> ● they have the same legal representative for purposes of this RFP; or ● they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence the proposal of another proposer regarding this RFP process; ● they are subcontractors to each other’s proposal, or a subcontractor to one proposal also submits another proposal under its name as lead proposer, or some key personnel proposed to be in the team of one proposer participates in more than one proposal received for this RFP process. This condition relating to the personnel does not apply to subcontractors being included in more than one proposal.
<p>20. Alternative proposals</p>	<p>Unless otherwise specified in Section 3: Data Sheet, alternative proposals shall not be considered. If submission of alternative proposals is allowed in Section 3: Data Sheet, a proposer may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. Where the conditions for its acceptance are met, or justifications are clearly established, IOM reserves the right to award a contract based on an alternative proposal.</p> <p>If multiple/alternative proposals are being submitted, they must be clearly marked as “Main Proposal” and “Alternative Proposal”. If no indication is provided as to which proposal is the main proposal and which is/are the alternative proposal(s), then all proposals will be rejected.</p>
<p>21. Pre-proposal conference</p>	<p>When appropriate, a pre-proposal conference will be conducted at the date, time and location and according to any instructions specified in Section 3: Data Sheet.</p> <p>If it is stated in Section 3: Data Sheet that the pre-proposal conference is mandatory, a Proposer which does not attend the pre-proposal conference shall become ineligible to submit a proposal under this RFP.</p> <p>If it is stated in Section 3: Data Sheet that the pre-proposal conference is not mandatory, non-attendance shall not result in disqualification of an interested proposer.</p> <p>IOM will not issue any formal answers to questions from proposers regarding the RFP or proposal process during the pre-proposal conference. All questions shall be submitted in accordance with Article 38 (Clarification of Proposals).</p> <p>The pre-proposal conference shall be conducted for the purpose of providing background information only. Without limiting Article 24 (Proposers responsibility) proposers shall not rely upon any information, statement or representation made at the pre-proposal conference unless that information, statement or representation is confirmed by IOM. in writing.</p> <p>Minutes of the pre-proposal conference will be disseminated as specified in Section 3: Data Sheet. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the minutes of the proposer’s conference or issued/posted as an amendment to RFP.</p>
<p>22. Site inspection</p>	<p>When appropriate, a site inspection will be conducted at the date, time and location and according to any instructions specified in Section 3: Data Sheet.</p> <p>If it is stated in Section 3: Data Sheet that the site inspection is mandatory, a proposer who does not attend the site inspection shall become ineligible to submit a proposal under this RFP.</p> <p>If it is stated in Section 3: Data Sheet that the site inspection is not mandatory, non-attendance, shall not result in disqualification of an interested proposer.</p> <p>Proposers participating in a site inspection shall be responsible for making and obtaining any visa arrangements that may be required for the proposers to participate in a site inspection.</p>

	<p>Prior to attending a site inspection, proposers shall execute an indemnity and a waiver releasing IOM in respect of any liability that may arise from:</p> <ul style="list-style-type: none"> (i) loss of or damage to any real or personal property; (ii) personal injury, disease or illness to, or death of, any person; (iii) financial loss or expense, arising out of the carrying out of that site inspection; and (iv) transportation by IOM to the site (if provided) as a result of any accidents or malicious acts by third parties. <p>IOM will not issue any formal answers to questions from proposers regarding the RFP or solicitation process during a site inspection. All questions shall be submitted in accordance with Article 7 (Clarification of solicitation documents).</p> <p>A site inspection will be conducted for the purpose of providing background information only. Without limiting Article 24 (Proposers Responsibility), proposers shall not rely upon any information, statement or representation made at a site inspection unless that information, statement or representation is confirmed by IOM in writing.</p>
<p>23. Errors or omissions</p>	<p>Proposers shall immediately notify IOM in writing of any ambiguities, errors, omissions, discrepancies, inconsistencies or other faults in any part of the RFP, with full details of those ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.</p> <p>Proposers shall not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.</p>
<p>24. Proposers responsibility to inform themselves</p>	<p>Proposers shall be responsible for informing themselves in preparing their proposal. In this regard, proposers shall ensure that they:</p> <ul style="list-style-type: none"> ● examine and fully inform themselves in relation to all aspects of the RFP, including the Contract and all other documents included or referred to in this RFP; ● review the RFP to ensure that they have a complete copy of all documents; ● obtain and examine all other information relevant to the project and the scope of the requirements available on reasonable inquiry; ● verify all relevant representations, statements and information, including those contained or referred to in the RFP or made orally during any clarification meeting or site Inspection or any discussion with IOM, its employees or agents; ● attend any pre-proposal conference if it is mandatory under this RFP; ● fully inform and satisfy themselves as to requirements of any relevant authorities and laws that apply, or may in the future apply, to the supply of the services; and ● form their own assessment of the nature and extent of the services required as included in Section 5: Terms of Reference and properly account for all requirements in their proposal. <p>Proposers acknowledge that IOM, its directors, employees and agents make no representations or warranties (express or implied) as to the accuracy, currency or completeness of this RFP or any other information provided to the proposers.</p>
<p>25. No material change(s) in circumstances</p>	<p>The proposer shall inform IOM of any change(s) of circumstances arising during the RFP process, including but not limited to:</p> <ul style="list-style-type: none"> ● a change affecting any declaration, accreditation, license or approval; ● major re-organizational changes, company re-structuring, a take-over, buy-out or

	<p>similar event(s) affecting the operation and/or financing of the proposer or its major sub-contractors;</p> <ul style="list-style-type: none"> • a change to any information on which IOM may rely in assessing proposals.
SUBMISSION AND OPENING OF PROPOSALS	
<p>26. Instruction for proposal submission</p>	<p>The proposer shall submit a complete proposal in the format and comprising the documents and forms in accordance with requirements in Section 3: Data Sheet. The proposal shall be delivered according to the method specified in Section 3: Data Sheet.</p> <p>The proposal shall be signed by the proposer or person(s) duly authorized to commit the proposer. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the proposing entity, or, if requested, a Power of Attorney, accompanying the proposal.</p> <p>Proposers must be aware that the mere act of submission of a proposal, in and of itself, implies that the proposer fully accepts the IOM General Conditions of Contract.</p>
<p>27. Deadline for proposal submission</p>	<p>Complete proposals must be received by IOM in the manner, and no later than the date and time, specified in Section 3: Data Sheet. If any doubt exists as to the time zone in which the Proposal should be submitted, refer to http://www.timeanddate.com/worldclock/. It shall be the sole responsibility of the proposers to ensure that their proposal is received by the closing date and time. IOM shall accept no responsibility for proposals that arrive late due to the courier company or any technical issues and shall only recognise the actual date and time that the proposal was received by IOM.</p> <p>IOM may, at its discretion, extend this deadline for the submission of proposals by amending the solicitation documents in accordance with Article 8 (Amendment of solicitation documents). In this case, all rights and obligations of IOM and proposers subject to the previous deadline will thereafter be subject to the new deadline as extended.</p>
<p>28. Withdrawal, substitution and modification of proposals</p>	<p>A proposer may withdraw, substitute or modify its proposal after it has been submitted at any time prior to the deadline for submission by sending a written notice to IOM, duly signed by an authorized representative and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as “WITHDRAWAL”, “SUBSTITUTION” OR “MODIFICATION”.</p> <p>However, after the deadline for proposal submission, the proposals shall remain valid and open for acceptance by IOM for the entire proposal validity period, as may be extended.</p> <p>Proposals requested to be withdrawn prior to the deadline for submission of the proposals shall be made available for collection by the proposer that submitted it within 15 days of its withdrawal. Otherwise, IOM shall have the right to discard such proposal unopened without further notice to the proposer. IOM shall not be responsible to return the proposal to the proposer at IOM’s cost.</p>
<p>29. Storage of proposals</p>	<p>Proposals received prior to the deadline of submission and the time of opening shall be securely kept unopened until the proposal opening date stated in Section 3: Data Sheet. No responsibility shall be attached to IOM for prematurely opening an improperly addressed and/or identified proposal.</p>
<p>30. Proposal opening</p>	<p>Proposals will be opened by an ad-hoc panel consisting of at least two staff members and where at least one individual is not involved in the subsequent stages of the procurement process.</p> <p>There will be separate proposal openings for technical and financial proposals. Proposers may attend the opening of the proposals if stated in Section 3: Data Sheet.</p>

	<p>The proposers' names and submitted documents shall be announced and recorded on the technical proposal opening report, which will be available for viewing only to proposers who have submitted a proposal for a period of thirty days from the date of opening. Information not included in the proposal opening report will not be provided to proposers.</p> <p>Once the technical evaluation has been completed, the financial proposals will be opened. During the financial proposal opening, the proposers' names and the prices stated in the financial proposal shall be announced and recorded on the financial proposal opening report.</p> <p>No proposal shall be rejected during proposal opening, except for late proposals.</p>
31. Late proposals	<p>Any proposal received by IOM after the deadline for submission of proposals will be destroyed unless the proposer requests that it be returned and assumes the responsibility and expenses for the re-possession of the returned proposal documents.</p> <p>In exceptional circumstances, late proposals may be accepted if it is determined that the submission was sent in ample time prior to the proposed closing and the delay could not be reasonably foreseen by the proposer or was due to force majeure.</p>
EVALUATION OF PROPOSALS	
32. Confidentiality	<p>Information relating to the examination, evaluation, and comparison of proposals, and the recommendation of contract award, shall not be disclosed to proposers or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>Any effort by a proposer or anyone on behalf of the proposer to influence IOM in the examination, evaluation and comparison of the proposals or contract award decisions may, at IOM's decision, result in the rejection of its proposal and may subsequently be subject to the application of prevailing IOM's vendor sanctions procedures.</p>
33. Evaluation of proposals	<p>IOM shall evaluate a proposal using only the methodologies and criteria defined in this RFP. No other criteria or methodology shall be permitted.</p> <p>IOM shall conduct the evaluation solely on the basis of the submitted technical and financial proposals.</p> <p>Evaluation of proposals shall be undertaken in the following steps:</p> <ol style="list-style-type: none"> a) Preliminary examination b) Evaluation of minimum eligibility and qualification (if pre-qualification is not done) c) Evaluation of technical proposals d) Evaluation of financial proposals.
34. Preliminary examination	<p>IOM shall examine the proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the proposals are generally in order, among other indicators that may be used at this stage. IOM reserves the right to reject any proposal at this stage.</p>
35. Evaluation of eligibility and qualification	<p>The eligibility and qualification of the proposer will be evaluated against the minimum eligibility and qualification requirements specified in Section 4: Evaluation Criteria and in Article 4 (Eligible proposers).</p>
36. Evaluation of technical and financial proposals	<p>The evaluation team shall review and evaluate the technical proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in Section 4: Evaluation Criteria. A proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in Section 3: Data Sheet. When necessary, and if stated in the Data Sheet, IOM may invite technically responsive proposers for a presentation related to</p>

	<p>their technical proposals. The conditions for the presentation shall be provided in the proposal document where required.</p> <p>In the second stage, only the financial proposals of those proposers who achieve the minimum technical score will be opened for evaluation.</p> <p>The evaluation method that applies for this RFP shall be as indicated in Section 3: Data Sheet, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Proposers; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>When the Data Sheet specifies a combined scoring method, the formula for the rating of the proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p style="text-align: center;">TP Rating = [(Total Score Obtained by the Written Offer / Max. Obtainable Score for the Written TP) x 70] + [(Total Score Obtained by the Scenario Demonstration / Max. Obtainable Score for the Scenario Demonstration) x 30]</p> <p><u>IMPORTANT NOTE: Bidders who have passed the 70% point requirement for the written technical proposal will be invited for the scenario demonstration of their services/platform which will constitute 30% of the final total TP Rating.</u></p> <p><u>Rating the Financial Proposal (FP):</u></p> <p style="text-align: center;">FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p>Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>
<p>37. Post-qualification</p>	<p>IOM reserves the right to undertake a post-qualification assessment, aimed at determining, to its satisfaction, the validity of the information provided by the proposer. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ol style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the proposer; b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the proposer, or with previous clients, or any other entity that may have done business with the proposer; d) Inquiry and reference checking with previous clients on the performance on ongoing or completed contracts, including physical inspections of previous works, as deemed necessary; e) Physical inspection of the proposer's offices, branches or other places where business transpires, with or without notice to the proposer; f) Other means that IOM may deem appropriate, at any stage within the selection

		process, prior to awarding the contract.
38. Clarification proposals	of	<p>IOM may request clarification or further information in writing from the proposers at any time during the evaluation process. The proposers' responses shall not contain any changes regarding the substance or price of the proposal, except to confirm the correction of arithmetic errors discovered by IOM in the evaluation of the proposals, in accordance with Instructions to Proposers Article 23 (Errors or omissions).</p> <p>IOM may use such information in interpreting and evaluating the relevant proposal but is under no obligation to take it into account.</p> <p>Any unsolicited clarification submitted by a proposer in respect to its proposal which is not a response to a request by IOM, shall not be considered during the review and evaluation of the proposals.</p>
39. Responsiveness proposal	of	<p>IOM's determination of a proposal's responsiveness is to be based on the contents of the proposal itself. A substantially responsive proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:</p> <ul style="list-style-type: none"> a) affects in any substantial way the scope, quality, or performance of the services specified in the contract; or b) limits in any substantial way, inconsistent with the solicitation documents, IOM's rights or the proposer's obligations under the contract; or c) if rectified would unfairly affect the competitive position of other proposers presenting substantially responsive proposals. <p>If a proposal is not substantially responsive, it shall be rejected by IOM. and may not subsequently be made responsive by the proposer by correction of the material deviation, reservation, or omission.</p>
40. Nonconformities, reparable errors and omission		<p>Provided that a proposal is substantially responsive, IOM may waive any non-conformities or omissions in the proposal that, in the opinion of IOM., do not constitute a material deviation. These are a matter of form and not of substance and can be corrected or waived without being prejudicial to other proposers.</p> <p>Provided that a proposal is substantially responsive IOM may request the proposer to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the proposal. Failure of the proposer to comply with the request may result in the rejection of its proposal.</p> <p>For financial proposals that have been opened, IOM shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of IOM there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected; b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.

	If the proposer does not accept the correction of errors, its proposal shall be rejected and its proposal security may be forfeited.
41. Right to accept any proposal and to reject any or all proposals	IOM reserves the right to accept or reject any proposals, and to annul the proposal process and reject all proposals at any time prior to contract award, without thereby incurring any liability to the affected proposer or proposers or any obligation to inform the affected proposer or proposers of the grounds for IOM.'s action. IOM shall not be obliged to award the contract to the lowest-priced offer.
AWARD OF CONTRACT	
42. Award criteria	Prior to expiration of the proposal validity, IOM shall award the Contract to the qualified proposer based on the award criteria indicated in Section 3: Data Sheet.
43. Right to vary requirement at time of award	At the time the contract is awarded, IOM reserves the right to increase or decrease the quantity of services originally specified in Section 5: Terms of Reference, provided this does not exceed the percentages specified in Section 3 Data Sheet, and without any change in the unit prices or other terms and conditions of the proposal and the solicitation document.
44. Notification of award	Prior to the expiration of the period of proposal validity, IOM will notify the successful proposer in writing by email, fax or post, that its proposal has been accepted. Please note that the proposer, if not already registered at the appropriate level in UNGM, will be required to complete the vendor registration process on the UNGM prior to the signature and finalization of the contract.
45. Debriefing	In the event that a proposer is unsuccessful, the proposer may request a debriefing from IOM. The purpose of the debriefing is to discuss the strengths and weaknesses of the proposer's submission, in order to assist the proposer in improving its future proposals for IOM procurement opportunities. The content of other proposals and how they compare to the proposer's submission shall not be discussed.
46. Performance security	<p>The successful Proposer, if so specified in Section 3: Data Sheet shall furnish a Performance Security in the amount and form specified therein, within the specified number of days after receipt of the Contract from IOM. Banks issuing performance securities must be acceptable to the IOM comptroller, i.e. banks certified by the central bank of the country to operate as a commercial bank. IOM shall promptly discharge the proposal securities of the unsuccessful proposers pursuant to Article 17 (Proposal security).</p> <p>Failure of the successful proposer to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the proposed security. In that event IOM may award the contract to the next lowest ranked proposer.</p>
47. Bank guarantee for advance payment	Except when the interests of IOM so require, it is IOM's standard practice not to make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per Section 3: Data Sheet, and if specified there, the proposer shall submit a Bank Guarantee in the full amount of the advance payment. Banks issuing bank guarantees must be acceptable to the IOM comptroller, i.e., banks certified by the central bank of the country to operate as a commercial bank.
48. Liquidated Damages	If specified in Section 3: Data Sheet, IOM shall apply Liquidated Damages for the damages and/or risks caused to IOM resulting from the Contractor's delays or breach of its obligations as per the Contract. The payment or deduction of such liquidated damages shall not relieve the Contractor from any of its other obligations or liabilities pursuant to any current contract or purchase order.
49. Proposal protest	Any proposer that believes to have been unjustly treated in connection with this proposal process or any contract that may be awarded as a result of such proposal process may submit a complaint to mscu@iom.int

SECTION 3: DATA SHEET

The following specific data shall complement, supplement or amend the provisions in Section 2: Instructions to Proposers. In case there is a conflict, the provisions herein shall prevail over those in Section 2: Instructions to Proposers.

Ref. Article in Section 2		Specific Instructions / Requirements
1.	Scope	<p>The reference number of this Request for Proposal (RFP) is MSCUMS# 22-191.</p> <p>The services include the supply of Transfer Mechanisms for Recurring Cash-Based Intervention (CBI) Services in various Global IOM Locations as further described in Section 5 of this RFP.</p> <p>Based on the results of this competitive solicitation exercise IOM intends to enter into non-exclusive Long Term Agreement(s) (LTAs) with the successful proposer(s) for the provision of an indefinite quantity of the specified services in support of IOM’s operations. In the event of IOM signing Long Term Agreement(s), the following shall apply:</p> <p>The successful proposer shall accord the same terms and conditions to any other organization within the United Nations System that wishes to avail of such terms, after written consent from IOM.</p> <p>The expected duration of the LTA is: Three (3) years with the possibility of extension for up to two (2) additional years subject to the Supplier’s satisfactory performance and competitiveness of prices.</p> <p>The estimated volume to be purchased is: USD 50 million. LTAs are considered non-exclusive, and the estimated volume is based on a forecast of needs and does not constitute a commitment to place orders up to the volume.</p> <p>IOM reserves the right to enter into LTAs with more than one supplier and the right to split the award of contracts among the LTA holders if it is in the best interests of IOM.</p> <p>The award of a contract under the LTA will not be subject to secondary competition among the LTA holders.</p>
4.	Eligible proposers	Bidders from all countries are eligible to bid.
7.	Clarification of solicitation documents	<p>Contact details for clarification of solicitation documents:</p> <p>Focal Person: Lorenzo Lucas PEREZ</p> <p>E-mail address: lperez@iom.int copying mscuprocurement@iom.int</p> <p>ATTENTION: PROPOSALS SHALL NOT BE SUBMITTED TO THE ABOVE ADDRESS BUT TO THE ADDRESS FOR PROPOSAL SUBMISSION AS SET OUT BELOW (see Data Sheet Article 26).</p> <p>Deadline for submitting requests for clarifications / questions:</p> <p>27-Jan-23.</p> <p>Manner of disseminating supplemental information to the RFP and responses / clarifications to queries:</p> <p>Direct communication to prospective proposers by email and posting on the IOM and UNGM website.</p>

10.	Language	All proposals, information, documents and correspondence exchanged between IOM and the proposers in relation to this solicitation process shall be in English
	Partial proposals	Submitting proposals for parts or sub-parts of the TOR is: Not allowed
14.	Currencies	Prices shall be quoted in applicable currency.
15.	Duties and taxes	All prices shall: Be exclusive of VAT and other applicable indirect taxes.
16.	Proposal validity period	90 days
17.	Proposal security	Not Required
20.	Alternative proposals	Shall not be considered..
21.	Pre-proposal conference	<p>Will be conducted</p> <p>Time and time zone: 5:00PM Manila Time</p> <p>Date : 11-Jan-23</p> <p>Venue : MS Teams Meeting Link to be sent at a later date</p> <p>The focal point for the arrangement is:</p> <p>Name: Lorenzo Lucas PEREZ</p> <p>E-mail: lperez@iom.int copying mscuprocurement@iom.int</p> <p>The pre-proposal conference is:</p> <p>Not mandatory</p> <p>Minutes of the pre-proposal conference will be disseminated by</p> <p>Direct communication to prospective proposers by email and posting on the IOM and UNGM websites</p>
22.	Site inspection	<p>A site inspection will not be held.</p> <p>The site inspection is:</p> <p>Not mandatory</p>
26.	Instructions for proposal submission	<p>Allowable manner of submitting proposals:</p> <p>Email online</p> <p>SUBMISSION BY EMAIL:</p> <p>The Technical Proposal shall be sent in a separate email with the mandatory subject line: MSCUMS 22-191 – Technical Proposal CBI LTA (X of Y)</p>

		<p>The Financial Proposal shall be sent in a separate email with the mandatory subject line: MSCUMS 22-191 – Financial Proposal CBI LTA (X of Y)</p> <p>Distinct, separate emails for the technical and financial proposals are requested in order to be able to evaluate them separately. Non-compliance with this instruction shall result in rejection of the proposal received.</p> <p>Proposal submission address: mscubids@iom.int PLEASE DO NOT SEND THE EMAILS WITH YOUR PROPOSAL TO ANY OTHER EMAIL ADDRESS (NOT EVEN AS CC. or BCC).</p> <ul style="list-style-type: none"> ▪ File Format: *.pdf and/or *.docx ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Max. File Size per transmission: 10mb ▪ Mandatory subject of email: MSCUMS 22-191 – Technical Proposal CBI LTA (X of Y) and MSCUMS 22-191 – Financial Proposal CBI LTA (X of Y) ▪ If the Proposal consists of large files, it is recommended that these files be sent in separate emails prior to the submission deadline. ▪ Multiple emails must be clearly identified by indicating in the subject line “email no. X of Y”, and the final “email no. Y of Y”. ▪ Documents which are required in original (e.g. Proposal Security) should be sent to the below address with a PDF copy submitted as part of the electronic submission: mscubids@iom.int ▪ It is recommended that the entire Proposal be consolidated into as few attachments as possible. ▪ The proposer should receive an email acknowledging email receipt.
27.	Deadline for proposal submission	<p>Date: 03-Feb-23</p> <p>Time: 3:00pm Manila Time</p> <p>Time zone: GMT +8</p>
30.	Proposal Opening	Public proposal opening will not be held
36.	Evaluation of technical and financial proposals	<p>Evaluation will be based on:</p> <p>Combined scoring method using a distribution of 70%-30%. Technical proposal - financial proposal</p> <p>The maximum number of technical points is detailed in Section 4: Evaluation Criteria</p> <p>To be substantially compliant, Proposers must obtain a minimum threshold of 70% of maximum points.</p>
43.	Right to vary requirement at time of award	Not applicable due to the nature of the requirement.
	Contract award to one or more proposer	<p>IOM will award a contract to:</p> <p>One or more Bidders, depending on the following factors:</p> <ul style="list-style-type: none"> - Scope and coverage of the services based on region and country

	Type of contract to be awarded	Service Agreement See Section 6: for sample contract.
	Expected date for commencement of contract	07-Apr-23
	Conditions of contract to apply	Refer to Service Agreement templates See Section 6.
47.	Performance Security	Not required
48.	Advance payment	Allowed subject to review and discussions If allowed, Bank Guarantee is required subject to review and discussions
49.	Liquidated damages	Will be imposed as follows: Percentage of contract price per week of delay: 2% up to a maximum of 10% of the Contract value, after which IOM may terminate the contract.
	Other information related to the RFP	<i>Due to the nature of the requirement, IOM reserves the right to update/change certain sections of the RFP. All changes made will be made publicly available via bid bulletins posted in the IOM and UNGM website accordingly.</i>

SECTION 4: EVALUATION CRITERIA

Preliminary Examination Criteria

All criteria will be evaluated on a Pass/Fail basis and checked during Preliminary Examination.

Criteria	Documents to establish compliance
Completeness of the Proposal	All documents requested in Section 2: Instruction to Proposers have been provided and are complete.
Proposer accepts IOM General Conditions of Contract as specified in Section 6.	Form C: Technical Proposal Submission
Proposal Validity	Form C

Minimum Eligibility and Qualification Criteria

Minimum eligibility and qualification criteria will be evaluated on a Pass/Fail basis.

If the Proposal is submitted as a Joint Venture, Consortium or Association, each member should meet the minimum criteria, unless otherwise specified.

Eligibility Criteria	Documents to establish compliance
Proposer is a legally registered entity	Form D: Proposer Information
Vendor is not suspended, nor otherwise identified as ineligible by any UN Organization, the World Bank Group or any other International Organisation in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
No conflicts of interest in accordance with Section 2 Article 4.	Form C: Technical Proposal Submission
The Proposer has not declared bankruptcy, in not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future	Form C: Technical Proposal Submission

Qualification Criteria	Documents to establish compliance
History of non-performing contracts: Non-performance of a contract did not occur as a result of contractor default within the last 3 years.	Form F: Eligibility and Qualification
Litigation History: No consistent history of court/arbitral award decisions against the Proposer for the last 3 years.	Form F: Eligibility and Qualification
Previous Experience:	
Minimum 3 years of relevant experience.	Form F: Eligibility and Qualification

Technical Evaluation Criteria

Section 1: FSP overview, services, expertise and capacity	Pass/Fail
Specify whether the FSP can provide a dedicated project focal point(s), at the global, regional and country levels for the operations.	Pass/Fail
State whether the FSP has an electronic reporting system or portal accessible online in real time to IOM. Provide a description of the system. Applicable only to certain transfer mechanisms	Pass/Fail
Detail whether the provider and transfer mechanism meet all minimum standards related to any transfer mechanism that are listed in the ToR – Terms of Reference. If not, describe any alternative arrangements that enable the provision of the requested cash transfer services.	Pass/Fail
Describe whether the FSP has the capacity to advance the required funds covering the benefit amount for the distribution and where the IOM will reimburse upon payment reconciliation	Pass/Fail
Detail whether the FSP could offer IOM the option of having decentralized customer accounts to be managed by each country office for payment processing, reconciliation and reporting	Pass/Fail
Section 2a: Written Technical Proposal Evaluation (Pass/Fail)	Proposals for each kind of transfer mechanism will be subject to a pass/fail evaluation for certain functions as indicated in ToR Annex 2: Transfer Mechanism Pass/Fail Criteria
Section 2b: Written Technical Proposal Evaluation (70% of total technical score)	Max rating
Describe whether and how the company has: (Max of 60 points) - Specialized Knowledge on cash and voucher assistance in humanitarian, early recovery, development and return and reintegration contexts - Experience working with UN agencies and INGOs on cash and voucher assistance programmes at any level - Provide details on similar projects (Include the name of the client, specific geographical areas, types of service provided, and number of beneficiaries). Especially note if the project has been implemented for UN agencies or NGOs. - Describe how your system has been interoperating with your other customers/clients	60
Funds Transactions	
Workflow: After the receipt of funds and beneficiary information from IOM, describe the process and the time required to transfer funds to accounts/wallets of the beneficiaries or complete payment/distribution to the beneficiaries. Describe the process for beneficiaries	50

to receive the money transfers, including any registration/enrolment/identification process	
Transaction times for fund transfer from receipt of funds from IOM: -If vendor can provide transfer within 5 hours = 40 points -12 hours = 35 points	40
Describe the measures securing the transfer of data, including encryption, integrity checks, and use of secure lines.	40
Tracking the transactions: Describe the process of recording, tracking and traceability of the means of payment/withdrawal/disbursement and individual transactions.	40
Security and anti-fraud measures in place: Describe the security and anti-fraud measures for use of the payment mechanism (i.e., specify all means to be implemented to limit the risk of fraud and mistaken identification, including procedures for verification of beneficiaries' identity or biometric verification at points of payment/withdrawal/disbursement	40
Enrollment of Beneficiaries and Fund Disbursement	
Flexibility in accepting documentation for enrolling beneficiaries: Describe the Know your Customer (KYC) requirements to enroll beneficiaries and mention examples of alternatives used to register undocumented beneficiaries or beneficiaries without national documentation in a foreign country. What kind of data is needed from the beneficiaries? For refugees and no identifications, what documents does the FSP accept?	40
Communication / information dissemination from FSP to beneficiaries: Describe whether the FSP can send SMS notifications to beneficiaries for i.e., cash transfer confirmation, account opening and card collection.	40
Feedback and compliant mechanisms: Describe the ability to provide support to individuals to address technical and other queries with the as well as file complaints, for instance via a free telephone hotline, or suitable alternative based on the communication preferences of the population, for individual beneficiaries (specify available languages and if the hotline or alternative system will be available 24/7).	40
Response and timelines on how long it takes to resolve these cases: Detail the process/workflow and timeframes for resolving cases of loss/theft/malfunctioning of means of payment/withdrawal/disbursement. (E.g, loss of cards, mistakes in disbursements, etc.)	40
Technical Proposal Evaluation	

<p>IOM Administrator technical support: Describe whether the FSP staff could provide continued and remote technical support and troubleshooting to IOM staff for processes related to the money transfer and use of electronic platforms.</p>	<p>30</p>
<p>Overall Total for Written Technical Proposal: (Minimum score required to pass is 322 points or 70% of 460 points)</p>	<p>460</p>
<p>Section 3: Scenario Demonstration Evaluation (30% of total technical score)</p>	<p>Scenario demonstration criteria subject to updating following the pre-bidders conference.</p>

SECTION 5: TERMS OF REFERENCE

Global and regional Long-Term Agreements (LTA) with service providers of transfer mechanisms for Cash-Based Interventions (CBI) in IOM

1. Background

The International Organization for Migration (IOM) uses Cash-Based Interventions (CBI) as a modality to assist migrants in different contexts, varying from humanitarian to more stable contexts. CBI have been used for many years across IOM's programmes, but heavily in humanitarian response. Nowadays, CBI is expanding within IOM and becoming increasingly relevant for migrant protection programmes, including return and reintegration as well as in transition and recovery contexts contributing to durable solutions, such as livelihoods, long-term shelter solutions, and others.

In January 2022, with a new organizational structure in place, IOM seeks to enhance the institutionalization of CBI beyond humanitarian response and span it across all IOM programmes, when feasible. IOM foresees the continued scaling-up of CBI in different types of programmes across different national and regional zones and, therefore, the need to identify transfer mechanisms adapted to the needs of every kind of context and sign global and regional agreements with service providers to have ready-to-go solutions.

2. Rationale

Transfer mechanisms are means to deliver cash and vouchers to the population. There are many types of transfer mechanisms in the financial market including smart card, mobile money transfer, cash in hand, cheques, ATM cards, among others. IOM uses the most effective money transfer mechanisms to distribute cash and vouchers to beneficiaries, always looking at the population's preferences and value for money.

IOM is aiming at scaling-up CBI operations in the upcoming years, and it needs to be able to roll-out efficient and effective transfer mechanisms worldwide in a standardized manner. To achieve this, there is a need to have global and regional agreements with service providers. For CBI operations, IOM has service agreements with service providers at the country level, however, this brings the following challenges:

- Projectization: IOM usually signs service agreements with providers at the country level which expires at the end of a project. IOM country offices without a big CBI portfolio rarely have LTA and need to negotiate agreements each time a CBI is being planned.
- Humanitarian response: IOM country offices without prior CBI projects who are willing to start CBI for relief operations, usually need to negotiate service agreements from the ground up, which is time consuming and delays relief operations. This can cause harm to our beneficiaries and other institutional damages to IOM. In some cases, this results in IOM staff distributing cash-in-hand directly to beneficiaries given the needs of the population and the lack of existing agreements with service providers at the country level.

- Return and Reintegration: Usually, IOM staff needs to deal with large sums of cash to distribute to beneficiaries before departure and upon arrival, given the lack of agreements with service providers. This mechanism increases security risks of the population and IOM staff, and it should be avoided as much as possible. On the other hand, many migrants are returning to countries where IOM does not have CBI operations, let alone agreements with service providers, and the caseload is quite reduced for the country office to start a time-consuming procurement process.

With global and regional agreements, IOM will be able to mitigate these challenges and allow all IOM country offices to roll-out effective transfer mechanisms whenever needed and in a timely manner. It will also allow IOM to lay down special terms and conditions for different types of programmes, including transfer fees, data protection, geographical coverage, KYC requirements and other obligations that will ease IOM operations to ensure effectiveness. This could result in more cost-efficient solutions to fulfil IOM programme objectives.

3. Objective

Signing one or more LTA at the global and regional levels to have ready-to-go transfer mechanisms and payment solutions to be used at any IOM country office to assist the population with cash and vouchers, including but not limited to mobile money, digital cash, e-wallets, ATM and prepaid cards, and other electronic payments solutions for cash and vouchers. The agreements should be flexible enough to allow IOM country offices to opt-in and use the transfer services when needed calculating applicable transfer fees and other related operational costs.

4. Scope of the services

1. Characteristics of the services required by the service provider
 - 1.1. Offer one or multiple transfer mechanisms that allows IOM to submit payments to beneficiaries and allows them to cash out the assistance or purchase products in an effective manner. It includes prepaid cards, debit cards, ATM cards, mobile money, cash in hand (over the counter or in transit¹) with relevant electronic and contactless solutions. Of particular interest are solutions flexible enough to be used in more than one country to avoid transborder mobility limitations of the population.
 - 1.2. Submit payments to IOM beneficiaries on behalf of the IOM with competitive transfer service fees and flexibility in the number of transactions per day and transfer amounts.
 - 1.3. If applicable, facilitate electronic platforms through which IOM staff can submit payment instructions to the service provider, monitor transaction status, top-up values, manage beneficiary data and apply controls.
 - 1.4. Provide continued and remote technical support and troubleshooting to IOM staff for processes related to the money transfer and use of electronic platforms.
 - 1.5. Put in place effective feedback and complain mechanisms for IOM beneficiaries.
 - 1.6. Provide solutions related to cash advances, settlement procedures, liquidity issues and currency exchange rates. Where relevant, provide highly competitive Foreign Exchange rates with low spreads.
 - 1.7. Provide solutions on interoperability between service provider and IOM systems.
2. Characteristics of the financial service provider and partner
 - 2.1 Capacity to operate in multiple countries including distant rural areas. FSP will be evaluated also in the number of countries where they can deliver cash.

¹ Cash over the counter means payments to beneficiaries in the FSP branches whereas cash in transit means the FSP distributing cash in agreed distribution points.

- 2.2 The service provider should ideally have agreements with Mobile Network Operators (MNOs), banks, remittance agencies, and other financial entities to ease money transactions at the local level. In cases when no agreements exist, the service provider or partner should be able to conclude agreements promptly.
- 2.3 Relevant cybersecurity certifications
- 2.4 Adhere to international data protection standards and ability to implement best practices related to data security risks. Data sharing of beneficiaries shall be limited as much as possible and based on the principle of necessity.
- 2.5 Flexible Know your Customer (KYC) and Anti Money Laundering (AML) requirements of beneficiaries who may have difficulties accessing personal documentation.
- 2.6 Compliance with IOM Code of Conduct for Suppliers

3. The geographical scope of the service

The agreements could be signed at the global/regional levels and the operations will occur at the country level. The service providers should have the capacity to work in a wide range of countries, wherever IOM operates. In addition to that, since IOM operates in the most distant rural areas, the service provider or partner should ideally have a wide outreach capacity in-country or have an agreement with local service providers that could provide solutions.

4. Payment terms

The payment terms and documentation should be agreed with each service provider, but it can include central settlements from Headquarters aggregating all instances in different countries or direct payments by the country offices.

5. Institutional Arrangement

Considering that the scope of the LTA is global or regional, but the operations and payment arrangements are done at the country level, the IOM office needs to appoint focal points to liaise with its counterpart of the service provider. The service provider should have the capacity to appoint a focal point or business partners for the countries where the service is taking place to ensure an effective communication flow and treatment of ad hoc issues. At the country level, the service providers will be required to provide at least:

- Support personnel for software go-through and troubleshooting
- Financial reporting: Usually monthly but timelines to be agreed with the country office
- Reporting on the log of feedback and complain received

6. Duration of the service and type of contract

The selected FSP/s will be awarded a contract or a Long-Term Arrangement (LTA) against respective IOM cash transfer projects for an initial period of 3 years with a possibility of extension of 1+1 years subject to satisfactory performance and availability of funds. The award of the LTA will be done based on the results of the tender. IOM reserves the right to enter into multiple agreements because of this tender, if considered necessary in the best interest of IOM.

The duration of the service in each country will depend on a case-by-case basis since each country office has different operations and timelines. Once the country office requires the service based on the global or regional LTA, the service provider should be able to start in a reasonable timeline. It

would be an asset if service providers could apply expedite procedures in case of emergency response.

7. Qualifications of the Successful Service Provider

The service provider should be specialized in cash or voucher transfer solutions. Experience working with UN agencies or International NGOs dealing with cash and voucher transfers to people is highly valuable. Since IOM is looking for agreements at the global and regional level, the service provider shall have several years of experience in the corporate sector. It is highly valuable but not necessary to have many years of experience in humanitarian or development contexts.

The service providers should be able to assign qualified personnel to liaise with IOM and provide solutions in a timely manner. Specific qualifications of personnel will be agreed between IOM and the service provider at the contracting process based on existing capacities.

8. Scope of Proposal Price and Schedule of Payments

The estimated volume is around USD 50M per year. Considering IOM funding system, it is impossible to know the total volume that each service provider is going to transfer per year, therefore, IOM cannot commit to transfer a minimum amount.

All transactions are to be done at the country level when IOM missions decide to use the service. The service providers should be able to submit a table with the transfer fees segregated by type of transaction and country.

9. Lots for vetting, regions and countries

In the application process, FSP should submit the lot(s) they are applying to, as per below. Also, FSP shall and specify in what regions and countries they are able to operate based on **ToR Annex 1**.

Lots	Transfer mechanisms
<i>Lot 1</i>	Pre-paid cards/Debit cards/ATM cards (plastic or virtual)
<i>Lot 2a</i>	Direct cash by FSP (over the counter)
<i>Lot 2b</i>	Direct cash by FSP (in transit)
<i>Lot 3</i>	Mobile Money

10. Minimum standards

Every FSP should comply with minimum general standards for all transfer mechanisms and specific standards for the transfer mechanisms chosen for submission.

10.1 Minimum standards related to any transfer mechanism include the following:

1. The FSP guarantees that any hardware and system setup relevant for the service can be delivered within 30 working days.
2. FSP receives from IOM a payment order with a list of beneficiaries, transfer amounts and location.
3. The FSP guarantees the availability of the volumes of liquidity required by IOM in points of withdrawal within a maximum period of 5 days after the credit of the account.
4. Based on demand for services, the FSP should have the capacity to open new withdrawal points with sufficient liquidity.
5. Proven ability to track and record the required cash or voucher services. The FSP should reduce the balance of each account each time that the beneficiaries carry out withdrawals, purchases or other transaction using the available funds on their account/wallet. The account balance represents the total of the amounts that have not been received/used by beneficiaries.
6. The FSP must ensure that accessible and confidential communications channels are established to ensure that beneficiaries can request and/or raise service issues or complaints.

7. Each transaction (i.e., card distribution, payment/withdrawal) with an individual beneficiary must be individually recorded and documented by the FSP, with all the relevant details of the transfer. This is to include a recording of the verification of the identity of the person (i.e., signature, pin code, etc.) effecting the transaction. FSP must have the capacity to provide periodic financial reporting on the transactions.
8. Appointment of a focal point or account manager/s for IOM requests.
9. Please specify if the timelines reflected in the minimum standards related to any transfer mechanism could be reduced to respond to sudden emergency situations including natural disasters and armed conflicts

10.2 Minimum mandatory requirements per transfer mechanism

10.2.1 Lot 1 - paid cards/Debit cards/ATM cards (plastic or virtual)

- Prepaid cards to make withdrawals at ATMs and payments at Point of Sale (PoS) terminals, or through mutual agreement with an agent approved by the FSP pending beneficiary authentication
- Each card must have a unique identification code/PIN code.
- Cards must be able to be quickly cancelled on request of IOM or the beneficiary (in case of loss, theft or other) and the amount refunded without delay to IOM.
- The FSP should be able to provide IOM with list of withdrawal points, amounts and timestamps of all withdrawals made with an entitlement card in an agreed upon electronic format.

10.2.2 Lot 2a - Direct cash by FSP (over the counter)

- The FSP to state the ability to provide cash to beneficiaries over the counter at the FSP's branch in local currency or US Dollars (USD), and other hard currencies where requested.
- The FSP must ensure compliance with procedures of verification of the identity of the beneficiaries and require the signature of the recipient on the list of payment.
- The FSP shall ensure the security of beneficiaries and staff of IOM or its partners at the point of withdrawal of the money.
- The FSP should be able to provide IOM with documentation showing list of payments specifying amounts withdrawn, name of beneficiary and signature, in an agreed paper or electronic format.

10.2.3 Lot 2b - Direct cash by FSP (in transit)

- The FSP to state the ability to deliver cash to beneficiaries at the pay point specified by IOM in local currency, US Dollars (USD) or any other available currency. The main pay points could be at airports, rural areas, urban areas, camps, among others.
- The FSP must ensure compliance with procedures of verification of the identity of the beneficiaries and require the signature of the recipient on the list of payment.
- The FSP should be able to provide IOM with documentation showing list of payments specifying amounts withdrawn, name of beneficiary and signature, in an agreed paper or electronic format.

10.2.4 Lot 3 - Mobile Money

- The FSP should have a specialized system or platform dedicated to the management of mobile money transfers
- The FSP shall ensure the quality of the system and put in place security measures to ensure reliability
- The FSP should have operation networks in multiple countries (more than four)

- The FSP should be able to provide IOM with documentation showing list of payments specifying amounts withdrawn, name of beneficiary and signature, in an agreed paper or electronic format.

ToR Annex 1: Regions and countries for FSP Coverage

Regions	Countries
Asia and the Pacific	Australia, Cook Islands, Fiji, Kiribati, Marshall Islands, Federated States of Micronesia, Nauru, New Zealand, Palau, Papua New Guinea, Samoa, Solomon, Islands, Tonga, Tuvalu, Vanuatu, Cambodia Lao People’s Democratic Republic, Myanmar, Malaysia, Philippines, Thailand, Timor-Leste, Viet Nam, Indonesia, People’s Republic of China, Japan, Mongolia, Republic of Korea, Bangladesh, India, Maldives, Nepal, Sri Lanka, Bhutan, Afghanistan, Islamic Republic of Iran, Pakistan
European Economic Area and Switzerland	Austria, Belgium and Luxembourg, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy Latvia, Lithuania, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland
Eastern Europe and Central Asia	Albania, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Montenegro, Russian Federation, North Macedonia, Serbia, Tajikistan, Turkey, Turkmenistan, Ukraine, UNSC resolution 1244-administered Kosovo, Uzbekistan
South America, Central America, North America and the Caribbean	Argentina, Bolivia, Brasil, Chile, Colombia, Ecuador, Paraguay, Perú, Uruguay, Venezuela, Bahamas, Belize, Costa Rica, Dominica, República Dominicana, El Salvador, Guatemala, Guyana, Haiti, Honduras, Jamaica, México, Nicaragua, Panamá, Trinidad y, Tobago, Estados Unidos
Middle East and North Africa	Algeria, Bahrain, Egypt, Iraq, Jordan, KSA, Kuwait, Lebanon, Libya, Morocco, Oman, Qatar, Sudan, Syrian Arab Republic, Tunisia, Yemen
Africa (except North Africa)	Benin, Burkina Faso, Cabo Verde, Cameroon, Central African Republic, Chad, Congo (Republic of), Côte d'Ivoire, Gabon, Ghana, Guinea, Guinea-Bissau, Liberia, Mali, Mauritania, Niger, Nigeria, Sao Tome and Principe, Senegal, Sierra Leone, The Gambia, Togo, Burundi, Djibouti, Eritrea, Ethiopia, Kenya, Rwanda, Somalia, South Sudan, United Republic of Tanzania, Uganda, Angola, Botswana, Comoros, Democratic Republic of the Congo, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, South Africa, Swaziland, Zambia, Zimbabwe

ToR Annex 2: Transfer Mechanism Pass/Fail Criteria

Lot	Criteria	Category
Pre-paid Cards, etc.	1) Prepaid cards to make withdrawals at ATMs and payments at Point of Sale (PoS) terminals, or through mutual agreement with an agent approved by the FSP pending beneficiary authentication (Mandatory)	Pass/fail
	2) Each card must have a unique identification code/PIN code. (Mandatory)	Pass/fail
	3) The design of the cards is defined in close collaboration with IOM (Recommended)	Indicated here as optional FYI (no weight in evaluation)
	4) The cards should be bar-coded with one of the standard barcoding schemes (Recommended)	Indicated here as optional FYI (no weight in evaluation)
	5) The possibility to have multiple portfolios (multiple wallets), each of them individually identifiable with a unique ID such as account number or Wallet ID, each of which supporting financial top-ups will be an asset; (Recommended)	Indicated here as optional FYI (no weight in evaluation)
	6) Cards must be able to be quickly cancelled on request of IOM or the beneficiary (in case of loss, theft or other) and the amount refunded without delay to IOM. (Mandatory)	Pass/fail
	7) The FSP should be able to provide IOM with list of withdrawal points, amounts and timestamps of all withdrawals made with an entitlement card in an agreed upon electronic format. (Recommended)	Indicated here as optional FYI (no weight in evaluation)
	8) The FSP has a platform available for IOM to manage beneficiary data and transactions (Recommended)	Indicated here as optional FYI (no weight in evaluation)
	9) The FSP should reduce the balance of card account whenever the beneficiaries carry out withdrawals or purchases. Statements of the card account (showing the movements and balances) must be regularly communicated to IOM. The balance of the card account represents the total of the amounts that have not been used by beneficiaries. (Mandatory)	Pass/Fail
Direct cash disbursement (over the counter or by an agent)	1) The FSP to state the ability to provide cash to beneficiaries over the counter at the FSP's branch in local currency or US Dollars (USD), and other hard currencies where requested. (Mandatory)	Pass/fail
	2) The FSP has other innovative options of improving the cash withdrawal service such as cardless withdrawal from ATM from bank branch with a pin code or other similar mechanism. (Recommended)	Indicated here as optional FYI (no weight in evaluation)

	3) The FSP must ensure compliance with procedures of verification of the identity of the beneficiaries and require the signature of the recipient on the list of payment. (Mandatory)	Pass/fail
	4) The FSP shall ensure the security of beneficiaries and staff of IOM or its partners at the point of withdrawal of the money. (Mandatory)	Pass/fail
	5) The FSP should be able to provide IOM with documentation showing list of payments specifying amounts withdrawn, name of beneficiary and signature, in an agreed paper or electronic format. (Mandatory)	Pass/fail
	6) The FSP has a platform available for IOM to manage beneficiary data and transactions (Recommended)	Indicated here as optional FYI (no weight in evaluation)
	7) The FSP should be able to communicate with beneficiaries (SMS or other means) to notify about disbursement availability, location, necessary documentation, code, etc. (Recommended)	Indicated here as optional FYI (no weight in evaluation)
Direct cash disbursement (Cash in transit)	1) The FSP to state the ability to deliver cash to beneficiaries at the pay point specified by IOM in local currency, US Dollars (USD) or any other available currency. The main pay points could be at airports, rural areas, urban areas, camps, among others. (Mandatory)	Pass/fail
	2) The FSP must ensure compliance with procedures of verification of the identity of the beneficiaries and require the signature of the recipient on the list of payment. (Mandatory)	Pass/fail
	3) The FSP should be able to provide IOM with documentation showing list of payments specifying amounts withdrawn, name of beneficiary and signature, in an agreed paper or electronic format. (Mandatory)	Pass/fail
	6) The FSP has a platform available for IOM to manage beneficiary data and transactions (Recommended)	Indicated here as optional FYI (no weight in evaluation)
	4) The FSP shall ensure the security of beneficiaries and staff of IOM or its partners at the point of disbursement of the money. (Recommended)	Indicated here as optional FYI (no weight in evaluation)
	1) The FSP should have a specialized system or platform dedicated to the management of mobile money transfers (Mandatory)	Pass/fail
Mobile money	2) The FSP shall ensure the quality of the system and put in place security measures to ensure reliability (Mandatory)	Pass/fail
	3) The FSP should have operation networks in multiple countries (more than four) (Mandatory)	Pass/fail

<p>4) The FSP has a platform available for IOM to manage beneficiary data and transactions (Recommended)</p>	<p>Indicated here as optional FYI (no weight in evaluation)</p>
<p>5) The FSP should be able to communicate with beneficiaries (SMS or other means) to notify about disbursement, code issuance, points of encashment, among other relevant information (Recommended)</p>	<p>Indicated here as optional FYI (no weight in evaluation)</p>
<p>6) The FSP should be able to provide IOM with documentation showing list of payments specifying amounts withdrawn, name of beneficiary and signature, in an agreed paper or electronic format. (Mandatory)</p>	<p>Pass/fail</p>

SECTION 6: CONDITIONS OF CONTRACT AND CONTRACT FORMS

6.1 Contract Form with General Conditions of Contract

Please refer to the attached file for Annex for Section 6.1 – CBI Service Agreement Templates

6.2 Advance Payment Guarantee (Bank Guarantee) (if applicable)

ADVANCE PAYMENT SECURITY (Bank Guarantee)

To: [name and address of IOM Mission]

Contract : [name of Contract]

Gentlemen:

We have been informed that [name of Supplier] (hereinafter called "the Supplier") has entered into Contract No. [reference number of the contract] dated [insert date] with you, for the supply of [brief description of goods & related services] (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of [amount in figures & in words] is to be made against an advance payment guarantee

At the request of the Supplier, we [name of Bank] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of [amount in figures and in words]¹ upon receipt by us of your first demand in writing accompanied by a written statement stating that the Supplier are in breach of their obligation under the Contract because the Supplier have used the advance payment for purposes other than toward providing the required Goods and Services under the Contract.

We further agree that no change or addition to or other modification of the terms of the Contract or of Goods to be supplied thereunder or of any of the Contract documents which may be made between [name of IOM Mission] and the Supplier, shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall remain valid and in full effect from the date of the advance payment under the Contract until [name of IOM Mission] receives full repayment of the same amount from the Supplier.

Yours truly,

Signature and seal: _____

Name of Bank/Financial Institution: _____

Address: _____

Date: _____

¹ The Guarantor shall insert an amount representing the amount of the advance payment and denominated either in the currency of the advance payment as specified in the Contract, or in a freely convertible currency acceptable to IOM.

6.3 Performance Security. (if applicable)

Performance Security (Bank Guarantee)

To: *[name and address of Employer]*

WHEREAS *[name and address of Contractor]* (hereinafter called “the Contractor”) has undertaken, in pursuance of Contract No. *[number]* dated *[date]* to execute *[name of Contract and brief description of Works]* (hereinafter called “the Contract”);

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Contractor, up to a total of *[amount of Guarantee]* *[amount in words]*, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of *[amount of Guarantee]* as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Contractor before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Works to be performed thereunder or of any of the Contract documents which may be made between you and the Contractor shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall be valid until a ____ 28 days from the date of issue of the Certificate of Completion.

Signature and seal of the Guarantor _____

Name of Bank _____

Address _____

Date _____

SECTION 7: PROPOSAL FORMS

Form A: Proposal Confirmation

Form B: Checklist

Form C: Technical Proposal Submission

Form D: Proposer Information

Form E: Joint Venture/Consortium/Association Information

Form F: Eligibility and Qualification

Form G: Format for Technical Proposal

Form H: Format for CV of Proposed Key Personnel

Form I: Financial Proposal Submission

Form J: Format for Financial Proposal

FORM B: CHECKLIST

This form serves as a checklist for preparation of your Proposal. Please complete the returnable Proposal Forms in accordance with the instructions and return them as part of your Proposal submission: No alteration to the format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the instructions in Section 2: Instructions to Proposers and Section 3: Data Sheet.

Technical Proposal:

Have you duly completed all the Returnable Proposal Forms?	
▪ Form C: Technical Proposal Submission	<input type="checkbox"/>
▪ Form D: Proposer information	<input type="checkbox"/>
▪ Form E: Joint Venture/Consortium/Association Information	<input type="checkbox"/>
▪ Form F: Eligibility and Qualification	<input type="checkbox"/>
▪ Form G: Technical Proposal	<input type="checkbox"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>
Have you provided the required documents in support of Form D: Proposer Information?	<input type="checkbox"/>

Financial Proposal:

▪ Form J: Financial Proposal Submission	<input type="checkbox"/>
▪ Form K: Financial Proposal	

FORM C: TECHNICAL PROPOSAL SUBMISSION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Click or tap here to enter text.		

We, the undersigned, offer to supply the services required for Click or tap here to enter text. in accordance with your Request for Proposals No. Click or tap here to enter text.. We hereby submit our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

BIDDER'S DECLARATION OF CONFORMITY²

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I hereby represent and warrant that neither the Supplier, nor any person having powers of representation, decision-making or control over it or any member of its administrative, management or supervisory body, has been the subject of a final judgement or final administrative decision for one of the following reasons: bankruptcy, insolvency or winding-up procedures; breach of obligations relating to the payment of taxes or social security contributions; grave professional misconduct, including misrepresentation, fraud; corruption; conduct related to a criminal organisation; money laundering or terrorist financing; terrorist offences or offences linked to terrorist activities; child labour and other trafficking in human beings, any discriminatory or exploitative practice, or any practice that is inconsistent with the rights set forth in the Convention on the Rights of the Child or other prohibited practices; irregularity; creating or being a shell company.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier is financially sound and duly licensed.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier has adequate human resources, equipment, competence, expertise and skills necessary to complete the contract fully and satisfactorily, within the stipulated completion period and in accordance with the relevant terms and conditions.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier complies with all applicable laws, ordinances, rules and regulations.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier will in all circumstances act in the best interests of IOM.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that no official of IOM or any third party has received from, will be offered by, or will receive from the Supplier any direct or indirect benefit arising from the contract.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier has not misrepresented or concealed any material facts during the contracting process.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier will respect the legal status, privileges and immunities of IOM as an intergovernmental organization.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that neither the Supplier nor any persons having powers of representation, decision-making or control over the Supplier or any member of its administrative, management or supervisory body are included in the most recent Consolidated United Nations Security Council Sanctions List (the "UN Sanctions List") or are the subject of any sanctions or

² This form is mandatory to fill in and sign by every vendor who submits quotation

Yes	No	
		other temporary suspension. The Supplier will immediately disclose to IOM if it or they become subject to any sanction or temporary suspension.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier does not employ, provide resources to, support, contract or otherwise deal with any person, entity or other group associated with terrorism as per the UN Sanctions List and any other applicable anti-terrorism legislation.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that, the Supplier will apply the highest ethical standards, the principles of efficiency and economy, equal opportunity, open competition and transparency, and will avoid any conflict of interest.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier, I further represent and warrant that the Supplier undertakes to comply with the Code of Conduct, available at https://www.unhcr.org/Public/CodeOfConduct .
<input type="checkbox"/>	<input type="checkbox"/>	It is the responsibility of the Supplier to inform IOM immediately of any change to the information provided in this Declaration.
<input type="checkbox"/>	<input type="checkbox"/>	On behalf of the Supplier I certify that I am duly authorized to sign this Declaration and on behalf of the Supplier I agree to abide by the terms of this Declaration for the duration of any contract entered into between the Supplier and IOM.
<input type="checkbox"/>	<input type="checkbox"/>	IOM reserves the right to terminate any contract between IOM and the Supplier, with immediate effect and without liability, in the event of any misrepresentation made by the Supplier in this Declaration.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

FORM D: PROPOSER INFORMATION

Please refer to attached Form D: Vendor Information Sheet

FORM E: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Click or tap here to enter text.		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information <i>(address, telephone numbers, fax numbers, e-mail address)</i>	Proposed proportion of responsibilities (in %) and type of services to be performed
1	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.
3	Click or tap here to enter text.	Click or tap here to enter text.

<p>Name of leading partner</p> <p>(with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)</p>	Click or tap here to enter text.
---	----------------------------------

We have attached a copy of the below referenced document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

Letter of intent to form a joint venture **OR** JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to [Click or tap here to enter text](#) for the fulfilment of the provisions of the Contract.

Name _____ of _____ partner:	Name _____ of _____ partner:
Signature: _____	Signature: _____
Date: _____	Date: _____

Name _____ of _____ partner:	Name _____ of _____ partner:
Signature: _____	Signature: _____

Date: _____

Date: _____

FORM F: ELIGIBILITY AND QUALIFICATION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Click or tap here to enter text.		

If JV/Consortium/Association, to be completed by each partner.

History of Non- Performing Contracts

<input type="checkbox"/> No non-performing contracts during the last 3 years			
<input type="checkbox"/> Contract(s) not performed in the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History (including pending litigation)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (state currency)	Contract Identification	Total Contract Amount (state currency)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Proposer was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Proposer’s individual experts working privately or through other firms cannot be claimed as the relevant experience of the Proposer, or that of the Proposer’s partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Proposer should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken and role (Contractor, sub-contractor or consortium member)

Proposers may also attach their own Project Data Sheets with more details for assignments above.

Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

Financial Standing

Annual Turnover for the last 3 years	Year	Currency	Amount
	Year	Currency	Amount
	Year	Currency	Amount
Latest Credit Rating (if any), indicate the source and date.			

Financial information (state currency)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio (current assets/current liabilities)			

Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Proposer or party to a JV, and not sister or parent companies;
- b) Historic financial statements must be audited by a certified public accountant;
- c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

FORM G: FORMAT FOR TECHNICAL PROPOSAL

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Click or tap here to enter text.		

The proposer’s proposal must be organised to follow the format of this Technical Proposal Form. Where the proposer is presented with a requirement or asked to use a specific approach, the proposer must not only state its acceptance, but also describe, where appropriate, how it intends to comply. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

Section 1: General Information

1.1 Describe whether and how the company has:

- Specialized Knowledge on cash and voucher assistance in humanitarian, early recovery, development and return and reintegration contexts
- Experience working with UN agencies and INGOs on cash and voucher assistance programmes at any level
- Provide details on similar projects (Include the name of the client, specific geographical areas, types of service provided, and number of beneficiaries). Especially note if the project has been implemented for UN agencies or NGOs.
- Describe how your system has been interoperating with your other customers/clients

Section 2: Proposer’s qualification, capacity and expertise

2.1 Specify whether the FSP can provide a dedicated project focal point(s), at the global, regional and country levels for the operations.

2.2 State whether the FSP has an electronic reporting system or portal accessible online in real time to IOM. Provide a description of the system. Applicable only to certain transfer mechanisms

2.3 Detail whether the provider and transfer mechanism meet all minimum standards related to any transfer mechanism that are listed in the ToR – Terms of Reference. If not, describe any alternative arrangements that enable the provision of the requested cash transfer services.

2.4 Describe whether the FSP has the capacity to advance the required funds covering the benefit amount for the distribution and where the IOM will reimburse upon payment reconciliation

Section 3: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the proposer’s responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

3.1 Please indicate what lot/Transfer Mechanism the FSP will be bidding for and properly addressing and filling up each criteria under **ToR Annex 2: Transfer Mechanism Pass/Fail Criteria** and what regions/countries do they offer this service based on **ToR Annex 1: Regions and Countries for FSP Coverage**.

3.2 A detailed description of the approach and methodology for how the Proposer will achieve or exceed the requirements of the Terms of Reference, keeping in mind the appropriateness to local conditions and project environment. Detail how the different service elements shall be organised, controlled and delivered.

3.3 The methodology shall also include details of the Proposer's internal technical and quality assurance review mechanisms.

3.4 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.

Fund Transactions

3.5 Workflow: After the receipt of funds and beneficiary information from IOM, describe the process and the time required to transfer funds to accounts/wallets of the beneficiaries or complete payment/distribution to the beneficiaries. Describe the process for beneficiaries to receive the money transfers, including any registration/enrolment/identification process

3.6 Transaction times for fund transfer from receipt of funds from IOM

3.7 Describe the measures securing the transfer of data, including encryption, integrity checks, and use of secure lines.

3.8 Tracking the transactions: Describe the process of recording, tracking and traceability of the means of payment/withdrawal/disbursement and individual transactions.

3.9 Security and anti-fraud measures in place: Describe the security and anti-fraud measures for use of the payment mechanism (i.e., specify all means to be implemented to limit the risk of fraud and mistaken identification, including procedures for verification of beneficiaries' identity or biometric verification at points of payment/withdrawal/disbursement

Enrolment of Beneficiaries and Fund Disbursement

3.10 Flexibility in accepting documentation for enrolling beneficiaries: Describe the Know your Customer (KYC) requirements to enroll beneficiaries and mention examples of alternatives used to register undocumented beneficiaries or beneficiaries without national documentation in a foreign country. What kind of data is needed from the beneficiaries? For refugees and no identifications, what documents does the FSP accept?

3.11 Communication / information dissemination from FSP to beneficiaries: Describe whether the FSP can send SMS notifications to beneficiaries for i.e., cash transfer confirmation, account opening and card collection.

3.12 Feedback and compliant mechanisms: Describe the ability to provide support to individuals to address technical and other queries with the as well as file complaints, for instance via a free telephone hotline, or suitable alternative based on the communication preferences of the population, for individual beneficiaries (specify available languages and if the hotline or alternative system will be available 24/7).

3.13 Response and timelines on how long it takes to resolve these cases: Detail the process/workflow and timeframes for resolving cases of loss/theft/malfunctioning of means of payment/withdrawal/disbursement. (E.g, loss of cards, mistakes in disbursements, etc.)

3.14 IOM Administrator technical support: Describe whether the FSP staff could provide continued and remote technical support and troubleshooting to IOM staff for processes related to the money transfer and use of electronic platforms.

Section 4: Scenario Demonstration

4.1 Describe the platform for both the beneficiaries and IOM administrators. Bidders who have passed the 70% point requirement for the written technical proposal will be invited for the scenario demonstration of their services/platform which will constitute 30% of the final total TP Rating.

FORM H: FORMAT FOR CV OF PROPOSED KEY PERSONNEL

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Click or tap here to enter text.		

Position (as per ToR)			
Personnel Information	Name:		
	Nationality:	Date of birth:	
	Language Proficiency:		
Present Employment	Name of employer:	Contact: (manager or HR)	
	Address of employer:		
	Telephone:	Email:	
	Job title:	Years with present employer:	
Education / Qualifications	<i>Summarise college/university and other specialised education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.</i>		
Professional Certifications	<i>Provide details of professional certifications relevant to the scope of services including name of institution and date of certification.</i>		
References:	<i>Provide names, addresses, phone and email contact information for two (2) references.</i>		

Summarise professional experience over the last 20 years in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

From	To	Company / Project / Position / Relevant technical and management experience

FORM I: FINANCIAL PROPOSAL SUBMISSION

Name of Proposer:	Click or tap here to enter text.	Date:	Click or tap to enter a date.
RFP reference:	Click or tap here to enter text.		

We, the undersigned, offer to provide the services for *Click or tap here to enter text.* in accordance with your Request for Proposal No. *Click or tap here to enter text.* and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and this Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of *Click or tap here to enter text.*.

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Data Sheet.

We understand that you are not bound to accept any Proposal that you receive.

Name : _____

Title : _____

Date : _____

Signature : _____

[Stamp with official stamp of the Proposer]

FORM J: FORMAT FOR FINANCIAL PROPOSAL

Please refer to the attached file for Annex for Form J – Financial Proposal Submission Templates

Signature: 

Email: llperez@iom.int