

**Request for Quotation (RFQ)
for the
RFPPROC#2023_0074_ Provision of Transfer Mechanism for Recurring Cash Based
Intervention (CBI) Services in IOM Lebanon
BID BULLETIN
Addendum No. 1**

This Addendum No. 01 is issued to address inquiries and clarification from bidders and modify information provided in the Request for Proposal for the Provision of Transfer Mechanism for Recurring Cash Based Intervention (CBI) Services in IOM Lebanon issued to prospective vendors and posted in IOM and UNGM websites on 26 January 2023.

A. Inquiries from Bidders

I. Technical Inquiries

Question/Clarification	IOM Response
Scope of the services: What is the requested form of disbursement; in the documents you have mentioned 3 formats: cards, vouchers & mobile wallet?	We require Mobile Money Transfer.
If card solution is required: <ul style="list-style-type: none"> a. do you want a card to be used for non-cash transactions; ie. at specific merchants categories: supermarkets, groceries, restaurants, etc... b. what is the needed card validity c. is it a one-time use card or reloadable based on your requirements d. who will be responsible for card & pin code distribution (for 1st issuance and replacement) 	This is not required.
The estimated volume to be purchased is: USD 1.3 million: What is the Time frame of the volume; is it monthly, yearly or for the agreement term?	This is the estimated amount for the duration of the Agreement.
Beneficiaries: What are the nationalities of the beneficiaries and the number of beneficiaries?	Lebanese, Syrian, Migrant from different nationalities (Ethiopia, Bangladesh, Siri-Lanka, India, etc.)

What is the maximum and the minimum amount that could be paid by one transaction?	<p>These are estimates only based on our historical data.</p> <table><tr><th>Assistance Type</th><th>Beneficiaries #</th><th>Amount</th><th>frequency</th><th>Total</th></tr><tr><td>CFW</td><td>1000</td><td>USD 120</td><td>3</td><td>360000</td></tr><tr><td>Winterization</td><td>500</td><td>USD 96</td><td>5</td><td>240000</td></tr><tr><td>ILA</td><td>100</td><td>USD 1500</td><td>1</td><td>150000</td></tr><tr><td>EDF</td><td>20</td><td>USD 8000</td><td>3</td><td>480000</td></tr></table>	Assistance Type	Beneficiaries #	Amount	frequency	Total	CFW	1000	USD 120	3	360000	Winterization	500	USD 96	5	240000	ILA	100	USD 1500	1	150000	EDF	20	USD 8000	3	480000
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Scheduled distribution dates: is it a recurring monthly payment? Recurring payment to same beneficiary?	It depends on the project duration and activity. Some activities require monthly payment over 3 months, other for 6 months. And other projects and activities require one time transfer.																									
What is the frequency of disbursement is it continuous, project base, monthly basis?																										
What is the average number monthly transaction	1 transaction per month. However, IOM could have more than 1 project that requires a monthly payment. Example: Cash for protection 1 time per month (over 6 months) + Cash for work 1 time per month (Over 3 months) + 1 ILA payment of 1500\$ to another group for 1 time only																									
Are the beneficiaries repetitive or unique for every transaction?	Answered above. Depending on the assistance. If it's a one time or if it's monthly, the beneficiaries will be repetitive.																									
Are the beneficiaries spread across the entire country? Do you have any specific intervention area or area of concentration?	Spread across the country with focus on North Akkar Central and west Bekaa Beirut and mount Lebanon																									
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. <i>Please provide the amounts.</i>	An average of USD30,000 to USD40,000 per month																									
You have mentioned that the main disbursement currency is USD and that you would like to give the recipient the option to do exchange transaction from USD to LBP at the time of Pick Up; <i>Please note that BDL has prohibited all money transfer companies in Lebanon to do exchange transactions as they are not licensed to do so. So the beneficiary can only get paid in USD and do the exchange at any exchange company.</i>	SP should have at least both USD and LBP disbursement. Not having an exchange option is acceptable. Please indicate this is your offer.																									
What is the average period of the collection, i.e. how many days the beneficiary will have to	Usually, the beneficiaries withdraw the money as soon as they receive the SMS and within a																									

collect his money after receiving the SMS.	week's time. Money should be kept available for at least 1-2 months. SP to advise what is the deadline for withdrawal before returning the Money to IOM.
Please confirm if the SMS is to be in Arabic	SMS is in Arabic
What is the percentage of undocumented Beneficiaries? What are the available data you have for those beneficiaries?	<p>We do not have an exact % as it differs from a project to another. IOM will be able to share the full name, phone number and nationality. If more information is required, it can be discussed further but Data sharing should be in line with IOM Data principles and included in the agreement.</p> <p>Please indicate in your offer what data required from the beneficiaries.</p>

II. Commercial Inquiries

Question/Clarification	IOM Response
The Agreement does not specify a term. Or in the RFP you have mentioned an agreement term of 2 years. <i>Please clarify</i>	The Agreement will follow the terms stated in the RFP.
The services are referred to as Money Transfer Services or Mobile Money Transfer Services at approved locations; while in the RFP you mentioned card as well. <i>Please clarify</i>	Card is not included.
Performance Security: The "Performance Security was not required as per section 3: Data sheet, but in this agreement it is a requirement. <i>Please clarify what is requested.</i>	The Agreement will follow the terms in the RFP.
The service provider may not assign or subcontract its activities under the agreement unless agreed in advance with IOM. <i>Please advise what do you mean, since we will do a JV/Consortium deal where some of the services will be assigned to our partner.</i>	The RFP allows for JV/Consortium. Thus, the Agreement will follow the RFP results.
Any changes to the value amount of the Cash Benefits, disbursement procedure. <i>Please note that any changes on the service shall be agreed upon with the service</i>	This should be covered by Clause 21 related to amendments. You may specify this as well in your financial offer.

<i>provider since it is maybe subject to extra development and extra financial cost</i>	
The overall status of IOM's account and service requests; <i>This request is too vague, need clarification</i>	This refers to IOM's transactions and requests. Example: January 2023 Amount Transmitted by IOM: USD45,000.00 Amount Disbursed: USD43,000.00 Amount Unclaimed: USD2,000.00 Transactions with Error: xx
At what stage we can discuss further the agreement terms?	Compliance to IOM Agreement is mandatory. If there are any requested changes, please indicate in your bid.
When do you expect to take the award decision?	As indicated in the RFP, target award date is 01 March 2023.
Are you planning to start disbursement by 1 st of March 2023?	No.
Will the financial offer be disclosed with all proposers during the opening of the financial proposal?	We will not open the bids publicly. But the result will be published in IOM website which may include the name of awarded vendor and contract amount.
Is it feasible to submit a detailed comprehensive presentation for our technical proposal as we usually do, rather than presenting it as a word document form C: Technical Proposal Submission?	You may use a separate form but ensure to label them according to the required information in the Form G: Format for Technical Submission Form for easy review of our technical evaluators.
is it possible to submit the bid on UNGM.	No. The bids should be submitted according to the instructions in the RFP.
In regard of the bid 2023-0074 of IOM, we kindly request to ask if possible that IOM will settle the due amount to our banks outside Lebanon (EX. Turkey, United Kingdom)	We allow bank accounts outside Lebanon if the company name and bank account name are the same.

Respectfully Yours,

jmadarang
Joan Madarang

03 February 2023

Procurement department