**Annex A - Call for Tender**

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| **Tender Main Facts Table** | |
| **Tender reference** | **MCC2024001 - Financial Service Provider** |
| **Tender launch date** | March 14 2024 |
| **Submission Details** | Interested and eligible bidders are requested to submit their bids by email to: [Lebanoninfo@mcc.org](mailto:Lebanoninfo@mcc.org) with a subject line, “MCC - 2024001 Financial Service Provider” **OR** by hand in a sealed envelope. In addition, kindly send a confirmation email to [Lebanoninfo@mcc.org](mailto:Lebanoninfo@mcc.org) that you delivered the offer.  Please refer to section 8 for more details. |
| **Deadline for submission of**  **offers** | 22 March 2024 between the hours of 9 am and 3 pm local time. All bids submitted after the closing date will be rejected |
| **Address for**  **submission of offers in sealed envelopes** | Military Tribunal Street, Facing the French Embassy, Zouwein Building, 4th floor| Beirut, Lebanon - Finance Department Monday to Friday from 9:00 am to 3:00 pm. |
| **Estimated date of**  **award of contract(s)** | End of March 2024 |
| **Duration of**  **contract** | 3 months starting April 2024, renewable based on project funding availability and service evaluation. In the case of contract renewal, the numbers and value of transactions may be subject to modification. |

Questions or requests for further clarifications should be submitted in writing to the following email: Lebanoninfo@mcc.org

Answers to questions will be made available to all offerors.

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# Introduction:

Mennonite Central Committee in Lebanon is inviting interested parties to bid as part of a tender process for Financial Service Providers for a Cash Based Transfers Project across Beirut and Bekaa.

As response to the current economic crisis, Mennonite Central Committee (MCC), is looking for a Financial Service Provider (FSP) to provide Cash Based Transfer (CBT) services and particularly, an efficient, reliable, and secure electronic payment system all over Lebanon during 2024-2025 for an initial period of 3 months with an option to renew depending on project funding availability. In the case of contract renewal, the numbers and value of transactions may be subject to modification. Renewal with FSP is also dependent on performance evaluation and project participants’ satisfaction of services.

# About Mennonite Central Committee Lebanon:

Mennonite Central Committee (MCC) is a global, nonprofit organization that strives to share God’s love and compassion for all through relief, development, and peacebuilding. MCC has been operating for more than 100 years globally and has been present in Lebanon since 1977 serving the most vulnerable populations regardless of their backgrounds, personal beliefs, or affiliations. All programs are implemented in partnership with national local partners.

Read more about Mennonite Central Committee: at <https://mcc.org/about/vision>

# Cash Program within Mennonite Central Committee:

Cash-based interventions can transform the humanitarian sector by providing more efficient and effective support to people in the face of disaster and crisis. It plays an important role in helping them recover from the negative impacts of disaster and crisis like the economic crisis that Lebanon is currently facing.

To ensure that the most vulnerable populations can meet their basic needs and are free from any kind of violence and discrimination and enjoy their full and equal rights, MCC will apply cash-transfer modalities to target specific vulnerable groups.

MCC’s cash programming will contribute to the directions set by Global Framework of Action, and coordinate and collaborate with the national Cash task Force and other humanitarian agencies to achieve the desired objectives.

# Purpose of Tender:

The purpose is to identify and preposition qualified financial service providers able to legally operate in Lebanon. In the coming year (2024-2025) Mennonite Central Committee plans to implement a project requiring cash distributions in the Bekaa & Beirut governorates. The selected provider will be offered to sign an agreement with MCC Lebanon for the initial duration of 3 months.

# About the tender process:

Successful tenderers will be expected to sign a formal contract with MCC Lebanon.

The successful tenderer is intended to be a provider, but the contract pertaining to this tender shall not constitute an exclusive contract. MCC Lebanon, at its sole discretion, reserves the right to enter into agreement with other suppliers, for the same type of services at any time, whenever it deems it necessary.

MCC Lebanon will exercise its rights to enter formal 3-month contract with the supplier and issue consequent supplies for the same or similar items within the contract period under its different projects in Lebanon.

If you believe your company may be able to meet any of our specified requirements and want to be considered a potential supplier, complete and submit all the required documents as listed in **Annex A, B, and C.**

This tender dossier has been issued for the sole purpose of obtaining offers for the supply of services against the specification contained within this document and Annexes. MCC Lebanon reserves the right not to enter or award a contract because of this invitation to tender.

Any attempt by the Tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or MCC during the process of examining, clarifying, evaluating, and comparing tenders will lead to the rejection of its offers and may result in the termination of a current contract where applicable.

Bids will be assessed by a procurement panel against set criteria, including bid eligibility, the extent to which the requirements have been met and the overall value for money proposition. Bids should include detailed information on the following technical requirements for each category. Please complete the following tables in your submission and feel free to attach additional information on your product offerings.

# Proposed Timeline:

|  |  |
| --- | --- |
| **Activity** | **Deadline Date** |
| Launch of Tender | 14 - March- 2024 |
| Deadline for submission of offers | 22 - March- 2024 |
| Engagement of vendor and signing of contract | End of March 2024 |

1. **Product specification, requirements, and terms of delivery:**
   * Obtaining a cash disbursement mechanism, which is proven to be functional in Lebanon.
   * Obtaining an SMS system to inform the project participants of the assistance’s upload.
   * Providing MCC Lebanon with constant updates on participants’ withdrawals.
   * Providing one-time distributions and multiple uploads of assistances.
   * Ability to provide cash assistance in both LBP and USD, upon project agreement with MCC – Lebanon.
   * Provide MCC with the fees list for each amount.
   * Operating language with cash recipients must be Arabic.

MCC will not be liable for any costs or expenses incurred in preparing the tender.

***Note:***

*\*Supplier needs to sign a data sharing agreement with MCC, to protect the information of project participants.*

# Submission of offers:

The offer must be sent to the email address specified in the “[Tender Main Facts Table](#TenderMainFactsTable)”. If the supplier chose to submit the tender by hand, it must be via registered post with acknowledgement of receipt or hand-delivered against receipt signed by a MCC Lebanon representative. All offers, inclusive of any annexes or supporting documents, must be submitted in one sealed envelope bearing only:

* The address.
* The tender reference number/name stated in the “Tender Main Facts Table”.
* The words “Not to be opened before the tender opening session”.
* The name and address of the Tenderer.

Offers must be received before the deadline specified in the “[Tender Main Facts Table](#TenderMainFactsTable)”.

The offer and all correspondence and documents related to the tender must be written in English.

Each Tenderer or member of consortium or sub-contractor may submit only one offer. The offer can be for one entire lot or more entire lots.

# Evaluation of offers

Mennonite Central Committee, at its sole discretion, will select the winner of this tender. MCC shall be free to:

* + Accept the whole, or part only, of any tender.
  + Accept none of the proposal’s tenders.
  + Republish this request for tenders.

MCC will not be liable for any costs or expenses incurred in preparing the tender.

MCC reserves the right to keep confidential the circumstances considered for the selection of the offers.

Part of the evaluation process may include a presentation from the Tenderer and a site visit by MCC Lebanon staff.

Value for money is important to MCC, as money saved is money that can be used on humanitarian and development work worldwide.

# Samples / Demonstrations - This is necessary and will contribute to the scoring process

Tenderer should provide us with a service fulfillment process detail, receipt template, map of branches/locations, modality of approvals and payments, currency options, etc.

# List of documents to be submitted with the offer

Offers must be inclusive of the following documents:

| **Document** | **Rationale** | **Form** |
| --- | --- | --- |
| Technical Offer & Tenderer’s declaration form | The tenderer signs to show that they have fully understood and accepted the tender document. | See Annex B |
| Vendor’s Registration Form | The tenderer demonstrates commitment to the standards and principles in the Ethical Purchasing Policy. | See Annex C |
| Contact details of three references | By contacting the references, MCC can be assured of competency of tenderer. | Type of contract, period of performance, company name, contact name, telephone number, e-mail |
| List of tenderer’s main customers including any Non-Governmental Organizations | The tenderer assures MCC of its experience in the sector. | It is necessary to provide MCC with proper and complete information |
| Other Company Documents | Evidence of corporate identity. | 1. Certificate of registration in VAT - التسجيل في الضريبة على القيمة المضافة. 2. Company registration certificate - شهادة تسجيل الشركة. 3. Commercial Circular - السجل التجاري. 4. Owner or CEO or GM passport/I.D. copy. 5. License of international payment processors, as issuer and acquirer to provide financial services.  6. Bank Activity: Only name the banks that the FSP maintain active accounts suitable for receiving international transfers in foreign currency (USD). |
| Company profile | The Tenderer provides information on its structure. | It is necessary to provide MCC with proper and complete information. |
| Management of Contract | Tenderer to provide information on how they would manage the MCC contract and advise on the type of management reports MCC could expect. | It is necessary to provide MCC with proper and complete information |

*MCC has the right to disqualify any quotation that is not abiding by the above requirements (soft and hard copy).*

# Contract Payment terms

MCC will sign an agreement with the selected service provider for 3 months (indicating cost of service, different services available, details of transactions and payment options, currency of payments as well as supporting documents, etc.

**Advance Payment:** The payment will be made in advance to the cash distribution process, monthly.

**Payment Amount:** The payment will reflect the actual total value of the transactions processed by the FSP. This requires a reconciliation process at the end of each month. The payment will also include any commission earned by the FSP based on a pre-defined structure.

**Payment Method**: Payments will be done via bank wire transfer from MCC’s side. (Fresh USD currency)

# Disclaimer

MCC reserves the right to alter the schedule of the tender and contract awarding.

MCC reserves the right to cancel this tender process at any time and not to award any contract.

MCC reserves the right not to enter or award a contract due to this invitation to tender.

MCC does not bind itself to accept the lowest or any tender.

MCC shall not be liable in respect of any costs incurred by the tenderer in the preparation of the offer nor any associated work effort, including the production of presentation materials, brochures, product specifications or manuals for evaluation.

# Selection Criteria

The minimum selection criteria to be used in the evaluation of proposals include, but are not limited to, the following:

|  |  |  |
| --- | --- | --- |
| **Area** | **Objective** | **Weighting** |
| **Compliance** | Completion of RFP, financial viability, clearly present and answered. | **Pass/ Fail** |
| **Company Profile & Requirements** | * Ability to showcase the capacity & capability of the organization to carry out the project. * Adherence to project timelines. * Ability to deliver as per expectations. * Ability to receive international bank wire transfers in foreign currency (USD). | **40%** |
| **Service fulfillment Requirements** | * Template used as documentation of the full process (participants’ receipt, report…) | **35%** |
| **Commercial Proposal** | Total cost of the proposal. | **25%** |

These criteria are not in any order, nor do they necessarily carry equal weight.

The exact criteria of selection will not be published to suppliers.

# Clarifications

The responsibility is on the tenderer to ensure that its offer is complete and meets MCC’s requirements. Failure to comply may lead to the offer being rejected without any reason being given. Please therefore ensure that you read this document carefully and answer fully all questions asked.

# Annex Content List

|  |  |
| --- | --- |
| Annex A - Call for tender Document | All suppliers to review, stamp, & sign |
| Annex B – Technical Offer & Tender Declaration Form | All suppliers to complete, stamp, & sign |
| Annex C - Vendor Registration form | All suppliers to complete, stamp, & sign |
| Annex D - MCC Anti-fraud & corruption policy , MCC’s Data Protection Policy | All suppliers to review, stamp, & sign |
| Annex E - MCC’s Supplier Code of Conduct | All suppliers to review, stamp, & sign |