



## Invitation to Tender Dossier

### Cash Service Provider

Tender Main Facts Table	
<b>Tender reference</b>	<b>PIL - FY22 – 002 Cash Service Provider.</b>
<b>Tender launch date</b>	6 September 2021
<b>Submission Details</b>	Suppliers should send documents in a Sealed Envelope to Plan International – Lebanon Office between 06-Sept-2021 and 26-Sept-2021 between the hours 10am - 4 pm. Please refer to section 3 for more details. In addition to above, a Confirmation Email to Lebanon.Procurement@plan-international.org that you delivered the Offer.
<b>Deadline for submission of offers</b>	Accepting Bids on 06-Sept-2021 till 26-Sept-2021 between the hours 10am - 4 pm.
<b>Address for submission of offers</b>	Shibli Bldg (known as Bank Audi bldg.) Scd Floor, Independence Street, near to El Saydeh church Ashrafiyeh   Beirut, Lebanon
<b>Estimated date of award of contract(s)</b>	Mid October 2021
<b>Duration of contract</b>	1 Year (renewable)

### Submission of offers to Plan office

#### Procurement Department

Shibli Bldg (known as Bank Audi bldg.) Scd Floor, Independence street, near to El saydeh church Ashrafiyeh | Beirut, Lebanon

In addition to a Confirmation Email to Lebanon.Procurement@plan-international.org that you delivered the Offer.



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## 1. Introduction

Plan International Logistics & Procurement Department are inviting interested parties to bid as part of a negotiated tender process for Cash Service Provider.

As response to the current economic crisis, Plan International Lebanon (PIL), 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 2021-2022 for an initial period of 1 year with an option to renew after performance evaluation and upon Plan's and beneficiaries' satisfaction of services.

## 2. About Plan International Lebanon

Plan International is an independent development and humanitarian organization that advances children's rights and equality for girls. Working together with children, young people, supporters and partners, we strive for a just world, tackling the root causes of the challenges girls and vulnerable children face. We support children's rights from birth until they reach adulthood, and enable children to prepare for – and respond to – crises and adversity. We place a specific focus on girls and young women, who are most often left behind. We have been building powerful partnerships for children for more than 80 years, and are now active in more than 70 countries. Plan International Lebanon has a range of programmes throughout the country, focusing on adolescent girls and boys and young people. All programmes are implemented in partnership with national and local partners.

Read more about Plan International's Global Strategy: 100 Million Reasons at <https://plan-international.org/strategy>

## 3. Cash within Plan International programmes

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.

Cash can be used as an effective tool to get desired results in protection programming, in education and to achieve gender equality, which is one of the thematic areas that Plan International is proud to be associated with.

In order to ensure that the most vulnerable girls, boys and their families are able to meet their basic needs and are free from any kind of violence and discrimination and enjoy their full and equal rights, Plan will apply cash-transfer modalities in all its sectors to target specific groups like girls, boys, adolescent, youth, women and men. This will help in providing better support to the age and gender related needs of the crisis affected population under the overall framework of Plan International's Disaster Risk Management (DRM) vision.

Plan International's cash programming will adhere and 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.

## 4. Purpose

The purpose is to identify and preposition qualified financial service providers able to legally operate in Lebanon. In the coming year (2021-2022) Plan International may implement multiple projects requiring cash distributions in the North, Akkar, Bekaa, South, BML and Baalbek-Hermel governorates. The selected provider will be offered to sign a Long-Term Agreement (LTA) with Plan International Lebanon for the duration of 12 months. The agreement pre-qualifies the provider for the required service. When a project is confirmed, the provider will be solicited by Plan to provide the required service, on a case by case basis. Each project will entail different volumes, transfer amounts, frequency, and locations of transfers. Hence, the Supplier will be asked to sign one Scope of Work per project, detailing the features of the cash transfers to be delivered (number of recipients, transfer amounts, frequency, dates of the transfers, and their locations). Under the LTA, the Supplier may be solicited to engage in one or more projects, or in none, over the course of the 12 months.

## 5. About the tender process

Successful Tenderers will be expected to enter into a formal contract with Plan International.

Each successful Tenderer is intended to be a Provider, but the contract pertaining to this tender shall not constitute an exclusive contract and Plan International, 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.

Plan International Lebanon will exercise its rights to enter into formal one-year contract (renewable) with the supplier and issue consequent supplies for the same or similar items within the one-year period under its different projects in Lebanon.

If you believe that your company may be in the position to meet any of our specified requirements and would like to be considered as a potential supplier **firstly complete and return Annex 1 – “Confirmation of Intention to Tender” as soon as possible, and thereafter complete and submit all the required documents as listed in Annex A,B,C and D.**

This tender dossier has been issued for the sole purpose of obtaining offers for the supply of goods or services against the specification contained within this document and Annexes. Plan International reserves the right not to enter into or award a contract as a result 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 Plan International 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.

## 6. Proposed Timeline

Activity	Deadline Date
Launch of Tender	06-September- 2021
Deadline for submission of offers	06-September-2021 till 26-September- 2021
Engagement of vendor and signing of contract	Mid October

## 7. Product specification, requirements and terms of delivery

- Obtaining a cash disbursement mechanism, which is proven to be functional in Lebanon
- Printing cards (or any alternative) to be distributed to beneficiaries upon selection of beneficiaries
- Ability to distribute the cards to beneficiaries in a secure manner, providing proof of distribution (Preferable)
- Obtaining an SMS system in order to inform the beneficiaries of the assistance's upload
- Providing Plan International Lebanon with constant updates on beneficiaries' withdrawals
- Providing one-time distributions and multiple uploads of assistances
- Ability to provide cash assistance in both LBP and USD, upon project agreement with Plan International -Lebanon
- Provide Plan with the fees list for each amount
- Operating language with recipients must be Arabic
- Plan International will not be liable for any costs or expenses incurred in the preparation of the tender

### **Note:**

*\*Exact dates and locations will be shared by Plan International at later stages.*

*\*Supplier needs to sign a data sharing agreement with Plan, to protect the information of our beneficiaries.*

## 8. Submission of offers

The offer must be sent to the address specified on page 1. It must be via registered post with acknowledgement of receipt or hand-delivered against receipt signed by a Plan International representative.

Offers must be received before the deadline specified in the "Tender Main Facts Table" above.

The offer and all correspondence and documents related to the tender must be written in English or native language

All offers must be submitted in one signed original, marked "original", and one copy signed and marked "copy". In case of discrepancies, information in the "original" shall prevail on "copy".

All offers, inclusive of any annexes or supporting documents, must be submitted in **one sealed envelope** bearing only:

- a) The address;
- b) The tender reference number/name stated in the “Tender Main Facts Table”;
- d) The words “Not to be opened before the tender opening session”;
- e) The name and address of the Tenderer.

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.

## 9. Evaluation of offers

Plan International, at its sole discretion, will select the winner of this tender.

Plan international 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

Plan International will not be liable for any costs or expenses incurred in the preparation of the tender.

Plan International reserves the right to keep confidential the circumstances that have been considered for the selection of the offers.

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

Value for money is very important to Plan International, as every additional USD saved is money that we can use on our humanitarian and development work throughout the world

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

Tenderer should provide us with a Receipt template, Card Content used by the beneficiaries, map of branches/locations, modality of approvals and payments, currency options, etc.

## 11. List of documents to be submitted with the offer

Offers must be inclusive of the following documents:

Document	Rationale	Form
Confirmation of intention to tender		See Annex A

Supplier Questionnaire Inclusive of Health & Safety Policy, ISO Accreditation and any other requested policies as outlines in the questionnaire). All suppliers should complete this form unless they have already completed a similar form within the last three years	The Tenderer demonstrates commitment to the standards and principles in the Ethical Purchasing Policy and to assessing and managing risks in the supply chain	See Annex B  Supply chain verification
Completed "Tenderer's Declaration" document	The Tenderer signs to show that they have fully understood and accepted the tender document	See Annex C
Contact details of three Referees	Contacting the Referees, Plan International can be assured on competency of Tenderer	Type of contract, period of performance, company name, contact name, telephone number, e-mail
<b>Bid details</b>	<b>Tenderer to send the quotation in hard copy in addition to the Samples requested on Section 6</b>	<b>Bid should reflect Fees list of each amount , time frame needed if applicable</b>
List of Tenderer's main customers including any Non-Governmental Organizations.	The Tenderer assures Plan International on its experience in the sector	As necessary to provide Plan International with proper and complete information
Audited accounts for the last two years or other such documentation to prove financial viability	The Tenderer demonstrates it has resources to perform the contractual obligation	This should include both Profit and Loss account and Tenderer's Balance sheet
Other Company Documents	Evidence of corporate's identity	<ol style="list-style-type: none"> <li>1. Certificate of registration in VAT- شهادة تسجيل في الضريبة على القيمة المضافة</li> <li>2. Company registration certificate- شهادة تسجيل شركة</li> <li>3. إذاعة تجاريه</li> <li>4. Owner or CEO or GM passport/I.D. copy.</li> <li>5. License of international payment processors, as issuer and acquirer to provide financial services</li> </ol>
Company profile	The Tenderer provides information on its structure.	As necessary to provide Plan International with proper and complete information.
Management Of Contract Proposal + Reporting	Tenderer to provide information on how they would manage the Plan International contract and advise on how the type of	As necessary to provide Plan International with proper and complete information

	management reports Plan International could expect	
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- *Plan has the right to disqualify any quotation that is not abiding by the Above requirements (soft and hard copy) .*

## 12. Contract Payment terms

Plan International will sign a long-Term Agreement with the selected service provider for one year (renewable indicating cost of service, different services available, details of transactions and payment options, currency of payments as well as supporting documents, etc.

**Note: Payments will be done via international bank wire transfer from Plan International side**

## 13. Disclaimer

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

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

Plan International reserves the right not to enter into or award a contract as a result of this invitation to tender.

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

Plan International 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.

## 14. 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
<b>Compliance</b>	Completion of RFP, financial viability, clearly present and answered	<b>Pass/ Fail</b>
<b>Company Profile &amp; Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to showcase Capacity &amp; capability of the organization to carry out the project</li> <li>• Adherence to project timelines</li> <li>• Ability to deliver as per expectations.</li> </ul>	<b>40%</b>
<b>Service Requirements</b>	<ul style="list-style-type: none"> <li>• Template used as documentation of the full process (beneficiaries card, receipt, report... )</li> </ul>	<b>35%</b>



<b>Commercial Proposal</b>	Total cost of the proposal	<b>25%</b>
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These criteria are not in any particular order nor do they necessarily carry equal weight.

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

## 15. Clarifications

The onus is on the Tenderer to ensure that its offer is complete and meets Plan International'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 Contents List

Annex A	Confirmation of intention to tender and receipt of copy documents	All suppliers to complete
Annex B	Supplier Questionnaire	All suppliers to complete
Annex C	<i>Tenderer's Declaration</i>	All suppliers to complete
Annex F	Anti-Fraud, Anti-Bribery and Corruption Global Policy	All suppliers to review
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