



Near East Foundation Lebanon

Bani Kana'n Street, Building # 4741, 10th Floor
Badaro, Beirut - Lebanon

NEF Invitation to Bid

Name of organization: The Near East Foundation
Project: NEF-2024-002 Money Transfer Service Provider.
Date of issue: 13 February 2024
Deadline for the receipt of bids: 18 March 2024

Summary:

The NEF Lebanon office is seeking to hire a money transfer service provider for transferring USD funds to beneficiaries of projects located in the Bekaa, North, South, and Beirut governorates. The transfer of funds should adhere to the NEF disbursement campaign's standard operation procedures for one year period.

How to Apply:

- **Bid Document:** Interested bidders are to download the invitation to bid, fill the annex A with all the required information, and sign and stamp with their initials on each page. All forms must be completed without any alterations to the format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.
- **Tender Process:** Interested and eligible bidders are requested to submit their bids by email to: procurementlebanon@neareast.org with a subject line, **“NEF-2024-002 Money Transfer Service Provider”**.
OR by hand in a sealed envelope to the following address: Badaro, Bani Kanaan Street, Badaro 4741 building, 10th floor, with mentioning the following on the back of the envelope: **“NEF-2024-002 Money Transfer Service Provider”**
- **Closing Date:** Deadline for bids submission is **the 18th of March 2024**. All bids submitted after the closing date will be rejected.

Bidders can email procurementlebanon@neareast.org for questions. Answers to questions will be made available to all offerors.

Corrupt practices:

The standards of ethics of the Near East Foundation should be respected during any procurement process and the execution of contracts. In pursuit of this, the Near East Foundation defines, for this provision, the terms set forth below as follows:

- “Corrupt practice” includes the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
- “Fraudulent practice” includes a misrepresentation of facts in order to influence a procurement



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process or the execution of a contract to the detriment of the Near East Foundation, and includes collusive practices among bidders before or after bid submission designed to establish bid prices at artificial, non-competitive levels and to deprive the Near East Foundation of the benefits of free and open competition.

In any case where fraud or corruption is identified, NEF will take appropriate action, including but not limited to:

- rejecting any bids where the bidder has engaged in corrupt or fraudulent practices in competing for the contract.

Eligible Bidders:

A bidder shall meet the following criteria to be eligible to participate in NEF procurement: the bidder, at the time of bid, is not:

- The bidder must not be insolvent.
- The bidder must not be in receivership.
- The bidder must not be bankrupt.
- The bidder must not be undergoing wound-up procedures.

A bidder, and all parties constituting the bidder including sub-contractors, are required to disclose any all conflicts of interest. All bidders found to have an undisclosed conflict of interest may be disqualified. A bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if 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 on the bid of another bidder, or influence the decisions of the Near East Foundation regarding this bidding process.

Currency of bid:

All prices should be quoted by the bidders in USD, unless otherwise stated.

Payment:

The disbursement fees, including commission and cash handling fees, as well as any SMS fees, will be transferred via international bank transfer in USD. Before campaign initiation, 60% of the estimated total amount will be transferred, followed by the remaining 40% after reaching an 80% of expenditure. Any unutilized funds must be returned to NEF within one month post-contract, subject to validation through financial reports and reconciliation.

Bid Validity:

Bids shall remain valid for a period of 30 calendar days after the date of the bid submission deadline.

Selection Process



Proposed Schedule:

13-02-2024	ITB issued on 13 th of February 2024.
	Questions concerning ITB and project emailed procurementlebanon@nearcast.org no later than 4:00pm local time.
06-03-2024	Bids are due no later than 18th of March 2024, 16:00 local time. Late submissions may not be accepted.
20-03-2024	Notification to selected offeror
Date	The estimated start date will be at a later stage.

Evaluation of Bids:

The Near East Foundation will evaluate the submitted bids according to the following criteria:

- Quality of the product/service according to the required specifications.
- Geographical presence and coverage.
- Cash withdrawals procedures and requirements.
- Price in comparison to NEF established rate.
- Ability to deliver the requested good/service by the required time.
- Demonstrated excellent service, after sale and warranties.
- Solidity of the offer/quotation prepared.
- Reputation of the supplier/service provider.
- Adherence, to ethic and anti-corruption practices of NEF.
- Previous experience with NGO's.

Award procedures:

- The Near East Foundation shall award the contract in writing, with an award letter, to the selected bidder before the end of the bid validity period.
- Any bidder who has not been awarded a contract, will be notified in writing.
- The award letter will state the sum that the Near East Foundation will pay the supplier/service provider in consideration of the good/service prescribed in the contract, and in accordance with the bid.
- Issuance of this ITB in no way constitutes a commitment by NEF to award a contract.

Signing of contract



- Upon receipt of the letter of acceptance, the Near East Foundation shall call the successful bidder to sign the contract.
- Within an agreed timeframe, an authorized representative of the successful bidder shall sign, date, and return the contract to NEF.

Certification Page

The Bidder certifies that: (1) Prices in the bid have been arrived at independently without consultation, communication, or agreement with any other competitor; (2) Prices in the offer have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other competitor before bid opening or contract award unless otherwise required by law; and (3) No attempt has been made or will be made by the offeror to induce any other competitor to/not to submit an offer for the purpose of restricting competition.

Bidder Representative Name:

Position:

Signature:

Date:



1. Technical Offer

Disbursement Mechanism

Disbursement Campaigns:

The disbursement to the beneficiaries shall be done via disbursement campaigns requested by NEF and executed by the service provider.

A "**Campaign**" shall mean a series of disbursements addressed to a specific list of beneficiaries, to be performed within a defined time frame in a defined Campaign Area and other details to be agreed upon by both Parties.

The Campaign will be defined based on a set of parameters listed below:

- Campaign Type
- Campaign barcode
- Start date
- End date
- Campaign Area (mainly Beqaa, North, South and/or Beirut and Mount Lebanon governorates)
- Maximum number of beneficiaries
- Campaign Currency

Specific Inquiries:

Bidders are required to respond to the following inquiries as part of their proposal:

1) Standalone Point of Sales:

Indicate the number of standalone points of sales your organization currently operates.

2) Agents:

Provide the total number of agents employed by your organization if and when applicable.

3) Vetting System:

Does your organization have a vetting system in place?

If yes, please provide details on the screening lists used in your vetting system.

4) Compliance with NEF's SOP:

Demonstration of how the money transfer service adheres to NEF's disbursement campaign's standard operating procedures.

Required Capacities (or equivalent):

- Ability to disburse amounts to beneficiaries in compliance with the implementation mechanism and in the locations specified by NEF for the disbursement process.
- Ability to communicate in writing with beneficiaries (such as SMS texts or equivalent) based on a predefined



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time frame scheme in order to inform the latter of their disbursement details.

- The service provider shall be able to provide NEF with real time updates to track the disbursement Campaigns and to review all the details of daily disbursements made to the beneficiaries.
- The service provider shall present receipts to the beneficiaries and NEF for each beneficiary.

Service Provider Responsibilities:

- Initiate the Disbursement Campaigns in the locations specified by NEF at secure places such as service provider's store network or equivalent, upon receiving an email (Campaign Initiation Request) from NEF, attached with, the campaign file detailing the disbursement amounts, the Disbursement Fees, and the SMS Fees (if any).
- Upon receiving the money transfer for all the foregoing amounts, the service provider shall perform the following:
 - Prepare for making payments in the agreed-upon locations, according to the Campaign Parameter.
 - Notify beneficiaries of date and location of payments (through SMS system or equivalent).
 - Pay the due amounts to the beneficiaries, in compliance with the implementation mechanism.
- When requested by NEF, the service provider shall make disbursements to the beneficiaries in **USD**.
- The service provider must send a report to NEF on daily basis mentioning the Beneficiaries who got their grants with all the necessary information and dual signed receipts.
- At the end of each campaign the service provider must execute the following:
 - Send to NEF a detailed report enclosing the details of the disbursement amounts as well as the service providers Disbursement Fees and the SMS Fees, if any.
 - Send to NEF an electronic excel file comprising the disbursement amounts that were not delivered to the relevant Beneficiaries.
 - Send to NEF all beneficiaries' receipts after cash out.
 - After receiving NEF's approval, reimburse in cash **USD** or transfer the amounts that were not disbursed to the beneficiaries and the Disbursement Fees corresponding thereto to NEF's **Fresh USD** bank account, which will be provided at a later stage.

NEF's Responsibilities:

- NEF shall request the service provider to launch a Cash Disbursement Campaign by:
 - Sending an email to the service provider, detailing the disbursement amounts, the service provider's Disbursement Fee, and the SMS fees, if applicable.
 - Sending an email to the service provider, with a list of the Beneficiaries necessary information (Name in English and Arabic, phone number & area of location), and attaching the available Identification document (Identification Card, Civil Record, Passport or UNHCR ID).
 - Transferring the necessary amounts to the service provider's account prior to the Campaign Start Date.
- NEF undertakes, at its own expense, to execute all the required procedures deemed adequate to inform the Beneficiaries about the service procedure offered and required documents at the service provider stores before the Campaign Start Date.



2. Financial Offer:

The cash disbursement campaigns should be executed in **USD**.

Please fill in the tables below with the amount of the transaction and charges in USD, based on your preferred threshold;

English SMS Text fees in USD including VAT	Arabic SMS Text fees in USD including VAT

Disbursement Amount per Transaction in USD including VAT	Service Provider Commission per Transaction in USD including VAT

Bidder Representative Name:

Position:

Signature:

Date: