**NEF Invitation to Bid: Money Transfer Services**

**Name of organization:** The Near East Foundation

**Date of issue:** 30 August 2022

**Deadline for the receipt of bids:** 28 September 2022

**Summary:**

The NEF Lebanon office is looking to contract **USD** money transfer services for disbursements to beneficiaries of projects in the Bekaa, North, South and Beirut governorates, according to NEF disbursement campaigns’ standards operating procedures for a period of 1 year starting from October or November 2022.

**How to Apply:**

* Bid Documents: Interested bidders are to:
	+ download the invitation to bid, fill the Annex A with all the required information and sign it. 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.
	+ Attach a technical qualifications statement detailing experience and technical qualifications to deliver services outlined in Annex A. Please ensure this is on company letterhead and each page is signed.
* Tender Process: Interested and eligible bidders are requested to submit their bids by email to: procurementlebanon@neareast.org with a subject line, **“Money Transfer Services”.**

**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: **“Money Transfer Services’’.**

* **Service providers that are not able to provide the money that will be transferred from abroad to beneficiaries in USD will be systematically disqualified.**
* Closing Date: Deadline for bids submission is**Wednesday, September 28, 2022.**  All bids submitted after this date and time will be rejected.

Bidders can email procurementlebanon@neareast.org for questions.

**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 the purposes of 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 process or the execution of a contract to the detriment of the Near East Foundation and includes collusive practices among bidders prior to 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:

* insolvent
* in receivership
* bankrupt
* being wound up

A bidder, and all parties constituting the bidder including sub-contractors, are required to disclose any and 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 (commission & cash handling fees) and the SMS fees, if any, will be transferred by an international bank transfer in USD prior any campaign that should be undertaken during a specific period.

**Bid Validity:**

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

**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.
* 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 NEF and other similar NGOs.

**Award procedures:**

* The Near East Foundation shall notify the selected bidder in writing, with an award letter, before the end of the bid validity period.
* Shortlisted bidders who have 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.

**Bidder Representative Name: ………………….**

**Position: ………………………………………….**

**Signature: …………………………………………**

**Date: ………………………………………………**

**ANNEX A**

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 governorates)
		- Maximum number of beneficiaries
		- Campaign Currency

## **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 time frame scheme in order to inform the latter of their disbursement's 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.

**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.
	+ 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 on a later stage.

**NEF’s Responsibilities:**

* NEF shall request from 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 expenses, 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.
1. **Financial Offer:**

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

*Please fill the tables below by bidding in USD:*

|  |  |
| --- | --- |
| **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** |
| Up to 300 USD |  |
| 301 USD to 750 USD |  |
| 751 USD to 1000 USD |  |

**Bidder Representative Name: ………………….**

**Position: ………………………………………….**

**Signature: …………………………………………**

**Date: ……………………………………………**